



VERTICAL WAVE IP

THE COMMUNICATIONS PLATFORM AND
APPLICATIONS FOR HOW WE WORK TODAY



www.vertical.com

VERTICAL WAVE IP ENTERPRISE COMMUNICATIONS SYSTEMS

COMMUNICATIONS SOLUTIONS FOR HOW WE WORK TODAY

Improving workflows in the Modern Enterprise

The Vertical Wave IP™ Communications System replaces the traditional business phone system with a powerful appliance and package of embedded applications in an all-inclusive platform to streamline enterprise communications. The Wave IP Platform provides voice, mobile and collaboration solutions for improving critical business workflows and facilitating the way we work in today's Modern Enterprise.



The award-winning ViewPoint user interface is easily customized to personalize every customer interaction.

Bring Your Teams Together

Quickly connect your customers to your workforce with real-time status and easy access to voice calls, messaging, one-click meetings and collaboration via notebook and web, mobile and desk phones. The base user license included with every Wave IP system gives everyone in your organization access to Vertical's award-winning ViewPoint desktop UC client and to 100% mobility via the ViewPoint Mobile app, as well as features and tools they need to:

- Communicate and collaborate quickly, with the ability to see **customized personal statuses** and the availability of everyone in your company directory across all of their devices
- Build better customer relationships with **personalized voice greetings** and **customized customer routing rules**, including **VIP Call Handling**
- Improve customer service with **screen-popped caller information** and **contact center queue callbacks**
- Easily **record, search and retrieve calls** to enhance customer service, ensure compliance with industry standards and regulations, and support employee training and performance
- Record and **broadcast targeted messages** to groups or your entire organization
- Add notes to and prioritize messages at a glance with **Visual Voice Mail**
- Enhance safety and emergency response times with **custom emergency Caller ID**
- **Customize, extend and integrate Wave IP applications** with your own CRM systems, billing applications, contact center reporting packages, IVR and more to enhance business processes



"[Vertical's] flagship Wave IP platform is a pure-IP-based system that truly integrates the full suite of UC applications (mobility, collaboration, desktop call control, soft client, IM, presence, conferencing, messaging, recording and more) into a single physical appliance. With its tightly integrated design, the Wave IP reduces the costs associated with acquiring, maintaining and operating hardware and applications."

Robert Arnold
Senior Analyst
Frost & Sullivan

Mobilize Your Workers

Your mobile device is all you need to stay connected to the Wave IP wherever you work. The ViewPoint Mobile application for smartphones and tablets provides every user in your organization with true, 100% mobility. ViewPoint Mobile gives you fingertip access to the features and functionality of your enterprise Wave IP system on your personal mobile devices. And because all of this functionality is delivered through the Wave IP, every business communication inside and outside of your firewall is logged and routed back through your corporate network.



ViewPoint Mobile features:

- Complete mobility solution at no additional cost, including a free VPN virtual server for fully secure encrypted voice calls, IMs and data
- Fully integrated SIP softphone with all call controls in one interface to make calls over any data channel, whether WiFi or cellular
- Ability to monitor each call's quality and seamlessly switch between networks if call quality is diminished, or to reconnect if calls are dropped
- Mobile Application Management allows administrators to centrally control access to features

Add-on Applications

Further increase the productivity and power of your Wave IP system with optional add-on applications. These applications are ready to run with a simple license that can be dynamically launched at any time. You even receive a free, 30-day trial license to try each application before you buy.

Wave Business Continuity Service – Ensure voice and all of your system features and business-critical applications are protected from any system outage so you can remain fully operational in a failover situation.

Wave Call Classifier – Dramatically improve customer service with advanced call routing based on real-time lookup of caller data.

Wave Campaign Tracker – Eliminate the high cost of third-party tracking services by assigning direct-dial numbers to each of your marketing campaigns for real-time results and reporting.

Wave Contact Center & Reporter – Maximize customer satisfaction and agent performance with enterprise-level contact center features, including automatic queue callback option to better manage peak call times.

Wave Fax Manager – Seamlessly integrate with any mail server via SMTP to receive, forward and save faxes as email attachments without requiring any third-party fax gateways or devices.

Wave Live Image – During scheduled or unscheduled downtime, restore your Wave IP system to its last known “good” state in a matter of minutes.

WaveNet – Connect multiple sites and users over IP/SIP networks and simplify administration of user data, dial plans, voice mail and system features in minutes.

The Most Built-In Apps on Any Platform ...

Ready to use when you are, thanks to Vertical's unique single licensing model.

Core applications and features standard in all Wave IP systems include:

- ViewPoint UC Desktop Call Management Interface
- ViewPoint Mobile Application with SIP Softphone for Smartphones & Tablets
- Real-time Presence & Status
- Enterprise Instant Messaging
- MeetMe Conference Rooms
- In- & Outbound IVR Applications
- Call Recording & Logging
- Call Reporting
- Visual Voice Mail
- Integrated Softphone
- VPN & NAT Traversal
- Support for Teleworkers
- Microsoft Exchange Integration
- Automated Cloud-based Vertical Updates



Wave Campaign Tracker lets you track advertising costs and results in real time, so you can eliminate the expense of outside marketing reporting services.

Simplified System Management, Networking and Updates

As a cloud-connected platform, Wave IP receives constant updates from Vertical so your software is always up to date. Embedded in every Wave IP is Wave Global Administrator, an intuitive Web-based management tool for easy system setup and administration. Global Administrator and optional Global Manager and Global Reporter applications make it easy to:

- Set up and manage your entire system on-site or remotely
- Make moves, adds and changes in minutes
- Perform diagnostics on a single system or across entire network
- Manage licensing and system-wide notifications/alerts
- Track, schedule and automate routine backups and software upgrades
- Collect and analyze call details for global and drill-down reporting

Vertical Wave IP appliances feature the latest solid-state drive (SSD) technology and scale easily to provide exceptional expansion capabilities for single or multi-site organizations with up to thousands of users. Your investment is protected as your company grows, with robust voice gateway capabilities that let you migrate to the latest IP communications services on your own timeline. The Wave IP supports traditional voice trunk interfaces, including analog trunks, T1 and PRI-ISDN, as well as SIP trunking services for maximum flexibility

and cost savings. And as a cloud-connected platform, Wave IP receives constant updates from Vertical so your software is always up to date.

Connect with Feature-rich Phones

Take full advantage of the Wave IP's advanced technology with feature-rich, high-quality audio phones for desktop and remote workstations from Vertical. Featuring the latest in VoIP technology, Vertical's newest and most advanced family of phones – the Edge 9800 IP Series – supports hundreds of enterprise-level phone features, including call recording, conferencing, paging and hot desking. The Wave IP is also compatible with Vertical digital and DECT phones, as well as popular third-party handsets, including Polycom's VVX Series and SoundStation conference phones, and rugged Spectralink wireless solutions designed specifically for use in demanding enterprise environments such as retail and health care.



Edge 9840 Color Screen IP Phone

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

Corporate Headquarters

3900 Freedom Circle
Suite 110
Santa Clara, CA 95054
Phone: (408) 404-1600
FAX: (408) 969-9601

Sales & Service

1000 Holcomb Woods Parkway
Bldg. 300, Suite 300
Roswell, GA 30076
Phone: (770) 446-3100

RMA & Technical Support

4717 East Hilton Avenue
Suite 400
Phoenix, AZ 85034
Phone: (480) 374-8900
FAX: (480) 374-8852

