

ProtecNet®

## E B O O K

## P B X M A N A G E M E N T T O O L S

The Black Box Network Services ProtecNet eBook is documentation and audit of a Nortel PBX, delivered electronically. It consists of 23 separate sections addressing the most important aspects of the configuration of your system. All of the information presented comes directly from the PBX system, obtained through remote dial-up access. The information is a graphical and textual reflection of the programming of the PBX, and is presented in ways meaningful to users and administrators. Hence, these services will enhance your ability to manager your PBX system.

### ***Reports included with the Black Box Network Services ProtecNet eBook***

- ACD groups
- Action items
- Administrative directories
  - alpha, extension
- Calling privileges
- DES directory
- Equipment lists/layout
- Move, add and change activity
- Port Counts
- Routes/route list
- Station and system speed call lists
- Station templates
- System Activity
- System software call pickup, intercom groups

### ***Ways to use the Black Box Network Services ProtecNet eBook:***

- ✓ **Installation Support**
  - Provides accurate PBX generated directories for users; Call Pick-up Groups, Dial Intercom Groups, etc.
  - Documents Equipment; Hardware & Software for contract verification
  - Documents System's calling capabilities and routing
  - Documents Software inconsistencies for immediate repair
- ✓ **An Administrative Tool**
  - Eliminates need for expensive and time consuming specialized training
  - Provides a Service Order form in easy pictorial format
  - Reference tool for future administrative needs
- ✓ **Action Items**
  - Provides cross check on all software programming
  - Minimizes the need for future service calls
- ✓ **Port/Set Type Report**
  - Enables customer to review equipment types and quantities in use so you can build an adequate on-site spares inventory
- ✓ **Equipment Maps**
  - Track expansions, eliminate last minutes equipment orders and possible back order delays as well as expedite charges

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### ***Benefits***

- A Black Box Network Services ProtecNet eBook is an independent audit and inventory of your PBX system's software, documenting the system's programming and uncovering hidden problems (over 90% of all the systems audited have problems which may ultimately surface in complaints).
- Fixing these hidden problems improves service, eliminating any number of future complaints, finally fixing that one problem which has eluded everyone.
- Subscriptions are available on a monthly, quarterly, trimester, or semi-annual basis. When you get your new updated Black Box Network Services ProtecNet SourceBook, just throw the old one away! Our special Activity Report will tell you which stations have been modified since your last Black Box Network Services ProtecNet SourceBook.
- While all maintenance contracts are based on the number of ports, some charge for installed ports, others charge for only working ports, while even others may be approximations. The Black Box Network Services ProtecNet eBook accurately defines what is working and what is spare. It may even enable you to lower your monthly maintenance costs by removing spare ports you may be paying for – without adversely affecting service.
- Having your PBX System laid out in neat, concise and logical written reports helps you manager the system. No more TNB's and DNB's! No more jargon! Just useful information you can use every day.
- Management expects you to take prudent steps to ensure you are protected against Toll Abuse. The Black Box Network Services ProtecNet eBook has 5 sections devoted strictly to security issues.