

VESTA® DMS 100

Advanced Central Office-based telephony for today's mission-critical call centers

More and more mission-critical call centers are searching for a cost-effective call processing solution requiring no on-premise switching equipment and no end user maintenance. **VESTA® DMS 100 (Data Management System)**, from industry leader PlantCML®, provides digital local exchange capabilities for call centers located within five miles of a Central Office (CO) equipped with a Nortel Networks DMS 100 Switching System.

VESTA DMS 100 is an intelligent telephone console designed to provide additional functionality to the Nortel Meridian Business Set (MBS) on a standard PC platform. The VESTA DMS 100 supported line-type is the Nortel proprietary Meridian Digital Centrex (MDC) combined with the Automatic Call Distribution (ACD)-call center option. MDC lines carry analog voice simultaneously with data over voice.

This economic and streamlined system provides a feature-rich digital environment including ACD and a full suite of administrative call functions. VESTA DMS 100 centralizes call center applications on an open platform for integration of telephony functions with mapping, incident tracking, radio, Computer-Aided Dispatch (CAD), digital logging and third-party applications.

Designed to operate in a client/server environment, VESTA DMS 100 can run in network or standalone mode. In this distributed concept each workstation functions independently, but still shares all the common files needed for the application via a network server. VESTA DMS 100's flexibility allows user interaction and provides the ability to customize the look and feel to meet user needs.



Key Benefits

- Provides additional functionality to the Nortel MBS on a standard PC platform
- Offers ACD and a full suite of administrative call functions
- Complies with federal requirements for Multi-Level Precedence Preemption (MLPP)
- Traceable call history provides information about previous calls with the same calling number
- Offers a modular configuration with no single point of failure
- Provides a configurable location information response timeout
- ALI Retransmit allows the system to automatically retransmit location information for a wireless call based on a number of parameters including class of service, distance and confidence
- Enhanced location information display configurable to make entries in the saved location information list in the display available for the next VESTA user, or clear them at logoff



Nortel-certified VESTA® DMS 100 offers feature-rich call processing without the need for on-premise switching equipment or end user maintenance.

VESTA® DMS 100

Key Features

- Voice over Internet Protocol (VoIP) capabilities
- Automatic Crash Notification (ACN) support
- Advanced TTY, Instant Recall Recorder (IRR) and note-taking
- Configurable display supports any ALI format requirements
- VESTA®-View compatibility



Centralizing call center applications on an open platform allows advanced integration with complementary solutions for CAD, Digital Logging Recording (DLR) and more.

VESTA®-View

Supported by VESTA DMS 100, PlantCML's **VESTA®-View** is a real-time management tool allowing administrators to easily monitor, join or take control of any call within the VESTA network. It provides immediate notification of supervisors should an incoming call ring too long or an outgoing call exceed a certain time threshold. With information in hand, call center managers are better positioned to assess, or more importantly, correct any situation so no call goes unanswered.

Managed Services

With a keen focus on system protection and reliability, industry leader PlantCML brings an unmatched suite of Managed Services to the mission-critical environment. By taking part, users of VESTA DMS 100 gain direct and secure connectivity with the company's exclusive Service Management Center (SMC), where a team of IT experts observe all PlantCML systems in real-time. Customers can also choose to implement one or any combination of services for Monitoring & Response, Patch Management, Virus Protection and Disaster Recovery for maximum system integrity.

The Industry Leader

For 40 years, PlantCML has developed and supported comprehensive solutions to address the rapidly changing communications needs of the mission-critical environment. Join the growing number of public safety and private security operations implementing next-generation call processing technology. Join those who rely on PlantCML, an EADS North America company.

Components & Operating System

- Microsoft® Windows® XP
- Supports a maximum of two 22-button add-on modules

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