



What's New in TeleVantage 4.0

Since its introduction as the industry's first software-based phone system, Artisoft TeleVantage has continued to set the standard with its robust feature set and future-proof architecture. With this release, Artisoft adds powerful new features for enhanced call center functionality, easier system administration and increased productivity.

- ▶ **Powerful, Affordable Call Center**
- ▶ **Enhanced User Productivity**
- ▶ **Improved System Administration**

Advanced Call Center Support:

Now you can leverage your TeleVantage phone system and implement a powerful, affordable call center to drive revenues and deliver superior customer service. The optional TeleVantage Call Center gives you the tools to intelligently route calls to the right agent, track and report on call data, and effectively manage your operations. Here are a few of the robust features in the TeleVantage Call Center:

- Comprehensive, "on-the-fly" reporting
- Real-time statistical monitoring
- Nth call recording by agent or queue
- Ability to monitor, coach or join agent calls
- Sophisticated new routing algorithms (least busy, longest idle, fewest calls), including priority call handling and overflow agent tiers
- Variable-driven custom hold messages based on queue, wait time, and time on hold
- Graphical reports measure call patterns and volume by time of day, customer hold and talk times, abandon rates or any other metric

See other side for more details

This document contains a partial list of new TeleVantage 4.0 features. For a complete list, please visit www.artisoft.com/tvoverview.htm



Enhanced User Productivity

TeleVantage 4.0 adds features for greater ease of use, personalization, and collaboration, greatly enhancing productivity for every employee.

Now you can:

Display Multiple Views

Arrange your TeleVantage desktop to suit the way you work. Now you can display more than one view at a time, such as Call Monitor and your Voice Mail, without opening multiple Windows.

Drag and Drop to Place Call, Conference or Transfer

By displaying multiple views, you can drag an incoming call and drop it onto the appropriate extension in the directory to transfer it. You can also drag and drop to place calls, create conferences or send callers directly to voice mail.

Quickly Dial a Contact's Number

To call someone, just enter or choose any contact name, user name, or number in the new Quick Dial Bar.

Answer Your Phone "Hands-Free"

Users can receive calls while always off hook, without listening to a dial tone. TeleVantage plays a zip tone when a call comes in.

Define Workgroups

For more efficient collaboration between teams and departments, quickly and easily associate users into groups. This enables you to pick up a ringing phone in your workgroup as well as simultaneously ring all phones in a workgroup. For added convenience, you can set up directories that display only the extensions of members in your workgroups.

Share Your Call Monitor, Voice Mail, and More

Your call monitor can now be shared with other users to maximize call coverage. Easily switch between seeing your calls and others, including queue calls. Voice mail boxes, call logs, and contact lists can also be shared.

New Web Client with Call Monitor

The Web client now supports most Client features and all Client views including the ability to view and manage calls. In addition, the Web client can now place calls and play voice messages over the phone or speakers.

Establish Sophisticated Call Rules

"People Rules" has been greatly enhanced and expanded, earning the new name "Call Rules." Change the way calls are handled based on who calls or a particular date or time: automatically send specific calls to voice mail during lunch; change your personal greeting after business hours; or forward selected calls to any other phone.

Display Your Personal Status

Select your personal status – Available, In a Meeting, Out of the Office, Do Not Disturb, or On Vacation – and it displays in the Extensions directory to notify co-workers of your availability. You can also create custom personal statuses, such as On Sales Call or At Client Presentation. Each personal status can be associated with user-defined Call Rules. This enables you to instantly change how calls are handled with a single click or through telephone commands while on the road.

Prompt Users to Leave a Callback Number

If caller ID is not available, TeleVantage can now prompt callers to enter a callback number by pressing 7 while leaving a voice mail message.

Quickly Forward your Calls

Dialing in to change your call-forwarding number has never been easier. If TeleVantage has your Caller ID, press two touchtone keys and TeleVantage will automatically forward your calls to that phone.

Bookmark Voice Mail Messages

Highlight any important portion of a voice message, such as a phone number or address, with bookmarks. Once you set the bookmarks, the message plays only between them.

Export Your Phone List

Easily create your own phone lists by exporting the extensions view and loading it into any spreadsheet program.

Additional Contact Manager Support

You can now get screen pops and place calls when using FrontOffice 2000 in addition to Goldmine, Outlook, and Act!

Improved System Administration

TeleVantage 4.0 provides several new enhancements to make the system easier to administer and customize.

Now you can:

Assign and Distribute Permissions Based on Class of Service

Administrators can now assign permissions to a group and distribute certain administration privileges to users such as call center supervisors. Assign a user to a group and the permissions for the group apply automatically.

Track Calls by Account

Now you can set up codes to help you automatically track calls to specific customer accounts. Users can be forced to enter account codes for every call. Account codes are available in the Call Log, which may be exported for reporting and billing purposes.

Establish Routing Services

You can configure your own least-cost routing tables with TeleVantage's routing services. Based on patterns of numbers dialed or date and time they will choose the appropriate trunks, add any necessary PIC codes, or even send long-distance calls over VoIP.

Set up Paging Systems

Hands-free answering lets you easily set up paging or intercom systems on any extension.

View Real-Time Performance

Standard Windows performance counters can show you the number of active calls, total calls handled, and more.

Build Custom Apps using COM Objects

For third-party developers, the TeleVantage Software Developer's Kit (SDK) now offers a new comprehensive API to build custom applications that can harness all of the Client's data and call information.



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