

Artisoft[®]

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TeleVantage[®]





The most advanced phone system available today. Future-proof architecture for tomorrow.

Artisoft's TeleVantage® is a flexible, affordable software-based phone system that combines the power of your desktop computer with the most advanced communications technology available. With its intuitive graphical user interface, robust feature set, and future-proof architecture, you will be able to enhance customer service, increase productivity and improve your bottom line. TeleVantage gives you all the features you need plus unmatched easy of use and flexibility. Built on industry standards and supported by world-class Intel® communications hardware, TeleVantage provides more value for your money than any other phone system, while safeguarding your investment for the future.

TeleVantage supports the way your business works, communicates, and grows.

Work Smarter. An easy-to-use and administer Windows®-based interface makes every member of your organization more productive. TeleVantage enables you to spend your time on business-building objectives rather than administrative tasks. With TeleVantage, you have complete control over your phone system and your time.

Enhance the customer experience. Your phone system is often the first interaction customers have with your company. Let TeleVantage be your key to better customer relationships by managing all your interactions efficiently and professionally. It's not just another phone system, it's a strategic asset that enables you to set yourself apart from the competition.

Control costs. With TeleVantage, businesses have the flexibility to embrace new technologies and evolve their phone system at their own pace. There is no need to purchase expensive proprietary hardware or pay for extra features. You can easily expand the system without costly upgrades. And TeleVantage can easily integrate with other business applications without incurring major expenses or headaches.

Feature-Rich

- Intelligent Call Management
- Powerful Call Center Functionality
- Advanced IP Telephony
- Comprehensive Messaging
- Graphical Desktop Call Control

Standards-Based

- Uses Windows 2000/NT Servers
- Runs on industry-standard Intel Dialogic voice-processing hardware
- Works with regular phones including H.323 IP Devices, CLASS, or ADSI feature phones
- Complies with industry-standard APIs, including Microsoft COM and TAPI
- Supports analog, T-1, E-1, PRI, BRI, and VoIP trunks

Only one telephone system offers you so many advantages. Find out why TeleVantage is the world's most intelligent phone system.



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, an intuitive Windows interface puts all basic and advanced features 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 you 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.

Manage voice mail effortlessly

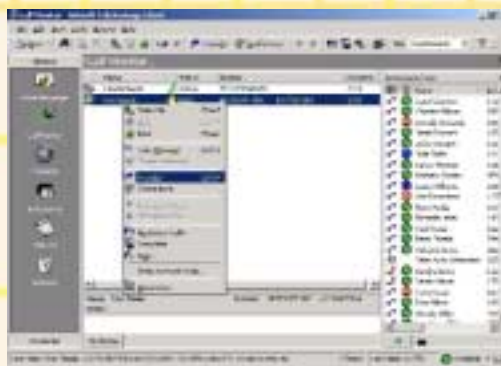
Your voice messages are displayed visually in the TeleVantage Client, identified by the caller's name or number, so you can prioritize your messages and your time. Play them over your phone or PC speakers. No more writing down phone numbers to call back—just click a button to return the call. When the call ends, you are returned to voice mail, so you can hear the next message. With support for Microsoft® Exchange, Outlook®, and Lotus® Notes, unify your messages in your 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? TeleVantage can alert you by e-mail or pager whenever you receive a new message, including caller ID, so you know who called without even listening.

Save time by screening calls and messages

See the names of incoming callers with a screen pop before you answer, so you can choose whether to take the call or not. TeleVantage can announce the name of the person who is calling over the PC speakers or phone while the caller still hears ringing,



so with a single key you can accept the call or send it to voice mail. Even screen voice messages as they're being left and interrupt to take the call if you choose. Easily provide private exten-

sions to important contacts so that TeleVantage recognizes their calls from whatever number they are dialing from—even when caller ID is not available.

Treat every call with a personal touch

TeleVantage gives you truly intelligent call handling. Set up rules that manage calls differently based on who's calling, the time of day, or the calendar date. 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. With the touch of a button, easily forward your calls to other extensions, external numbers, or



over the Internet. When you're on the move, have TeleVantage try as many extensions or phone numbers as needed to find you. 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 View shows who's currently in the office or on a call. Easily share your voice mail, contacts and call monitor 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 direct 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. To anticipate caller's needs, users can see which Auto Attendant menu choices a caller selected in the Call



Monitor before they answer the call. Schedule greetings and call routing so that calls are handled differently depending on the day and time. The Auto Attendant also can detect incoming faxes and route them intelligently to the right locations.

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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

The TeleVantage Web Client keeps your road warriors connected from anywhere with an Internet connection and a supported web browser, including Macintosh. Log on at an airport kiosk, client site or hotel to listen to your voice messages, forward your calls, change your greeting and call contacts. Call the office using any phone and TeleVantage makes it behave just like your office phone. Follow the voice-guided menus to transfer, conference and make outbound calls, as if you were at your desk. And when you receive forwarded calls at that remote phone, you get the power of TeleVantage with it, letting you use all the call-handling commands.

Supersize your call center's capabilities

With optional call center agent licenses, you can implement the full-featured TeleVantage Call Center, which provides 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. Discreetly train your 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. Set visual or audible alarms based on custom thresholds or view queue statistics on a physical display wallboard with the optional TeleVantage Call Center Scoreboard. 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 enhance revenue and increase customer satisfaction at your most critical contact point.

Future

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 T-1, E-1 and BRI, and protocols such as CAS/R2 and ISDN. 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.

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!™, or GoldMine®, 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.

Save money on every call

Save money without forcing your users to dial special codes or access numbers. Simply point and click to define least-cost routing rules that send every call to the least expensive long-distance carrier, even by time of day. Or take advantage of the Voice-over-IP cost-saving revolution by routing some or all long distance calls over the Internet. Based on the H.323 VoIP standard, the built-in TeleVantage IP Gateway provides clear audio with no delay, while saving on long distance fees. Easy-to-administer Internet "trunks" bring the power of Internet telephony to every user.

Unite offices over the Internet with VoIP

Unite branch offices in distant cities or countries as if they were next door, using the power of TeleVantage IP Gateways. Point and click to configure the TeleVantage Server to transparently route calls over the Internet to other remote servers. Users at all remote offices operate as if they were running on one system, uniting a company. Callers simply dial a regular extension to call users at remote branch offices. TeleVantage will even route long distance calls over the Internet utilizing the corresponding branch office server to treat it like a local call. There's no need to remember special access codes or extra digits to reach a remote office. Bring your teams together while amassing prodigious savings on long distance fees.

Scalable and Future-Proof

TeleVantage was designed for growing businesses. TeleVantage supports analog, digital T-1 and E-1 lines over a variety of ISDN and CAS protocols, offering businesses significant cost savings over analog phone lines. As your needs change, adding more trunks or extensions is simple to do and transparent to users. Additional features involve just an easy software upgrade.



Proof your Phone System

Simplify Administration

Point & click administration

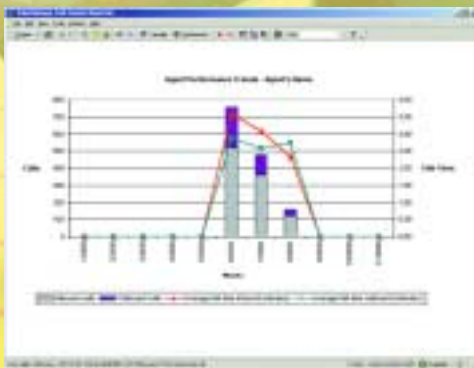
The intuitive TeleVantage Administrator will be familiar to anyone who uses other Windows-based software. TeleVantage gives you onscreen access to all system administration functions from any PC on the network or by remote network log on. Point and click to add new trunks and extensions, customize auto 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 implement changes, 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 interrupting users' vital communications services for basic maintenance.

Comprehensive Call Logging and Reporting

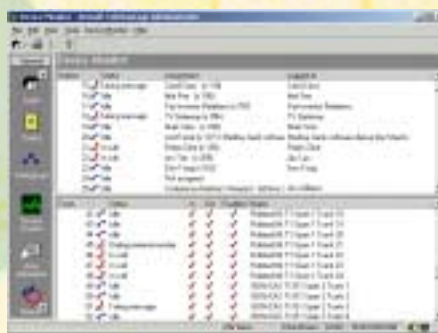
Built-in call logging helps you justify costs and track usage patterns so you can make sure employees are using your resources appropriately. Account codes let you track by individual or project, so you can bill customers or departments as needed. All users have one-click access to their personal call log while administrators can view a system-wide version. Call logs include contact name, caller ID, trunk used, number dialed, call duration, account code, and more. Export the data for further analysis



in Microsoft Excel® Use the optional TeleVantage Call Center Reporter to run reports on call activity by user or trunks and allow call center supervisors to analyze call center and agent performance.

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 add-ons 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 advanced call routing and agent scripting based on any ODBC database or ThinkDirectMarketing Inc.'s 120 million residential and business listings; and *TeleVantage Persistent Pager*, which reminds users to retrieve important voice mail messages until they are heard.

Because of its open architecture and flexibility, TeleVantage can integrate with your existing contact database and tie in IVR applications, fax machines, music-on-hold devices, and other third-party devices. Unlike proprietary systems, the open architecture of TeleVantage lets you get the most out of your existing investments, while providing a flexible base for future growth.

You can even create your own custom TeleVantage add-ons using the included TeleVantage Software Developer's Kit (SDK), which supports industry-standard APIs such as Microsoft COM and TAPI. Using the SDK and any popular Windows development tool such as Visual Basic, your add-on applications can collect customer information, analyze incoming area codes, redirect calls and pass custom data to agent screen pops. In fact, the TeleVantage SDK provides access to all the calls, data and functions of the TeleVantage Client—what you can do is limited only by your imagination!

About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Artisoft's innovative products have consistently garnered industry recognition for technical excellence, winning more than 30 awards. The company delivers 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