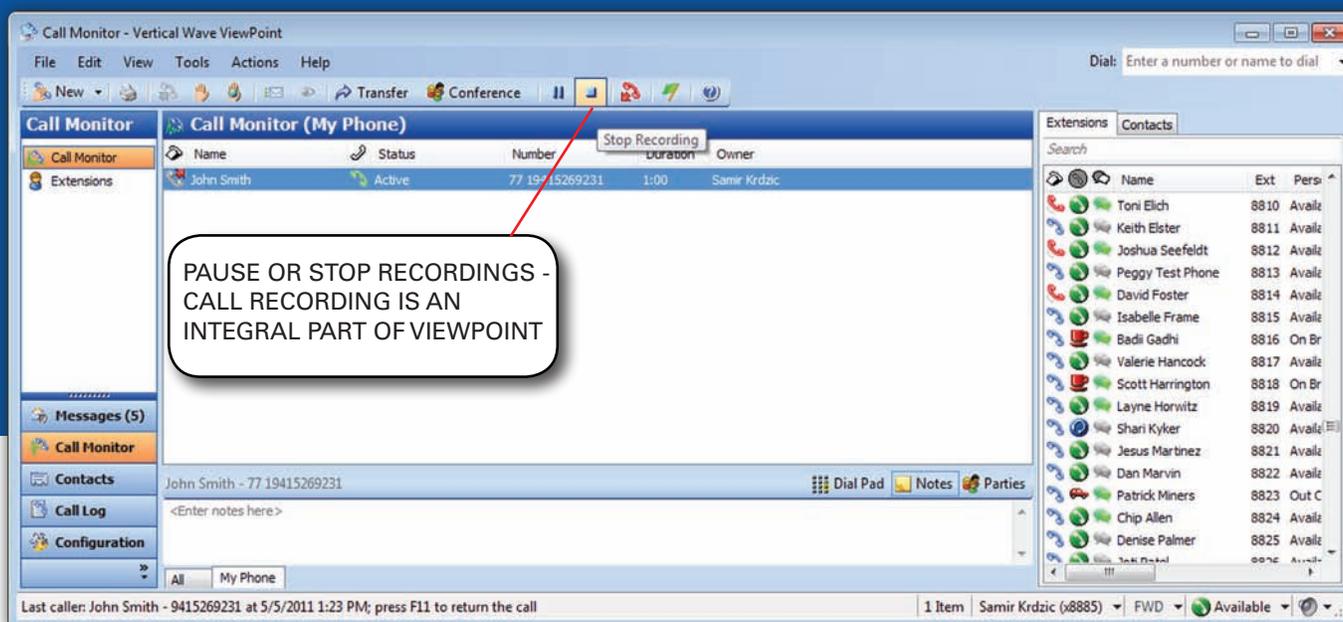


# Wave ViewPoint

The award winning Unified Communications solution for businesses offering breakthrough simplicity and ease of use, with intuitive client applications including desktop call management, mobility, secure Instant Messaging, integrated softphone, Microsoft® Exchange integration, visual voicemail, call recording, presence information and much more.



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 helps organizations of all sizes simplify and enhance business communications. ViewPoint increases employee collaboration and productivity by streamlining and personalizing communications.

## Simplify Communications

ViewPoint offers a feature-rich and highly intuitive Unified Communications client to drive adoption of collaborative communications in your organization. The award winning user interface requires minimal end user training and can be easily customized by end users to personalize every customer interaction.

ViewPoint's feature set is available to every user with Wave IP's base user licence and includes:

- Desktop Call Management for any device
- Mobility

- Secure Instant Messaging
- Integrated Softphone
- User Presence and Status Information (multi-site)
- One-Click Call Recording and Archive Browser
- Microsoft Exchange integration
- Visual Voicemail
- VIP Call Handling
- Advanced FindMe/Follow Me services via routing lists and call rules
- SDK to extend ViewPoint features

The screenshot shows the 'Call Monitor - Vertical Wave ViewPoint' application window. The interface includes a menu bar (File, Edit, View, Tools, Actions, Help), a toolbar with icons for New, Transfer, Conference, and other call functions, and a main workspace divided into several panes. The 'Call Monitor (My Phone)' pane displays a table of active calls. The 'Conference' pane shows a list of participants in a conference call. The 'Extensions' and 'Contacts' panes provide lists of available contacts. The status bar at the bottom shows the last caller and current call status.

Callouts highlight the following features:

- ONE CLICK TO TRANSFER OR CONFERENCE CALLS**: Points to the 'Transfer' and 'Conference' icons in the toolbar.
- CALL RECORDING IS DIRECTLY ACCESSIBLE**: Points to the red microphone icon in the toolbar.
- EASILY MAKE CALLS**: Points to the 'Dial' input field at the top right.
- SEE YOUR LAST CALL AT-A-GLANCE**: Points to the status bar at the bottom left.
- SEE WHO IN YOUR WORKGROUP IS AVAILABLE**: Points to the 'Contacts' pane on the right.
- DISCONNECT OR PUT ON HOLD INDIVIDUAL CONFERENCE PARTICIPANTS**: Points to the red phone icon in the 'Conference' pane.
- FORWARD YOUR CALLS WHEN YOU ARE OUT OF THE OFFICE**: Points to the 'FWD' status indicator in the bottom right.

Name	Status	Number	Duration	Owner
Samir Krdzic (Conference)	Active		1:14	Samir Krdzic

Name	Status	Number	Duration	Owner
Samir Krdzic	Active	x8885	1:14	Samir Krdzic
Chris Alfano	Active	77 1941526...	1:14	Chris Alfano
John Smith	Active	77 1941526...	:51	John Smith

Name	Company
Cagdas Bayram	Thoxa
Chris Alfano	DeltaInfoTech
Chris Spencer	Horizon Investing
David Miller	
Eileen Bowen	Fundraising Partners
James Gray	Vertical
Jay McHenry	DotContent
Jay Smith	Bank of America
Jennifer Greene	Home Decorating
John Smith	Vertical
Lou Xanaxis	Print4U
Michael Jordan	Dell
Stacy Brown	JJ Company

Last caller: Michael Orell at 5/10/2011 3:25 PM; press F11 to return the call | 1 Item | Samir Krdzic (x8885) | FWD | Available

## Collaborate Across Locations

ViewPoint is the ultimate collaboration and communications tool for employees. A rich client interface allows you to create buddy lists to see your team or view the entire organization. Users can see the availability status of colleagues locally or across locations and reach out to them with a simple click to initiate a call, a conference or secure Instant Message. ViewPoint's intuitive interface means very little training is needed and adoption is fast. Nothing could be easier to bring your organization closer together.

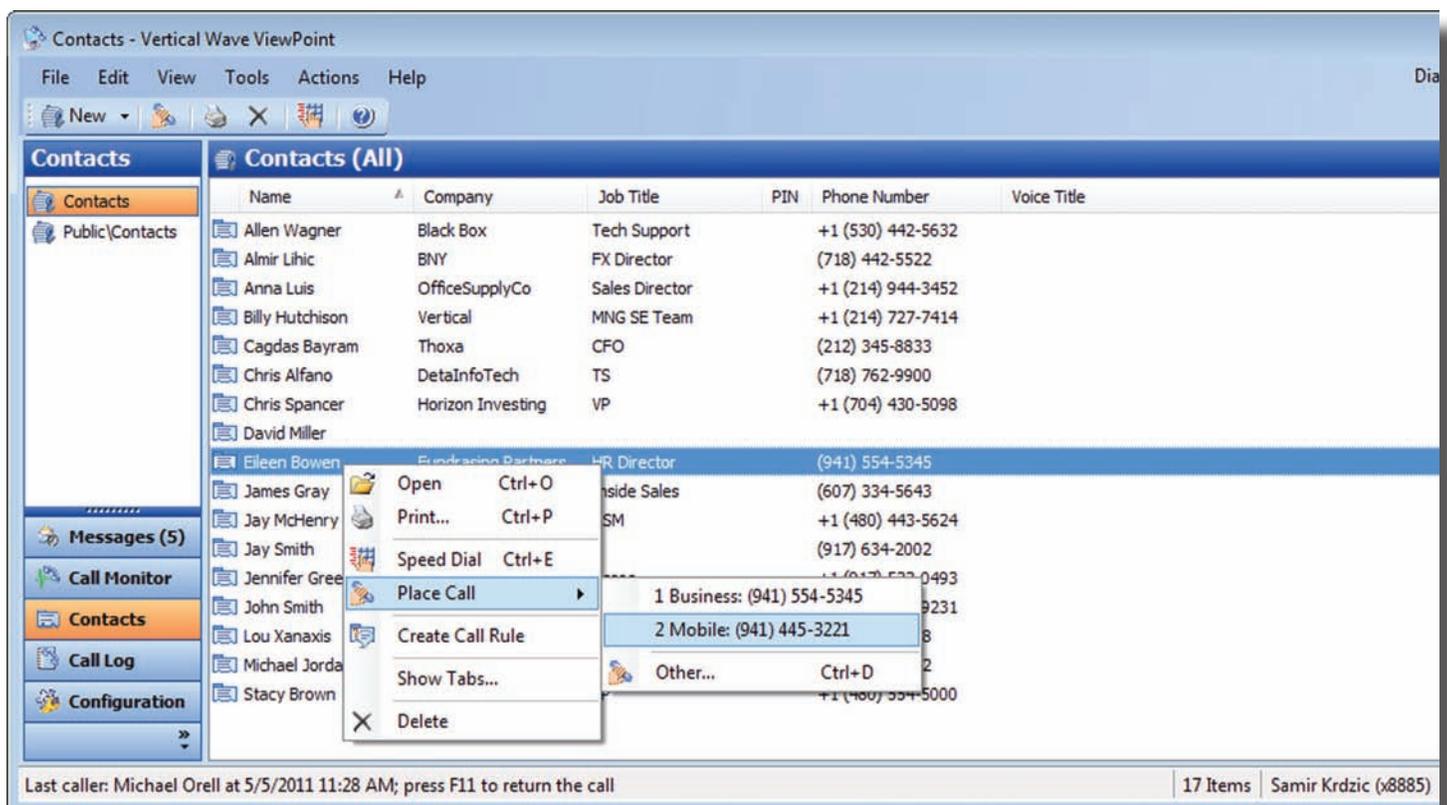
## Increase Customer Loyalty and Retention

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 handled with a personalized response and enhanced with custom routing rules to make sure their call is always answered by you or your designated team.

Your partners and suppliers will be impressed that your employees can initiate team conference calls "on-the-fly", without false starts and dropped calls.

## 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. Wave IP also offers a Call Recording Archive Browser where call recordings can be stored along with any data or notes associated with the call. Tens of thousands of recordings can be searched and accessed in seconds.



Right-click on any contact to place a call.

## Mobility - Use any Device, Anywhere

ViewPoint doesn't tie users to their office, with its mobility features, any device can become a corporate extension and can invoke the features offered by ViewPoint. 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 them anywhere in the world.

And remote employees can enjoy the same features and functionality as local users. Using a simple data connection back to corporate, remote users have full ViewPoint functionality as an extension on the network - whether from a home phone, softphone or IP phone.

Using Wave IP's networking capabilities remote workers are making their calls and connection over a secure data network - so all calls are toll free.

With ViewPoint, you benefit from an extended, cost-effective communications infrastructure that is driven by business needs, not by hardware limitations.

## All Features are part of the Base User License

Regardless of your organizations size or communications requirements, ViewPoint offers an extraordinary value proposition and feature set - for the cost of a basic user license. Your employees can leverage the power of Unified Communications and enjoy the associated benefits: easy collaboration, increased productivity, and new tools to enhance communications.

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

The screenshot displays the 'Call Log - Vertical Wave ViewPoint' application window. The main area shows a table of call logs with the following columns: From, To, Number, Start Time, Duration, Result, Left Message, and Notes. A call log entry is highlighted in blue, showing a call from Michael Orell to Samir Krdzic on 4/21/2011 at 2:16:08 PM, with a duration of :39 and a result of 'Connected'. The 'Notes' column for this call contains the text 'Carol, Michael is going to buy 500 units! Here you go...'. A callout box with a red arrow points to the 'Notes' column, containing the text 'ADD NOTES WITH EASE'. The interface also includes a search bar, a 'Dial' field, and a 'Notes' button at the bottom right.

From	To	Number	Start Time	Duration	Result	Left Message	Notes
John Smith	Samir Krdzic	94152...	5/5/2011 8:55:23 AM	1:09	To voice mail	✓	
Samir Krdzic	John Smith	77 19...	5/5/2011 8:48:38 AM	3:48	Connected		This customer is looking for our latest product brochure.
Samir Krdzic	Samir Krdzic	77 19...	5/4/2011 1:36:56 PM	18:08	Connected		This customer is looking for our latest product brochure.
Samir Krdzic	Craig Morgan	1643	5/4/2011 1:09:20 PM	:08	Connected		
Samir Krdzic	Samir Krdzic	77 19...	5/4/2011 1:01:45 PM	2:47	Connected		
Unknown	Samir Krdzic	94152...	5/4/2011 12:59:54 PM	:00	Abandoned		
Unknown	Samir Krdzic	Hende...	4/25/2011 11:54:56 AM	1:38	To voice mail	✓	
Michael Orell	JJ Dowlen & oth...	4766	4/21/2011 4:06:28 PM	23:40	Connected		
Michael Orell	Samir Krdzic	4766	4/21/2011 2:20:04 PM	:16	Connected		
Michael Orell	Samir Krdzic	70476...	4/21/2011 2:16:08 PM	:39	Connected		Carol, Michael is going to buy 500 units! Here you go...
Unknown	Samir Krdzic	94152...	4/21/2011 12:53:14 PM	:00	Abandoned		
Unknown	Samir Krdzic	94152...	4/21/2011 12:52:29 PM	:39	To voice mail	✓	
Unknown	Samir Krdzic	94152...	4/21/2011 11:49:52 AM	:00	Abandoned		
Unknown	Samir Krdzic	94152...	4/21/2011 11:49:31 AM	:00	Abandoned		
Samir Krdzic	Michael Orell	4766	4/21/2011 11:48:31 AM	:00	Abandoned		
Michael Orell	Samir Krdzic	4766	4/21/2011 11:42:06 AM	:00	Abandoned		

ViewPoint call log keeps a helpful record of calls you've made or received. By adding your own text notes to a recorded call, you can identify key information from that call.

## KEY FEATURES

Desktop Call Management for Every User	Wave IP's base user license includes ViewPoint for every user. This award winning intuitive interface improves employee collaboration and productivity.
Secure Instant Messaging	Integrated in ViewPoint is Secure Instant Messaging so users can choose to message their colleagues across sites. All communications are encrypted and are logged and available for reporting through powerful administration tools.
Integrated Softphone	Integrated right into ViewPoint, the softphone means you don't need a deskphone to leverage the power of ViewPoint and Wave IP.
Mobility	ViewPoint's mobile features mean any phone can be an extension, your workers can have one number for all their devices, and remote workers and road warriors can take ViewPoint features on the road and never miss an important call again.
Presence Management	Work smarter by knowing the status of colleagues - who's on the phone or out of the office - before sending an Instant Message, calling, transferring or setting up conference calls.
One-Click Call Recording and Archive Browser	Users can record any call with a click and can search thousands of call recordings through an Archive Browser. 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.
Microsoft Exchange Integration	Direct integration with Microsoft Exchange Server provides bi-directional synchronization of contacts and messages without any special client requirements. Voice mail messages can be accessed via Microsoft® Outlook, Microsoft® Outlook Web Access or any smart phone connected to Microsoft Exchange.
Visual Voicemail	View, access, save and forward messages more easily, ensuring prompt and prioritized handling.

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.



For more information or to place  
an order, contact your Authorized  
Wave IP Business Partner, call  
Vertical at 1-877-VERTICAL  
(1-877-837-8422) or visit  
[www.vertical.com](http://www.vertical.com)

