

## Phone Status Messaging System

### OVERVIEW

SA-DND allows for Customized Do-Not-Disturb Phone Status Messages over Cisco IP telephones as well as the Cisco IP Communicator soft phone. With the touch of just one button, SA-DND will allow any participating user to set his or her phone status to a variety of do-not-disturb statuses. Internal callers will receive an XML screen alerting them of the party's current status.

### FEATURES & BENEFITS

Syn-Apps is a custom application development firm that takes into account its customers' needs and requirements. With the help of our customers we have continued to develop and enhance SA-DNDs core features and functionality. With our customers' requests and suggestions in mind Syn-Apps refocused and designed an array of new features that fit many different needs:

- » **Create Personalized Messages** for callers that will be displayed on the source phone
- » Users can access the **phone management system** directly from their phone
- » **Go To Voicemail:** Source phone can select to leave a voicemail after contacting an unavailable user
- » **Call Back:** Source phone can select to call back a user with an unavailable status
- » SA-DND can be configured to allow a user to **screen calls** even while set to a do-not-disturb mode.
- » **Web interface** allows the administrator to manage do-not-disturb messages and make them Immediately available to their users
- » Administrators can run a **status report** that displays the current status of all subscribed phones

SA-DND is the most feature complete Phone Status Messaging System on the market. We put Full Control in the users' hands by allowing them to select and manage their status directly from their Cisco IP Phone. The following are statuses that come preconfigured within SA-DND out of the box:

- » Available
- » Unavailable
- » Out to lunch
- » Out of Office
- » On Vacation
- » Sick
- » Busy
- » Custom Status

### Application Server Requirements:

- » Microsoft.NET 1.1
- » Windows 2000 or 2003 Server
- » Syn-Apps Core Components
- » Microsoft IIS
- » 1G of system memory
- » 2.0 ghz or greater Pentium 4 class Processor

### CCM Support:

- » Express
- » 3.X
- » 4.X
- » 5.X
- » 6.X

### Cisco Phone Compatibility:

- » 7905/06
- » 7911/12
- » 7920/21
- » 7930/31/35
- » 7940/41/42/45
- » 7960/61/62/65
- » 7970/71/75

## TYPICAL USES

SA-DND was initially developed to increase coworker status awareness. With its easily selectable statuses and messages, SA-DND is able to instantly notify a caller of the users current status. Although SA-DND has proven itself highly effective in many verticals we have seen the most success in the following:

- » Hospitality
- » Enterprise
- » Education
- » Government
- » Legal

SA-DND is able to improve overall network-wide communication and productivity. Used in tandem with our other applications Syn-Apps can provide a companywide phone status and communication system that is easily customizable for each end-users unique requirements

## About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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