



TeleVantage® Persistent Pager

A Vertical TeleVantage Add-on Solution

Easily extend the capabilities of your TeleVantage phone system. TeleVantage Add-on Solutions are easy-to-implement, off-the-shelf applications designed to meet the unique requirements of call centers, marketing and sales organizations, and customer support personnel.

Vertical's TeleVantage Add-on Solutions enable you to tailor TeleVantage to meet your custom business needs. The TeleVantage Persistent Pager is an ideal solution for businesses that place an emphasis on timely and failsafe responses to customer requests.

Use the Persistent Pager to ensure that no customer message is ever overlooked and that all customers get a quick response.

With the Persistent Pager, TeleVantage mailboxes are polled periodically, checking for unheard messages. Once a new message is detected, the Persistent Pager will send a page, and keep sending pages until the message has been listened to. This way, no message goes unheard. The Persistent Pager is ideal for providing after-hours technical support or providing timely responses to MIS requests. In fact, it's perfect for any message that requires an immediate response.

The Persistent Pager can be used to monitor one or more TeleVantage mailboxes. It even allows you to specify the days and hours to monitor each mailbox, providing flexibility to schedule coverage as it is most needed. The system administrator can create shifts specific to your business needs. Each shift contains a list of representatives to page, the paging order, the paging interval and other customizable features.

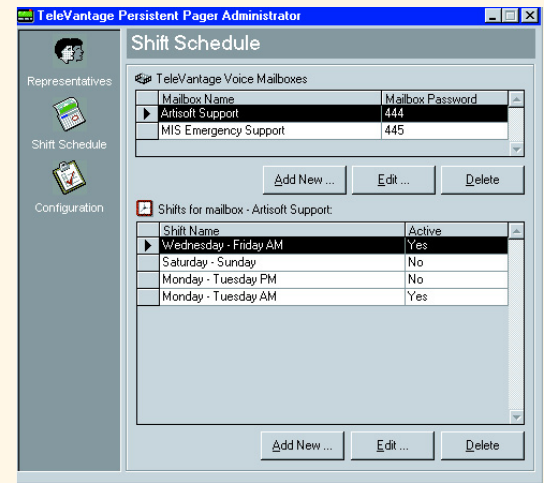
What is included?

- Persistent Pager Monitor
- Persistent Pager Administrator Utility
- Installer
- Installation and configuration documentation

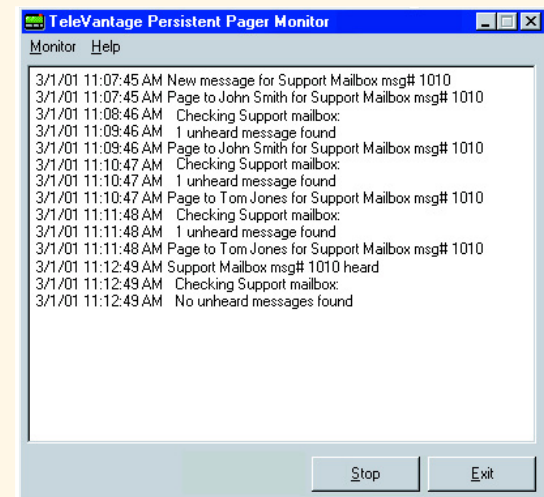
Configuration Details

- TeleVantage 3.5 or 4.0 is required
- One TeleVantage Client license
- The Persistent Pager Monitor must reside on the TeleVantage server
- The Administrator Utility can reside on any networked PC

An easy-to-use Administrator Utility is provided for simple set up of the system. Use it to define your representatives and shifts. This utility can be run on the TeleVantage server or on any networked PC, allowing easy management of schedules. Create schedules weeks in advance for easy maintenance.



Keep track of system activity with the Persistent Pager Monitor. A complete log of the activity is shown onscreen as it occurs. Easily see how many pages were sent for each message and to whom each page was sent. Customize the monitor to show as many or as few details as you'd like to see. A log text file stores all the Persistent Pager's activity for tracking purposes.



The TeleVantage Persistent Pager is the perfect tool for messages that simply need to be heard. Get the Persistent Pager today to help make your business the best it can be.

About Vertical

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes -- from small to large and distributed -- and include CVS/pharmacy, Household International, and Apria Healthcare. Vertical is headquartered in Cambridge, Massachusetts and delivers its solutions through a worldwide network of systems integrators, resellers and distributors. Visit <http://www.vertical.com> for more information.



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