



What's New in TeleVantage

- ▶ **Enhanced VoIP Support**
- ▶ **Unparalleled Remote Worker Support**
- ▶ **Improved Productivity Across Entire Organization**
- ▶ **Enhanced Administration and Flexibility**
- ▶ **Advanced Call Center Support**
- ▶ **Lower Cost of Ownership and Increased Scalability**

The following is just a sampling of the powerful new capabilities included with TeleVantage 6.0:

Enhanced VoIP Support

New IP Phone capabilities

With TeleVantage 6.0, you can use the graphical Call Monitor to manage calls on your IP phone and perform actions such as transfer, conference, record, etc. In addition, IP phones can now take advantage of hands-free answering to answer calls without pressing any key, call waiting to juggle multiple calls on hold, and more.

Roam freely and use Dynamic IP addresses

When your IP phone's address changes after moving locations or due to a dynamically assigned IP address, you can simply pick up the handset and TeleVantage will automatically send calls to the phone's new IP address. Once this feature is activated, no further administration is necessary when a phone moves or when DHCP assigns a new IP address.

Unparalleled Remote Worker Support

TeleVantage 6.0 allows telecommuters and mobile workers to be more productive than ever before, enabling them to work as if they never left the office at all.

Graphical call control from anywhere

With TeleVantage 6.0, a remote worker's home phone, cell phone, or home office IP phone is now a fully functional TeleVantage office extension with complete graphical or phone-based call control. Drag & drop to easily build conference calls from any remote location. Point and click to dial contacts from TeleVantage or contact managers, such as Outlook, ACT!, or Goldmine, using any phone. With TeleVantage 6.0, you get the same full feature set no matter where you are located.

Reduce caller's on hold time

While traveling between several locations, TeleVantage can now connect important calls to you even faster. When a call arrives, TeleVantage can simultaneously call you at all of your frequently visited locations – desk phone, cell, home office, etc. – to dramatically reduce customer on-hold time. Or when a VIP customer calls off hours, TeleVantage can simultaneously call several employees' cell or home phones to provide immediate assistance. Alternatively, TeleVantage can try a series of designated phone numbers sequentially to conserve phone lines.

Improved Productivity Across Entire Organization

TeleVantage 6.0 improves the productivity of every employee with robust new features and can be personalized and managed easier than ever. This release also introduces TeleVantage ViewPoint, a dramatically enhanced version of the TeleVantage Client that empowers employees with its easy to use interface.

Automatic busy extension call back

With TeleVantage 6.0, you can "camp on" a busy extension so that you are notified as soon as that individual is available. When the extension becomes free, TeleVantage will automatically set up the call by ringing you back and connecting you.

Busy call handling

TeleVantage 6.0 provides new options for handling inbound calls when you are already busy on the phone. TeleVantage can play a personalized "I'm on the phone" message letting the caller know that you're in the office but currently busy and then send them to voice mail. Alternatively, have TeleVantage automatically put callers on hold until you are free, but allow them to press a key to leave a message.

Drag & drop dialing from Windows applications

With TeleVantage 6.0, you can drag and drop a phone number from virtually any application into ViewPoint to have TeleVantage dial, saving time and preventing misdials. For example, you could dial a phone number from an e-mail message or web page.

Executive whisper, override and monitoring

Sometimes you can't wait for people engaged in a phone conversation to become available – you need to tell them something immediately. Now, with the appropriate permissions, you can whisper to a colleague who is on the phone without the other party hearing. For example, an administrative assistant can whisper to an executive about a party waiting in the lobby for a meeting. With more privileges you can monitor an individual's calls, or fully join the conversation.

Review messages while on the phone

While talking to a caller or on a conference call, point and click to play a voice mail message or other pre-recorded message for all participants to hear. For example, you can play an important voice mail to a colleague and discuss its contents on the phone while it is playing.

Enhanced Administration and Flexibility

Enhanced logging for tenants and trunks

TeleVantage 6.0 enables further identification and segregation of user groups, such as tenants or organizations. Both inbound and outbound calls are logged, allowing you to track call activity by group. TeleVantage 6.0 also provides a Trunk Log view that shows every attempted call in or out of the system, even if those calls were abandoned, rejected or never answered.

More administrative control

TeleVantage 6.0 provides greater ability to control which features are available to individuals or groups of users. For example, you can reduce the number of TeleVantage voice mail account options to simplify the phone menus for some users, while exposing the full set of menus for advanced users.

Enhanced application customization

TeleVantage is now even more flexible and customizable. The included TeleVantage Software Developer's Kit has been extended with many new IVR Plug-In features, and developers can now create ViewPoint Add-Ins – custom applications that can extend TeleVantage ViewPoint with additional menus, toolbar options and functionality. For example, you could add custom ViewPoint menus to tightly integrate CRM or send an instant message.

Multi-Lingual Support

TeleVantage ViewPoint and verbal prompts are now available in German and French, in addition to English and Spanish. Now international companies and businesses with a multi-lingual customer base can better leverage the benefits of TeleVantage throughout their organization.

Use legacy PBX phones

TeleVantage easily connects to existing legacy PBXs using analog, T-1, E-1, or VoIP trunks. Now with TeleVantage 6.0, you can use ViewPoint while still using your legacy PBX and handsets. Enhance your legacy PBX with the TeleVantage Call Center, screen pops, unified messaging, call recording, and other powerful features while easing your migration from a proprietary PBX to open systems.

Advanced Call Center Support

TeleVantage 6.0 provides even more robust call center capabilities that enable you to drive revenues and deliver superior customer service.

Comprehensive new reports

Understanding your TeleVantage trunk and extension usage, as well as queue and agent performance, is the best way to effectively reduce phone costs, measure customer service and improve performance. The TeleVantage 6.0 Reporter provides several new reports, including:

- Agent State Summary - shows the time spent in each agent state (Ready, Inbound Call, Standby, etc.) for all queues to which an agent belongs.
- Agent State Summary by Queue - shows the total time spent in each agent state for all agents in a queue.
- Unanswered Calls During Business Hours - shows inbound calls during your TeleVantage business hours that were not answered by a user.
- Grouped Service Level - shows wait time for all calls, displayed in five-second groupings.
- Call Summary - shows the total number of calls, internal or external, and the average duration of calls placed from an extension or a workgroup.
- Trunk Usage - for a group of trunks, shows usage statistics and how often the entire trunk group was busy.
- Call Transfer - for a user or queue, this report shows calls were transferred and to whom during the specified time interval.
- Outbound Long Distance Summary - tracks outbound long-distance phone traffic and estimates a phone bill for a given period based on rates you specify.
- Outbound Call Comparison - shows the number and duration of in-state calls, toll free calls, and all other calls.
- Outbound Calls by Phone Number - shows the number and duration of outbound calls placed to a specified list of phone number prefixes.

Stagger overflow calls to tiers of agents

TeleVantage 6.0 lets you use overflow agents exactly the way you want. TeleVantage can deliver calls to various tiers of agents, or send calls immediately to overflow agents if no primary agents are signed in and available.

Lower Cost of Ownership and Increased Scalability

TeleVantage 6.0 lowers costs by including even more capabilities at no additional charge, and with support for even larger configurations, will continue to be there as your business grows.

Voice mail and call recording archiving at no additional cost

Why spend thousands of dollars on external call recording? The built-in call recording capabilities of TeleVantage are now extended with the new Archived Recording Browser. Manually or automatically archive individual voice mailboxes to local or external storage locations. The Archived Recording Browser allows you to browse, annotate and manage thousands of archived recordings with ease, including associated call log details.

Only pay for answered calls

When call center queues or individuals are overloaded and inbound calls cannot be answered in a timely fashion, having callers waiting on toll-free lines can be costly. TeleVantage 6.0 can be configured to detect these conditions and automatically reject the inbound calls that exceed the criteria you specify. Callers will hear a busy signal and try back at a later time, providing you with significant savings. Alternatively, you can configure TeleVantage for delayed answering so you are billed only if the user, agent, or TeleVantage (e.g. voice mail) answers the call.

Increased system scalability

TeleVantage now scales to 288 trunks and 720 stations. TeleVantage also now supports even more calls than available trunks, by directly transferring inbound T1 ISDN or analog calls to any external number using the phone company's resources, freeing up TeleVantage trunk lines. Instead of consuming two trunks per call, TeleVantage trunks are free to process additional calls after the transfer.

Support for new Intel telephony hardware

TeleVantage 6.0 supports Intel's new multi-function telephony board that supports 4 trunks, 8 stations, 4 VoIP ports and conferencing all in a single slot. In addition, TeleVantage now supports conference resources on several existing VoIP boards.

Save money with ViewPoint Call Backs

Use TeleVantage to reduce expenses when traveling internationally. Log in to TeleVantage ViewPoint with a local number and enter a number to call. TeleVantage will call you back at the remote location and place the call on your behalf, eliminating expensive hotel rates or international to USA rates.



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