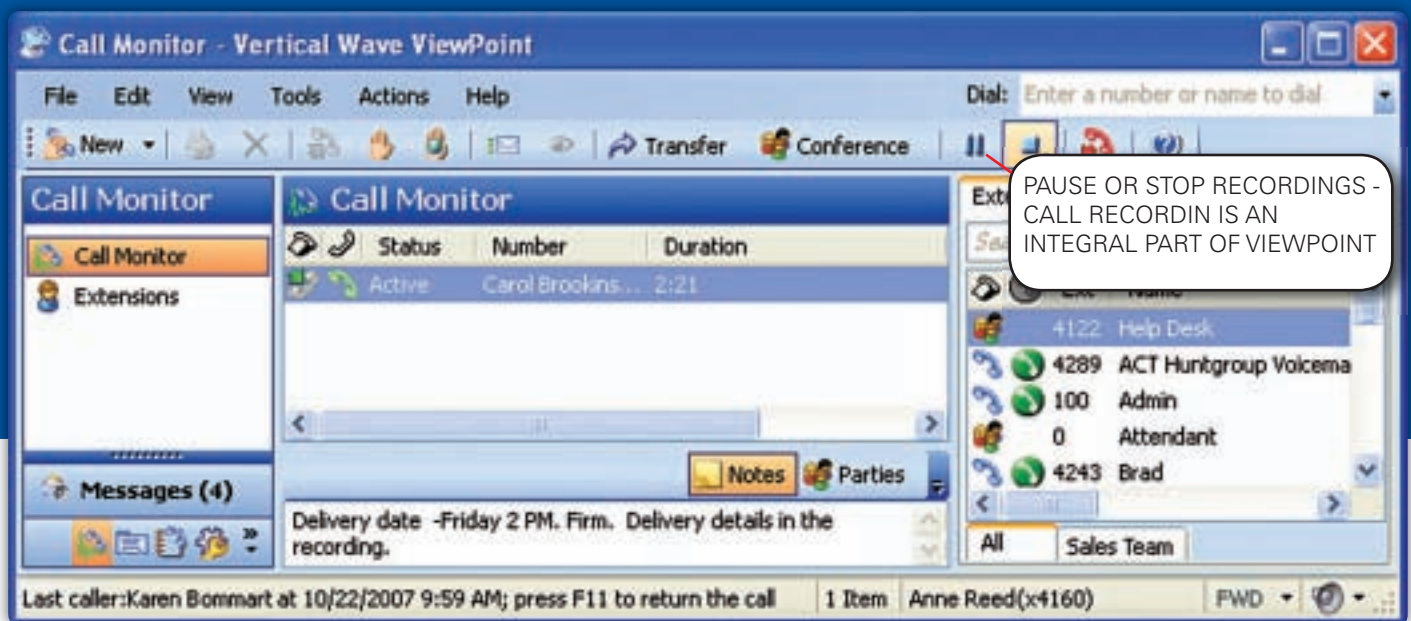


# Wave IP ViewPoint

The award winning desktop communications application for businesses offering breakthrough simplicity by presenting a range of productivity tools — desktop call management, unified messaging, visual voicemail, call recording, and presence management — all in a remarkably simple and intuitive desktop interface.



Call Recording is an example of an application available with ViewPoint at no additional charge.

ViewPoint, as an integral part of the Wave IP Business Communications System and its *Applications Inside*™ architecture, helps organizations of all sizes simplify communications. ViewPoint increases employee productivity by streamlining and enhancing communications with partners and colleagues.

## Simplify Communications

Traditional phone systems hide dozens of features behind hard-to-remember star codes and keypad combinations. ViewPoint represents a quantum leap forward for business communications because it delivers the power of an enterprise IP-PBX – Wave IP – through an intuitive graphical user interface.

Simply click or drag-and-drop to make, receive, transfer or conference calls, or point-and-click to park or hold calls.

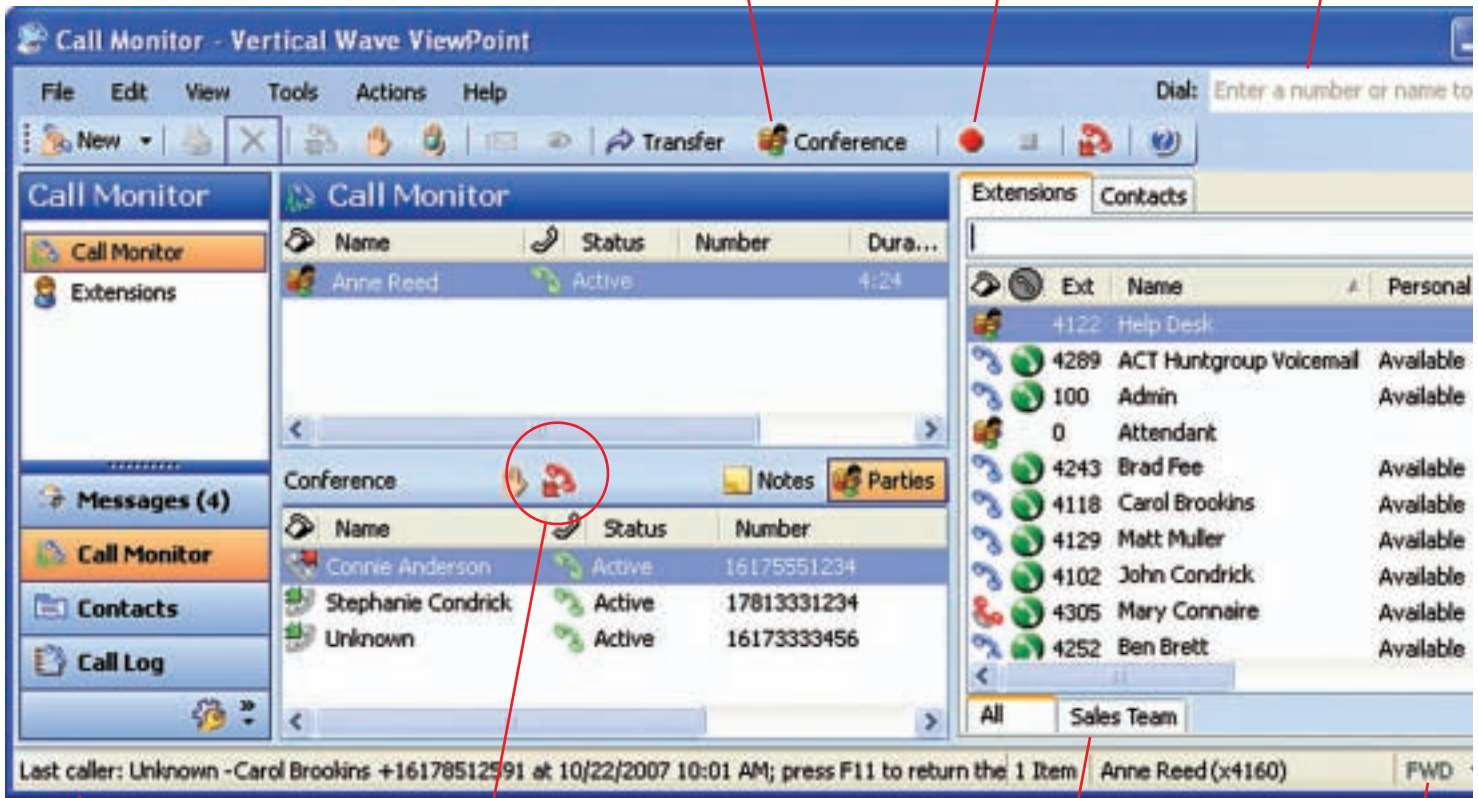
Employees can tap into ViewPoint's capabilities without steep learning curves and costly training. Yet ViewPoint's feature set is rich enough to satisfy the most demanding power users.

- Presence Management
- Desktop Call Management
- Unified Communications
- Visual Voicemail
- Call Recording
- Personalized Call Handling
- Routing lists and call rules
- Mobile Twinning

ONE CLICK TO TRANSFER OR CONFERENCE CALLS

CALL RECORDING IS DIRECTLY ACCESSIBLE

EASILY MAKE CALLS



SEE YOUR LAST CALL AT-A-GLANCE

DISCONNECT OR PUT ON HOLD INDIVIDUAL CONFERENCE PARTICIPANTS

SEE WHO IN YOUR WORKGROUP IS AVAILABLE

FORWARD YOUR CALLS WHEN YOU ARE OUT OF THE OFFICE

## Manage VoiceMail Visually

ViewPoint removes the mystery behind the blinking message light on your phone. How many messages are there? Which are most important? How old are they? Instead of forcing you to listen to each message sequentially, ViewPoint displays your voicemail visually, letting you prioritize your messages at a glance. You can listen to the most pressing voicemail first and add notes easily.

Bookmark important sections of the message, such as an order or phone number, enabling rapid retrieval of vital information. When you forward messages to colleagues, your notes are included for easy reference. You can elect to receive email, pager or cell phone notification as new voicemail messages are received, making it easier to stay on top of key priorities even when you're away from your desk.

## Enhance Loyalty and Retention

ViewPoint can enhance your relationship with customers and partners by boosting your ability to be responsive. For example, your most important clients may not know they have been designated as a VIP caller, but they will be aware that their calls are answered with a personalized response and always returned within a few minutes. Your partners and suppliers will be impressed that your employees can initiate team conference calls "on-the-fly", without false starts and dropped calls.

The screenshot displays the 'Call Log - Vertical Wave ViewPoint' application window. The interface includes a menu bar (File, Edit, View, Tools, Actions, Help) and a toolbar with options like 'New', 'Associate', and '1 Day'. A sidebar on the left contains navigation buttons for 'Call Log', 'Messages (4)', 'Call Monitor', 'Contacts', and 'Call Log'. The main area shows a table of call records with columns for From, To, Number, Start Time, Duration, Left Message, Notes, and Recorded by User. A context menu is open over a call record, listing actions such as 'Open', 'Print...', 'Speed Dial', 'Place Call', 'Associate', 'Open Contact...', 'Open User Recording', 'Open Queue Recording', 'Enter Account Code...', 'Report a Problem...', 'Copy', and 'Delete'.

From	To	Number	Start Time	Duration	Left Message	Notes	Recorded by User
Carol Brookins	Anne Reed	4102	10/22/200...	4:06		Meeting notes soon	✓
Stephanie ...	Anne Reed	17032571991	10/22/200...	2:02		Important files on FTP!	✓
Brad Fee	Stephanie ...	4179	10/22/200...	:04			
Brad Fee	Anne Reed	4179	10/22/200...	5:19		Edits due Thursday	✓
Unknown	Stephanie ...	+8008107...	10/22/200...	1:00			
Unknown	Stephanie ...	Chris Brook...	10/22/200...	2:29			✓
Unknown	Stephanie ...	Chris Brook...	10/22/200...	2:29			✓
Dino Kazanis	Stephanie ...	4173	10/22/200...	:30			
Dino Kazanis	Stephanie ...	4173	10/22/200...	7:51			

Dino Kazanis - 10/22/2007 10:07:24 AM  
Carol, Dino is going to buy 500 units! Here you go...

Last caller: Ben Brett at 10/22/2007 9:59 AM; press F11 to return the call

ViewPoint call log keeps a helpful record of calls you've made or received. Right-click on any item to return a call.

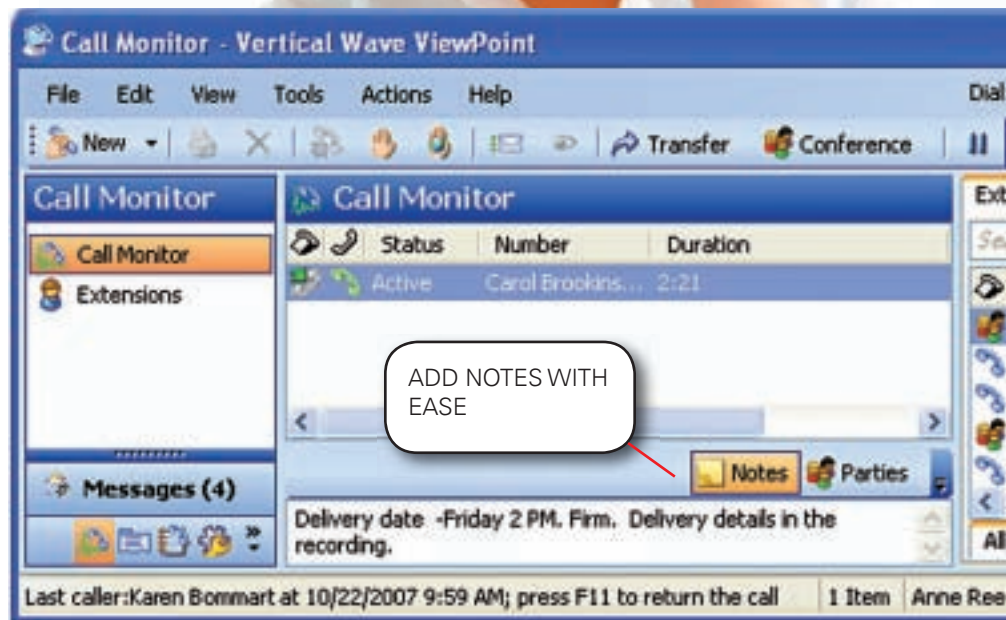
## Compliance with Call Recording

Call Recording is a powerful tool that supports vital business functions like compliance, training, performance reviews and customer service. Yet adding this capability to a legacy phone system has traditionally required additional hardware and software, resulting in extra cost, complexity, integration issues, and employee training. With Wave IP and ViewPoint, Call Recording is built-in.



## The Personal Touch

ViewPoint lets you create multiple voice greetings and define how calls are handled, creating a more positive experience for callers. Personal statuses such as "Available," "In a Meeting," and "Vacation" inform the team of each employee's location and availability, while the Extensions View shows who's currently in the office or on a call.



Call Recording is available with ViewPoint at no additional charge. By adding your own text notes to a recorded call, you can identify key information from that call.

## Always in the Know

Since not every call is created equal, ViewPoint offers powerful personalization capabilities, giving you the ability to assign unique PIN codes to your contacts so that you can identify them no matter where they call from, even if Caller ID is not available.

## Take ViewPoint with You

ViewPoint doesn't limit its call functionality to the office. In fact, it extends its highly-robust suite of business communications features to wherever employees are located.

And since remote employees can use the Internet to access the Wave IP platform, they don't incur long-distance tolls, regardless of distance or length of call. With ViewPoint, you benefit from an extended, cost-effective communications infrastructure that is driven by business needs, not by hardware limitations.

In an organization whose mobile employees have multiple phone lines, "follow me" call forwarding ensures that an employee is always reachable — on any specified line — and always has access to the full range of Wave IP features. This means a customer only needs to know one phone number for a given employee in order to reach that individual anywhere in the world.

Now you no longer have to listen to voicemail messages in the order they were recorded. ViewPoint makes it easy to listen to and act on messages based on business priority.



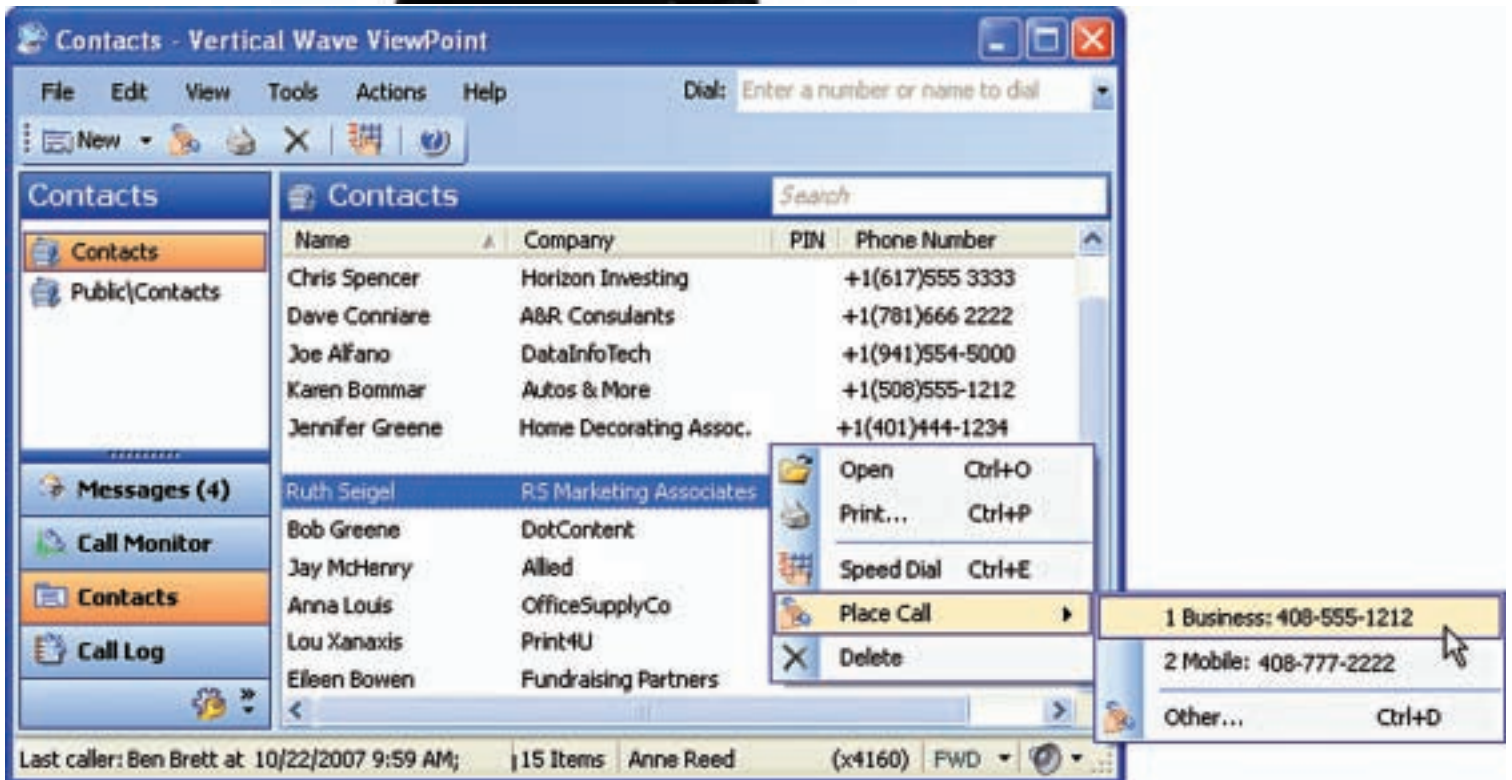
## Target Messages to Diverse Audiences

You can easily record and broadcast voice messages to groups or entire organizations, enabling prompt delivery of urgent or time-sensitive messages for reaching out to audiences that share a common role or interest.

## Competitive Advantage

Regardless of your organization's size or communications requirements, ViewPoint offers an extraordinary value proposition. You'll communicate faster, easier, and more economically, boosting all facets of your business and ensuring a rapid return on investment. You'll leverage unified messaging and advanced call management capabilities to expedite sales, customer service, and corporate teamwork.

By enhancing all aspects of voice communication, ViewPoint helps you increase customer loyalty and, in turn, benefit from repeat business and enthusiastic referrals.



ViewPoint makes it easy to call any one of your contacts. Highlight any contact and simply select and click on the desired number to call.

## Key Features

Presence Management	Work smarter by knowing the status of colleagues — who's on the phone or out of the office — before calling, transferring or setting up conference calls.
Desktop Call Management	Using ViewPoint's award-winning interface, improve productivity by tailoring communications to your precise needs.
Visual Voicemail	View, access, save, and forward messages more easily, ensuring prompt and prioritized handling.
Unified Messaging	Leverage the enterprise network and expedite messaging by offering voicemail on every user's desktop.
Call Recording	With a mouse click, record any call to support compliance, training and customer service efforts.
Personalized Call Handling	Customize how each call is handled based on different call rules and attributes.

For more information or to place an order,  
contact your Certified Wave IP Business  
Partner, call Vertical at 877-VERTICAL  
(877-837-8422) or visit  
[www.vertical.com](http://www.vertical.com)

