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AVAYA News - Tone Software to Demo ReliaTel-Streamline 2.6 Platform



By [Anshu Shrivastava](#), TMCnet Contributor

Voice management solutions provider [Tone Software](#) has announced it will demonstrate its recently [announced](#) ReliaTel-Streamline Management Solution 2.6 release which includes "Operational Knowledge Base" at the 2010 International Alliance of [Avaya](#) Users "InAAU" Conference.

Operational Knowledge Base provides a "single plane of glass," according to company officials, that it delivers the intelligence required to achieve and sustain the quality and service levels necessary in converging VoIP and data networks.

In addition, the offering includes full support for both Avaya and [Nortel](#) technologies.

By capturing and conveying the expertise of multiple equipment manufacturers - especially Avaya and Nortel - and also the installation-specific knowledge of an organization's senior technicians, the ReliaTel-Streamline Knowledge Base fills a major gap found in most voice support organizations, said Amit Kapoor, director of strategic technology advancement at Tone Software Corporation.

Kapoor said that the Knowledge Base feature allows all support staff, not just senior technicians, to resolve issues in their converging VoIP environments so that voice quality and service levels can be sustained, and support costs are contained.

Anshu Shrivastava is a contributing editor for TMCnet. To read more of Anshu's articles, please visit her [columnist page](#).

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