

TeleVantage for Medical Practices

Open Systems IP-PBX

Your telephone system is a lifeline, both for your patients and your practice. You want to provide the best service to your patients, allowing them to reach you in an emergency and making sure that all calls are handled promptly, but you also need to be in control of your time and your office's operation. Today's medical practice needs the security of a versatile telephone system that provides the most advanced and most reliable connections for patients and staff, any time of the day or night.

TeleVantage® provides that security in one cost-effective package, offering the most sophisticated yet easy-to-use feature set available to improve your staff's workflow and provide a user-friendly experience for your patients and colleagues. An advanced and customizable phone system, TeleVantage ensures that essential calls always get through, and that all calls are handled professionally. It easily manages fluctuating call volumes, letting your staff handle multiple calls even during the busiest of times. And it lets you decide where and how calls will reach you, while showing your concern for patients' sensitivity and privacy. TeleVantage ensures that your patients get the prompt and attentive service they deserve, and gives your administrators the tools they need to keep the office running smoothly.



TeleVantage is a flexible, affordable IP-PBX that enhances patient service, increases productivity and improves the bottom line.

Key Benefits:

- **Manage calls efficiently and professionally**
- **Avoid lost or dropped calls**
- **Ensure that a doctor can always be reached**
- **Monitor call volumes and measure office performance**
- **Provide instant response 24 hours a day**
- **Integrate phones with practice management software**
- **Remove answering service expenses**
- **Eliminate downtime and costly service calls**
- **Protect today's investment and ensure future flexibility with open systems architecture**

A Powerful Plus for Today's Busy Medical Professionals

"TeleVantage gives us a lot more flexibility in what we want to accomplish."

*William Mulheron, CEO
Georgia Reproductive Specialists*

Vertical's TeleVantage brings call-handling efficiency and security to a busy medical practice. Designed on a flexible, open systems architecture, TeleVantage improves your practice's productivity and patient services, and ensures that all calls are handled quickly and effectively. And with virtually no learning curve, your practice will begin seeing a return on your investment, both in dollars and in improved patient services, from the very first day.

Manage calls efficiently and professionally

TeleVantage makes call management easy, even during the busiest of times. TeleVantage lets your staff easily route, transfer or juggle multiple calls, making sure that important calls aren't abandoned or left on hold. With its flexible software feature set, calls can be handled the way that best suits your workflow — directing calls to a single receptionist, evenly distributing them among a group of administrators, or ringing all staff at the same time. When everyone is busy, calls can be routed to designated overflow personnel or handled by the user-friendly auto attendant. For PC users, TeleVantage Viewpoint is an easy-to-use graphical interface that makes all of your phone tasks easier, showing you who's calling and letting you transfer or park calls with a click of a mouse. With TeleVantage, all calls are handled easily and professionally, ensuring that callers' needs are met and enabling your staff to be more productive.

Avoid lost or dropped calls

No matter how carefully you plan your office staffing, there will always be moments when the number of incoming calls exceeds the number of available personnel. The overflow queue feature ensures that those calls won't be abandoned. It can play a message advising callers how long they will be on hold, or provide them with options such as leaving a call-back message or transferring to an automated information system. If a caller hangs up, TeleVantage keeps a record of the caller's phone number so that someone can return the call. You'll never again need to worry about the possible consequences of a lost or dropped call. TeleVantage ensures that all calls will be answered, helping you to improve the quality of patient service.

Ensure that a doctor can always be reached

Locating one of your doctors on short notice can be harrowing, especially when patient welfare is at stake. But TeleVantage gives your staff the ability to find them, whether they're at the office, at the hospital or on the road.

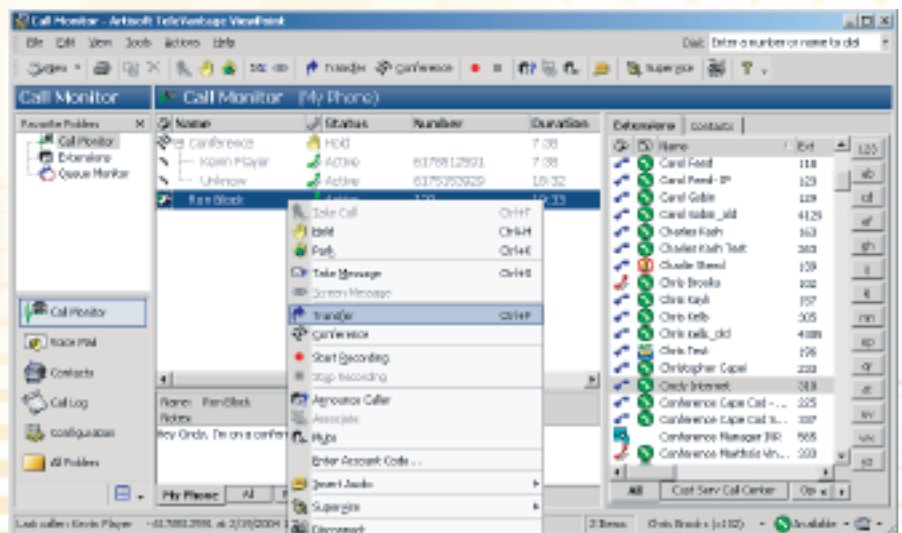
With "Follow-Me" call forwarding, important calls can be transparently routed to doctors' pagers or other phone numbers without any complicated key sequences or codes. Using ViewPoint or any phone, doctors can simply select options such as "In the Car," "At the Hospital" or "On Call," and calls will be routed accordingly. And the built-in call screening features tell the doctors who is calling, allowing them to defer non-critical calls to voice mail while staying accessible for emergencies.

Monitor call volumes and measure office performance

Your patients want to speak with a live person when they call — but call volume can vary significantly throughout the day, and it can be difficult to predict the staffing needed to handle it. With TeleVantage, you can quickly extract reports that monitor call volume and track peak periods. Armed with this information, your office administrators can plan staff schedules accordingly, easily identifying any gaps in patient service and meeting your goals for patient care.

"We have extra peace of mind knowing that we are always available to our patients in case of emergency."

*Sal Gruttadauria, President
Diversified Services*



Descriptive Windows-based pull-down menus make it easy to perform any call handling command with the click of a mouse.

TeleVantage Features

Complete software-based phone system

- Full PBX functionality
- Phones stay up during power or server failure
- Built-in extended 911 service
- RAID drives and UPS support
- All trunk types supported (Analog, BRI, T-1, E-1, ISDN PRI/CAS, Internet)
- Expandable to 288 trunks, 720 stations
- Analog, digital, IP phones
- Built-in IVR Toolkit
- Multiple music on hold sources

Powerful call control

- Voice guided multi-lingual telephone interface
- Easy Windows-based desktop interface
- Cross-platform web browser interface
- Screen calls with PC or phone
- Visual multi-line call handling
- Caller ID display on PC or CLASS phones
- Drag-and-drop transfers and conferences
- One-click conference on call waiting
- High density (up to 60 party) conference calls
- Grab and hold ringing calls
- Park / unpark calls
- Ringback for calls left on hold or parked
- Pick up calls within workgroup or company
- Extensions pane with user "on phone" status
- Personal Call Log with notes
- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the Office and other custom statuses
- Automated busy handling and camp on
- Intercom and paging through phones
- Whisper announce
- Hot line automatic off hook calling

Full-featured voice mail

- Visual voice mail display with caller name
- Click to reply, forward, or call back a message
- Export to .WAV file
- Password security, enforceable rules
- Screen messages as they're being left
- Pull callers out of voice mail
- Bookmark important sections of long messages
- Callers can specify callback number
- Multiple personal greetings
- Personalized greetings for special callers or dates / times
- E-mail/pager/call out notification of new messages
- Voice mail delivered to unified e-mail inbox
- Microsoft Exchange synchronization
- Urgent and private message flags
- Remote access via phone or Web browser
- Auto-delete old messages
- Custom, sharable message folders

- Adjustable maximum message length
- Message waiting light
- Stutter dial tone to indicate new messages
- Automatic dialing to return call

Integrated contact management

- Company, workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- Use existing contact databases
- Custom shareable contact folders
- Custom call routing and greetings by contact
- Screen-pops for contact calls
- Change language based on contact
- Predefine account codes per contact
- Act!, Outlook, Goldmine, FrontOffice support

"Follow-me" call forwarding

- Easily route calls to multiple internal or external locations
- One-key forwarding to where you are
- Forward calls differently by caller or personal status
- Screen forwarded calls using verbal prompts
- Password-protect forwarded calls

Multi-level auto attendants

- Automated or receptionist answering
- Extension dialing or DID
- Dial-by-name directory
- Schedulable greetings and routing for holidays and off-hours
- Record or import greetings and menu prompts
- Caller choices can deliver custom data to agent screen pops or change language (e.g. Spanish)
- English (US and UK), Spanish, French (Parisian and Canadian) and German language support
- Timeout routing to any extension or attendant
- Auto fax detection and routing

Point and click administration

- Windows-based administration from any location on the network
- Software-based trunk setup
- Device Monitor for real-time trunk/station status
- Comprehensive exportable call log
- Public and personal workgroups
- Easily add, delete and modify users
- Individual or role-based permissions
- Multiple tenant or department support
- Dialing and feature restrictions
- Account codes: forced, verified or optional
- Configurable routing services for least cost routing
- Trunk usage reports
- Monitor use of system space and resources
- E-mail notification of alerts, special events
- Context sensitive help, on-line manuals

Internet ready

- Easy-to-use Internet trunks and dialing services
- Standard H.323 VoIP support
- IP Gateways tie distant Servers together
- Call local numbers from remote servers
- Microsoft NetMeeting "Click to call" support
- Phone support

Remote access from anywhere

- Complete visual access via Web browser
- Graphical call control for remote, cell, IP phones
- Phone login for voice mail and account setup
- Remote call screening
- Change greeting, forwarding and personal status from any phone

Comprehensive call center

- Single-point access to create and manage queues
- Call distribution based on agent performance, top down, round robin, simultaneous ring
- Redirect calls if queue is too busy
- Inbound / Outbound/ Blended queues
- Coaching and monitoring to train new agents
- Real-time agent and queue statistics
- Full-featured Call Center Reporter based on Microsoft Excel
- Automatic call recording by queue or agent
- Multiple, threshold driven hold prompts
- Bail out options to voicemail, or any extension
- Priority routing for important callers
- Multi-tier overflow agents
- Individualized agent and supervisor permissions
- Queue sign in / out, break, unavailable status
- Customizable wrap-up time per agent

Extendable, open, standards-based

- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SMDR interface support
- SQL Server database
- COM-based SDK for custom add-ons and IVR development
- Extendable user menus and toolbar

Minimum server requirements:

- Pentium 400 MHz PC
- 256 MB RAM
- Windows 2000 or 2003 Server, Windows 2000 or XP Professional
- Intel Dialogic telephony boards
- Any standard phone: speaker, corded, cordless or CLASS or ADSI feature phone

About Vertical

Vertical is a leading provider of open systems IP-PBX and call center products that deliver unprecedented communications capabilities to medium-size business, branch offices, and call centers. Vertical'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. For more information, please call 800-914-9985 or visit our website at www.vertical.com.

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About TeleVantage

TeleVantage is an open systems IP-PBX that delivers unprecedented communications capabilities to medium-size businesses, branch offices and call centers. The flexible software feature set makes it easy to customize and administer, allowing businesses to improve customer service and enhance productivity. Built on industry standards and supported by 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.


Vertical Communications, Inc.
5 Cambridge Center
Cambridge, MA 02142
800-914-9985
www.vertical.com