**vertical**™

Wave ViewPoint

A different ViewPoint on unified communications.

Change your viewpoint on business communications. The award-winning ViewPoint unified communications desktop client from Vertical Communications® gives everyone in your organization a whole new way to communicate, collaborate and be even more productive. The heartbeat of Vertical's Wave IP business communications systems, ViewPoint lets you make, answer and transfer calls, check on the availability of co-workers, send secure IMs and more … without ever lifting a handset.

Embedded in every Wave IP system at no additional cost, ViewPoint's intuitive, inviting user interface and integrated softphone gives every user instant access to the industry's most powerful suite of telephony applications and tools available with just the click of a mouse. Included in each Wave IP system's base user license are desktop call management, mobility, conferencing, visual voice mail, call recording and other features to make connecting and collaborating as simple as click, talk, connect. And with the ability to switch seamlessly between the ViewPoint desktop client and the Wave ViewPoint Mobile application, make any location a productive workstation with the swipe or tap of a finger.
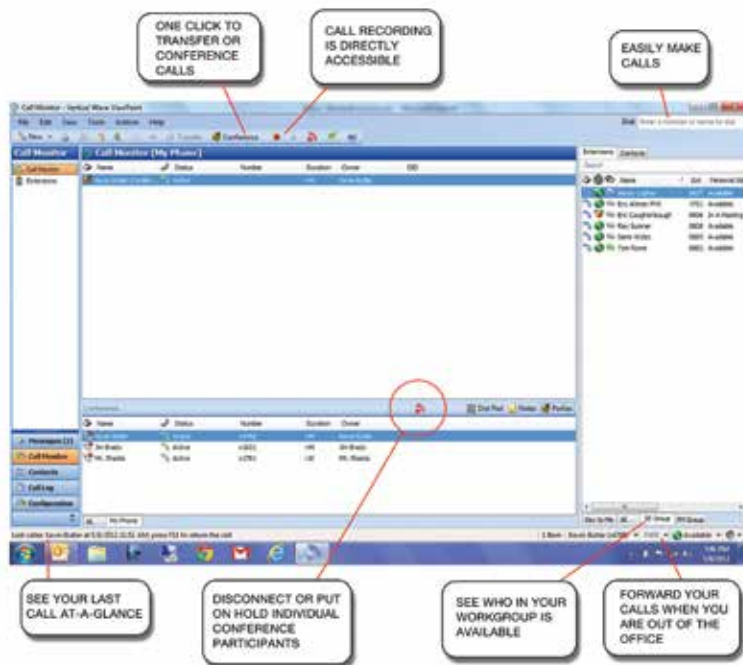
ViewPoint is a feature rich, easy-to-use UC client to help everyone in your organization communicate more efficiently, collaborate more effectively and be more productive.

More than the "status" quo

ViewPoint gives you a real-time view of the status and availability of everyone in your organization, so you can communicate and collaborate more quickly and efficiently – even IM one person while you're talking with someone else. Use ViewPoint's comprehensive feature set and capabilities to:

Increase productivity
- Easily manage how and when people can reach you with custom routing rules
- Create additional, more customized Personal Statuses to let users know where you are and when you're available
- Quickly connect with individuals, groups and others you contact on a regular basis through custom call lists
- Maintain single-number contact using Mobile Extension and "Find me/follow me" call forwarding features anywhere on your Wave IP network
- Attach and record notes on calls for reference, or to forward to other users
- Retrieve messages and emails from a single voice mail box
- Integrate ViewPoint's powerful productivity tools with your mobile device through ViewPoint Mobile

Reduce costs
- Create mobile and remote workstations virtually anywhere with an Internet connection, and reduce need for additional phones and handsets with integrated ViewPoint softphones
- Make toll-free calls over a secure data network
- Eliminate potential liability and need for separate emergency phone lines in remote offices with custom emergency Caller ID capabilities

Enhance customer service
- Use VIP Call Handling to designate priority callers and customers to provide faster, more personalized service
- Eliminate need and cost of extra phone lines during peak call times with automatic queue callbacks
- Ensure accuracy of customer interactions and provide more effective employee training and coaching with Call Recording

Ensure compliance
- Store and easily search and retrieve records of all calls with built-in Call Logs to ensure compliance with industry standards and regulations

ViewPoint All-inclusive Features

- Desktop Call Management
- Presence Management
- Integrated Softphone
- Single-number Contact
- Secure Instant Messaging
- One-click Call Recording & Archive Browser
- Personalized Call Handling
- Microsoft Exchange Integration
- Visual Voice Mail
- SDK to Extend ViewPoint Features
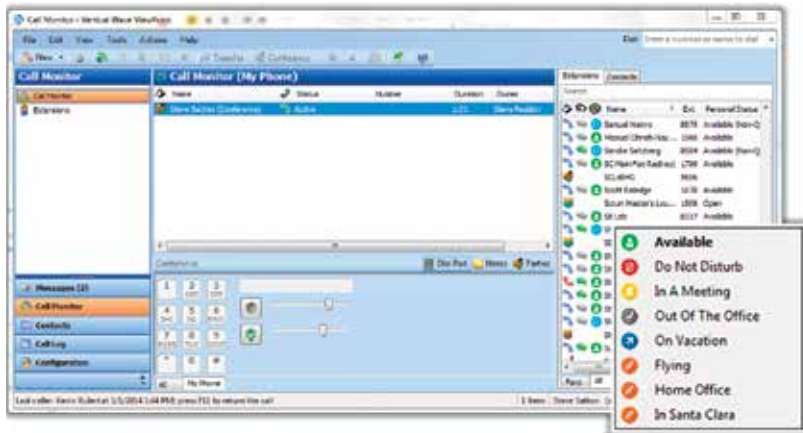
ViewPoint Call Monitor

Save time with real-time presence at a glance. The award-winning ViewPoint user interface requires minimal end-user training, and can be easily customized with personal statuses for more efficient collaboration with co-workers and other contacts.

For more information on solutions from Vertical Communications®, call 1-877-VERTICAL, or visit **www.vertical.com.**

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