

Attention Software

Keys to Success

Enhancing TeleDirectory® with real-time alerting

Conveyant Systems provides customers with a highly flexible computer-telephony application. Their TeleDirectory attendant consoles allow users to customize their information databases for integrated dialing. When Conveyant Systems President, Tim Kenyon, needed a notification system to interface with their telephony application, he contacted Attention Software.

The Attention!® Notification System (NS) already had the alerting capabilities that Conveyant Systems was looking for. It allows their customers to be contacted using pagers, telephones, emails, cell phone text messages or PDAs.

It's easy to implement the interface...We got **just what we were looking for** with Attention! NS.

Howard Kranther of Conveyant Systems said, "It's easy to implement the interface between TeleDirectory and Attention! NS." When Howard or another representative of Conveyant Systems goes on a customer install, they do not worry about addressing their customers' requirements for remote notification. "We got just what we were looking for with Attention! NS."



International in scope, Conveyant Systems markets equipment through a network of dealers and international distributors with over 6,000 consoles installed worldwide.

Attention Software technical support adds value to a great product family.

One piece of the relationship between Conveyant Systems and Attention Software includes technical support. While Conveyant Systems provides first-level support to their customers for Attention! NS, they also rely on the people in the Attention Software Technical Support organization. “Tech Support is always quick to get back to me,” Howard said. “They do a great job.” Howard went on to praise the quick and competent solutions provided by the support specialists.

Attention! NS is a mature software system which addresses all aspects of enterprise alerting. Whatever the nature of the end user’s business, Conveyant Systems finds that Attention! NS is the perfect solution for their notification needs. An outside monitoring program may supply the information to Attention! NS or the embedded heartbeat may detect when a critical system or application is available.

Regardless of the number of people who need to be notified of an incident, Attention! NS can handle it. The product’s web-based Schedules allow people to select how they will be notified based on the day of week and time of day. In addition, Attention! NS allows as many notification escalations as the user feels are necessary, and allows them to choose the wait intervals between each level of escalation.

Most companies now use web-based applications to maximize efficiency. With Attention! NS, Schedules are maintained via any browser. This allows remote employees that do not come into the office on a regular basis to make updates on a moments notice—any time of the day or night.

Some Attention! NS features are particularly useful to managers. The progress of any event can be tracked online, and all system operations are written to log files for auditing and archiving purposes. Management uses these logs to create custom reports for troubleshooting and capacity planning purposes.

Attention! NS is available in single or dual-server configurations. Should anything happen to the primary Attention! NS server, the backup server takes over automatically. In addition, a feature of Attention! NS known as the *Watchdog* notifies administrative personnel when either Attention! NS server experiences problems. This keeps operations personnel up to date on the current status of their remote alerting capabilities, 24 x 7.



“Attention! NS provided us with a first-class notification solution for our TeleDirectory installed base. It is a mature, feature-rich product, backed by a technical support organization that is always available to assist our engineers and customers.”

Tim Kenyon, President

Key Benefits

Attention Software provides the world’s leading organizations with the highest quality alarm management and notification products available.

- Attention! NS stands guard 24x7, 365 days a year, notifying appropriate individuals only when necessary, using the wireless notification devices of choice.
- In most situations, Attention! NS is up and running within 30 minutes.
- Attention! NS is affordable. The total investment is usually less than a single hour of downtime. And since there are no incremental costs as you add users, you increase the solution’s value the more you use it.
- Customizable reports and detailed event logs mean that managers stay on top of day to day operations.



Providing superior Alarm
Management and
Notification solutions since
1993.

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