

The Artisoft logo features the word "Artisoft" in a bold, black, sans-serif font. A red, stylized swoosh or underline element is positioned beneath the letters, starting under the 'A' and ending under the 't'.

**Artisoft<sup>®</sup>**

The TeleVantage logo consists of the word "TeleVantage" in a black, sans-serif font. A red, three-dimensional-looking swoosh or underline element is positioned beneath the letters, starting under the 'V' and ending under the 'e'.

*TeleVantage<sup>®</sup>*

The logo for TeleVantage, featuring the word "TeleVantage" in a serif font with a stylized orange and red swoosh above the letter "V".

TeleVantage

Tailored to meet your business needs today.

Adaptable architecture for tomorrow.

TeleVantage is an open systems IP-PBX that delivers unprecedented communications capabilities to medium-size businesses, branch offices and call centers. The flexible software-based feature set, including intelligent call management, unified messaging, automatic call recording, graphical desktop call control and the comprehensive TeleVantage Call Center, is easy to customize and administer, allowing businesses to dramatically improve customer service and employee productivity. Built on industry standards, including world-class Intel® technologies, TeleVantage eliminates the need for proprietary hardware, enabling it to grow and evolve as business needs change while maintaining a low cost of ownership.

# TeleVantage delivers unprecedented flexibility to support the way your business works, communicates, and grows.

**Business Flexibility** – With TeleVantage, you decide how calls should be managed so that every member of your organization can be more productive. Customer, prospect, VIP, vendor, and personal calls can all be handled efficiently and professionally, yet according to their unique differences. Set up business rules based on who is calling or being called, time of day, or available resources. Whether employees are on the road, at another branch, or in your call center, they can connect quickly and easily to your customers. TeleVantage is not just another phone system – it's a strategic asset that enables you to set yourself apart from the competition

**Architectural Flexibility** – Never be locked into proprietary hardware again. With TeleVantage, you can embrace new technologies and evolve your phone system at your own pace. Mix and match telephones based on your needs – analog, digital, IP, cordless, or wireless. Easily expand the system without performing a costly forklift upgrade. Operate TeleVantage as a stand-alone PBX or add powerful functionality to an existing PBX. Deploy the system across all of your offices in a variety of ways – set up a single server with IP phones at remote offices, or use analog phones with an IP gateway box, or set up multiple servers at each of your sites. The flexible architecture of TeleVantage protects your investment so that it never becomes obsolete – it keeps getting better over time.

**Integration Flexibility** – TeleVantage allows you to add best of breed functionality to your phone system to help you increase efficiency and improve service across your enterprise. Want to combine your CRM system, predictive dialer, fax, automated dialer, vertical specific application, or IVR solution with your phone system? No problem. And the TeleVantage Software Development Kit enables you to create customized applications to meet your unique businesses needs. Unlike proprietary systems, TeleVantage lets you get the most out of your existing investments, while providing a flexible base for future growth.

## Affordable, Flexible and Feature-Rich

- Intelligent Call Management
- Advanced IP Telephony
- Unified Messaging
- Automatic Call Recording
- Point and click Graphical Call Control
- Comprehensive Call Center

## Open, Standards-Based Architecture

- Built on rugged Windows® 2003 or 2000 Server
- Uses industry-standard Intel telephony hardware
- Works with any analog phone, H.323 IP Phone, CLASS or ADSI feature phone, or Toshiba digital feature phone
- Supports analog, T-1, E-1, BRI, and VoIP trunks
- Extensible via standard APIs including Microsoft® COM, TAPI and SQL Server



# Get the Competitive

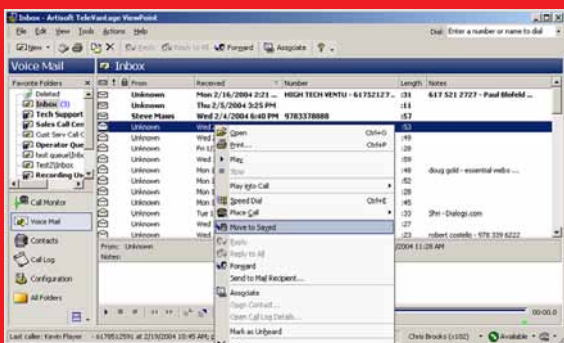
## Make Your Company More Efficient and Professional

### No need to learn cryptic commands

With traditional phone systems, over 80% of the productivity enhancing features are never used due to the complexity of arcane key commands. With TeleVantage ViewPoint's intuitive Windows or Web interface, all basic and advanced features are at your fingertips, reducing the learning curve and increasing productivity. Whether you're an operator handling all of a department's calls or a manager with an important one, you can easily drag and drop to transfer or conference, and point and click to call contacts or listen to voice mail. When calling or transferring, users can pick from a list of extensions and see in advance who is already on a call, saving time while letting others avoid interruptions. Even without a PC, phone users hear simple, verbal menus to guide them through all call handling actions (transfer, conference, park, call forwarding), voice mail options, and account setup choices.

### Manage voice mail effortlessly

Your voice messages are graphically displayed in ViewPoint, identified by the caller's name or number, so you can prioritize your messages and time. Play them over your phone or PC speakers. No more writing down phone numbers to call back – just click a button to return the call. When the call ends, you are returned to voice mail, so you can hear the next message. You can also unify your messages in any e-mail inbox, viewing e-mail alongside your voice mail. Forward messages to any e-mail address or TeleVantage user with attached notes, and reply as needed. Worried about important messages languishing unheard?



Whenever you receive a new message, TeleVantage can e-mail or page you with Caller ID, or even call you and deliver the message. Choose to always be notified, or create a schedule so notifications occur only during business hours or custom days/times. With TeleVantage you are always in control.

### Save time by screening calls and messages

When receiving incoming calls, TeleVantage can screen pop the name and related caller details before you answer, so you can choose whether to take the call or not. TeleVantage can also announce the name of the person who is calling no matter where you answer the call, and with a single key you can accept the call or send it to voice mail – all while the caller hears ringing or hold



music. Even screen voice messages as they're being left and interrupt to take the call if you choose. When Caller ID is not available or known, TeleVantage will still recognize your important contacts – simply provide each of them a private extension number, and TeleVantage will always know who is calling, no matter where they are calling from.

### Treat every call with a personal touch

TeleVantage gives you truly intelligent call handling through its built in personal assistant. Point and click to create call rules that manage calls differently based on who is calling or when they are calling. Decide in advance which callers can reach you on your cell phone after hours and which get sent to voice mail. Create personalized voice mail greetings to impress important customers. Relax knowing that each call will be handled the way you want it to be.

### “Follow-me” call forwarding

Sometimes you want to stay in touch, even if you're across the room or around the world. From ViewPoint or any phone, easily forward your calls to other



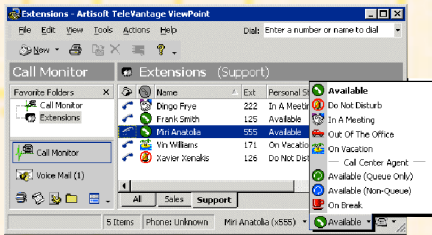
extensions, external numbers, or over the Internet. When you're on the move, have TeleVantage call as many extensions or phone numbers as needed to find you, sequentially or simultaneously. Password-protect calls forwarded to remote phones, such as hotels, so that only

you receive them. TeleVantage also supports basic office features so you can park a call and retrieve it from another extension, or answer your ringing phone by picking up whichever phone is closest to you.

# Edge

## Let your teams work smarter

TeleVantage increases communication between workers even when they're not on the phone. Personal statuses such as "Available," "In a Meeting," and "On Vacation" inform your team of your location and availability, while the Extensions list shows who's currently in the office or on a call. Easily share your voice mail, contacts, calls, or call log with co-workers as needed. Define custom workgroups of users and contacts to effectively manage team-based call handling, voice mail broadcasts, and group call pickup. Create



workgroups to match your department structure, so assistants and other users can easily see who in the department is available to take a call. TeleVantage will dramatically improve your company's teamwork and internal communications.

## Flexible, professional auto attendant

The built-in TeleVantage Auto Attendant supplies friendly, efficient call answering to maintain a professional image and provide a dependable backup for the receptionist. Callers can dial extensions directly, look them up by name, or follow voice-guided menus that lead them to extensions of your choice. Create multi-level menus, record custom messages, and offer callers different



hold music or prompts in the language of their choice. Anticipate callers' needs by having the Auto Attendant menu choices that were selected displayed in the Call Monitor before you answer a call. Easily schedule greetings and call routing so that calls

are handled differently on holidays or after hours. The Auto Attendant can also detect incoming faxes and route them intelligently to the right locations.

## Call centers are a click away

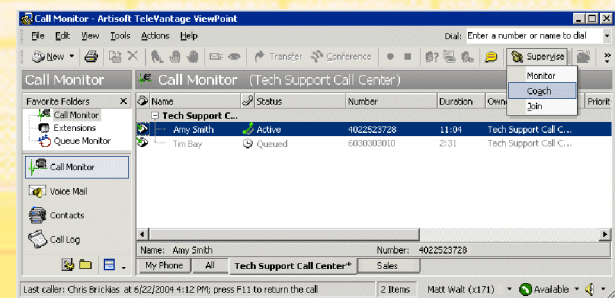
TeleVantage provides basic call center functionality at no extra cost so you can easily drive sales and enhance customer service. Distribute calls to agents top down, round robin, or simultaneously. Play on-hold messages while callers are waiting. Use overflow agent groups to handle heavy call volumes and easily send queue calls to voice mail after hours. Let agents grab waiting calls visually using the Call Monitor.

## Empower your remote workforce

TeleVantage keeps your road warriors completely connected from anywhere without any loss in features. Mobile workers' home phones, cell phones, or home office IP phones can be fully functional TeleVantage office extensions with complete graphical or phone-based call control. Follow the voice-guided menus to transfer, conference and make outbound calls as if you were at your desk. The power of TeleVantage lets you use all of the call handling and voice mail screening options when you receive forwarded calls at a remote phone. ViewPoint Web Access enables calls and messages to be visually managed from any web browser. Log on at an airport kiosk or hotel to point and click to conference or record calls, listen to voice mail, dial contacts, juggle multiple calls on hold, and change greetings. Avoid expensive hotel or international rates while traveling by having TeleVantage place calls on your behalf – TeleVantage will call you back to connect the call.

## Supersize your call center

Your call center's performance is critical to your reputation and is often the most important factor in achieving growth and profitability goals. With optional call center agent licenses, the full-featured TeleVantage Call Center can provide advanced functionality at a fraction of the cost of comparable high-end systems. Send calls to agents based on performance such as least busy or shortest talk time. Handle priority callers by bumping them to the front of the queue or sooth customers with dynamic hold prompts that change according to



rules you define. Make sure calls are handled quickly by sending them to a tier of overflow agents instead of waiting for primary agents to be free. Discreetly train agents by coaching and monitoring their calls. Ensure your call center's quality and performance by automatically recording calls and using the Queue Monitor to watch real-time statistics on queue and agent performance. Whatever the level of your call center needs, the TeleVantage Call Center is a scalable solution – fully integrated with your phone system, involving no additional hardware or installation headaches, so that you can make agents more productive and increase customer satisfaction at your most critical contact point.

# The Open Systems

## Cut Costs Without Compromising

### Always on, always available

TeleVantage has been rigorously designed and tested to ensure rock-solid stability so your important connections remain working under adverse conditions. Even during an unlikely server malfunction or power outage, your critical phone lines stay up and running. The TeleVantage Server monitors its own status and automatically e-mails alerts to administrators. For further reliability, the TeleVantage Server supports RAID drives and uninterruptible power supplies.

### Globalize and reach out

TeleVantage meets the needs of international organizations with support for a variety of trunk types including analog, T-1, E-1 and BRI, using most ISDN or CAS/R2 protocols. Dialing international numbers is simple – set the country and city codes, and TeleVantage automatically applies the appropriate dialing rules. Smoothly handle your multi-lingual customer base by automatically adjusting the language of voice mail and auto attendant prompts to match their native language – TeleVantage includes English (UK or American), Spanish, German, and French (Parisian or Canadian) voices, and can easily be extended to any other language. The TeleVantage ViewPoint GUI is also localized in these and other languages.

### Integrated contact management

TeleVantage unites your contact management software with your phone system. Let TeleVantage recognize your important callers and display a screen pop when they call, no matter where they call from. Place calls to contacts with a click of the mouse, and enter notes that get attached to the call and logged so that your contact records stay current. If you already use another contact manager, such as Outlook®, Act!™, GoldMine®, Microsoft CRM or other web-based applications, you still retain the power of TeleVantage. When your contacts call, TeleVantage will open the matching record in your contact manager, and you can start a new call by simply clicking a contact's number from within the contact manager.

### Unite offices and save money

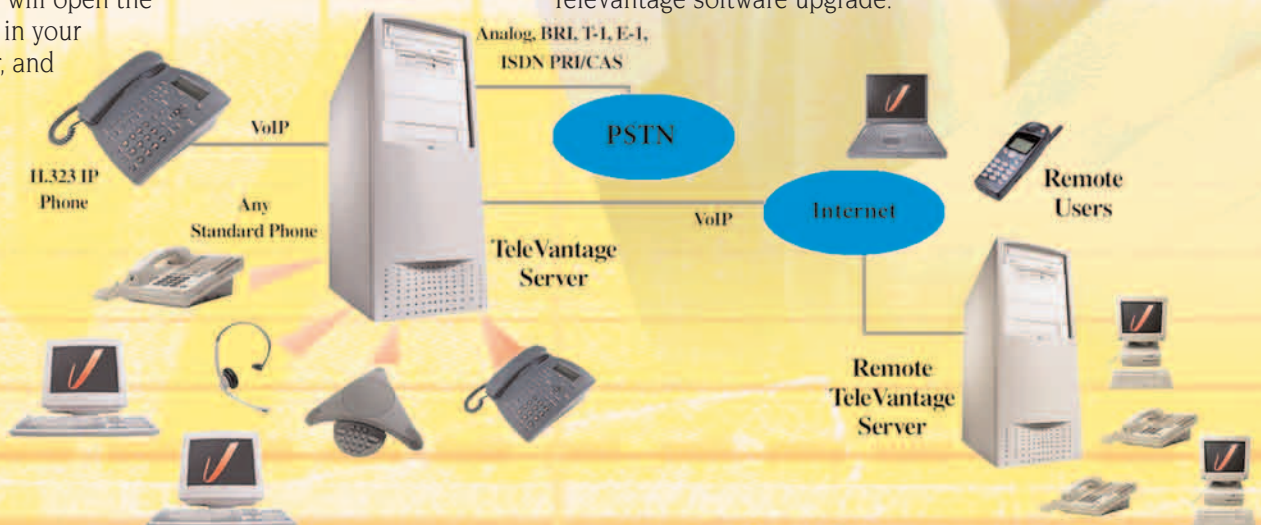
Unite branch offices and save on expensive long distance rates by routing some or all calls over the Internet. Using the power of the built-in TeleVantage IP Gateways, easily configure a TeleVantage Server to transparently route calls to other remote servers in distant cities or countries. Users at all remote offices operate as if they were running on one system – simply dial a regular extension to call co-workers at other locations. Save money on every call by leveraging VoIP, and if your IP connection fails, calls will be routed using your regular phone lines. Or define call routing rules to automatically send calls to the least expensive long-distance carrier based on time of day and allow privileged users to place calls off hours – without the need to remember special codes or access numbers. Bring your teams together while amassing prodigious savings on long distance fees.

### Automatic call recording

Why spend thousands of dollars on external call recording? TeleVantage includes automatic call recording at no additional cost so you can keep a recording of every call or conference – or prevent certain user's calls from being recorded no matter what phone they are using. Manually record any call on demand using the phone or ViewPoint. Call recordings can be automatically archived to local or external storage locations, or e-mailed as WAV files to any account. Using the included Archived Recording Browser, annotate and manage thousands of archived recordings with ease, including associated call log details.

### Scalable and Future-Proof

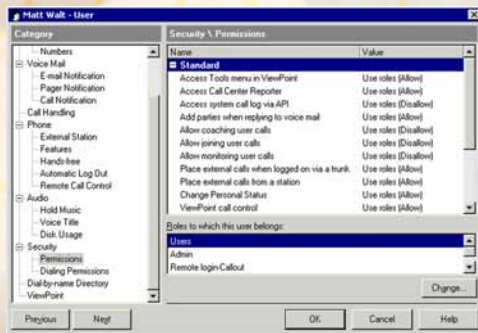
TeleVantage was designed for growing businesses. As your needs change, adding more trunks or extensions is simple to do and transparent to users. Easily add new features through pre-built or custom-designed software add-on modules or a TeleVantage software upgrade.



# Advantage

## Point & click administration

The intuitive Windows-based TeleVantage Administrator gives you onscreen access to all system administration functions from any PC on the network or by remote network log on. Point and click to add new trunks and extensions, customize auto attendants, and determine call flow. Grant or revoke dialing permissions and user settings such as mailbox size and password length by individual or class-of-service group. Distribute



administrative permissions as much or as little as you like, so that you maintain control while allowing users to customize their own workspace. Unlike phone systems that must be shut down to

make modifications, TeleVantage allows you to make moves, adds and changes on the fly while the system is up and running. You never have to spend nights at the office or interrupt users' vital communications services for basic maintenance.

## Comprehensive Call Logging and Reporting

Built-in call logging helps you justify costs and track usage patterns so you can make sure employees are using your resources appropriately. Account codes let you track by individual or project, so you can bill customers or departments as needed. Segregate and host different tenants or organizations on one server. All users have one-click access to their personal

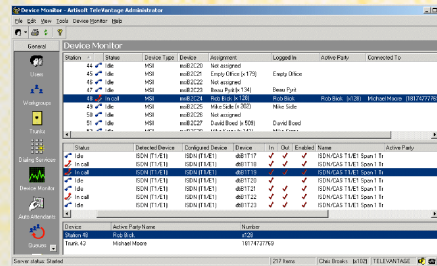


call log – which includes contact name, Caller ID, trunk used, number dialed, call duration, account code, and more – while administrators can view a system-wide version. Export the data for further analysis in Microsoft Excel. Use the optional TeleVantage Call Center Reporter to run graphical reports on call activity by user or trunks and allow call center supervisors to analyze call center and agent performance.

## Simplify Administration

## Monitor the system anywhere, any time

TeleVantage provides you with the information you need to track usage and optimize system performance from anywhere on the network. Use the Device Monitor to check on the status of all your trunks and stations. At a glance, check the amount of system resources used for voice messages and greetings.



Review real-time call center statistics for agents and queues, either visually or remotely by phone.

## Extend TeleVantage to do exactly what you want

TeleVantage allows you to easily extend its capabilities with off-the-shelf or custom-built add-ons. Artisoft's pre-built solutions include *TeleVantage Call Center Scoreboard*, which tracks queue and agent productivity from a PC, phone or wallboard; *TeleVantage Smart Dialer*, which provides automated outbound dialing from a customer database; *TeleVantage Call Classifier*, which provides IVR functions and advanced call routing and agent scripting based on any ODBC database; *TeleVantage Persistent Pager*, which reminds users to retrieve important voice mail messages until they are heard; and *TeleVantage Conference Manager*, which manages one or more virtual conference rooms and can automatically place calls to invite attendees or allow attendees to call in to join a particular conference room with an optional password.

Because of its open architecture and flexibility, TeleVantage can easily integrate with your existing databases, CRM systems, line of business applications and other third-party devices. Use the included TeleVantage Software Developer's Kit (SDK) to create your own custom TeleVantage add-ons with industry-standard APIs such as Microsoft COM and TAPI. Using the SDK and any popular Windows development tool, such as Visual Basic or Visual Studio .NET, your custom IVR or call processing applications can collect customer information, analyze incoming area codes, redirect calls, read back order numbers or other data to callers, and pass custom data to agent screen pops. You can even extend ViewPoint with additional menus, toolbar options and functionality. In fact, the TeleVantage SDK provides access to all the calls, data and functions of ViewPoint – what you can do is limited only by your imagination!

### **About Artisoft**

Artisoft, Inc. is a leading provider of open systems IP-PBX and call center products that deliver advanced functionality, flexibility, and value to medium-size business, branch offices, and call centers. Artisoft's innovative software products have consistently garnered industry recognition, winning more than 35 awards for technical excellence. The company distributes its products and services worldwide through a dedicated and growing channel of authorized resellers.



**Artisoft, Inc.**  
**5 Cambridge Center**  
**Cambridge, MA 02142**  
**800.914.9985**  
**617.354.0600**  
**[www.artisoft.com](http://www.artisoft.com)**