# Wave IMpulse

## Secure instant messaging for your enterprise.

An integral part of the Wave IP business communications system, Wave IMpulse is a secure instant messaging feature included with the award-winning Wave ViewPoint desktop unified communications (UC) client and ViewPoint Mobile application. Wave IMpulse delivers a secure, easily managed messaging environment for every user in your organization that extends beyond corporate network boundaries – without the need for or additional cost of extra servers or software licenses.

Wave IMpulse is a private and highly secure IM solution with message encryption utilizing Secure Sockets Layer (SSL) certificates. The encryption used by SSL turns conversations and confidential information that may be used in communications into useless bits of information. Only the right recipient – with the encryption key – can decode the messages. This means that you have a private communication channel. Wave IMpulse offers 256 bit message encryption for maximum security.

*Via the ViewPoint desktop client or ViewPoint Mobile application, users can check the status of co-workers and initiate a call, conference, or secure IM with a simple click or tap of a finger.*

## IMprove Communication, Collaboration

More real-time than email but less demanding than a phone call, instant messaging complements your existing voice and email communications by multiplying the effectiveness of everyone in your organization. Wave IMpulse allows instant communication as well as asynchronous discussions, so you can be on the phone with one person while using IM to:

- *IMprove Customer Service.* IM other team members to ask questions without having to put a customer on hold for quick resolution of issues.
- *IMprove Collaboration.* Mobile workers in the field can IM office staff for quick responses to customer questions.
- *IMprove Sales Cycles.* Sales reps can get approval on a deal from a manager without leaving the customer's side (for example, an auto dealer can text his manager an offer and get approval while still talking to the customer).
- *IMprove Security of Communications.* Messages are encrypted and logged, so an employee can have a confidential, real-time discussion with HR even though the HR team is at another site.
- *IMprove Effectiveness.* Managers can answer quick questions from employees while on a conference or other call.

## Key Features

- Integrated, secure instant messaging on your desktop, tablet, or mobile phone
- Presence included so you know if a user is available to talk or not
- Fully encrypted (SSL or TLS) for secure conversations
- Enterprise-wide messaging via WaveNet
- Easy to use web-based administration
- Complete message logging of all discussions
  - o Searchable
  - o Automatic
  - o Allows compliance with requirements for message archiving
- Content filtering
  - o Scan every message for restricted content
  - o Can prevent sending message, or censor unwanted content and allow the message to proceed
  - o Administrators can be alerted to objectionable content
  - o Uses normal expression filter to allow complex filtering
- Messages are received when a user is offline and available when you sign in

Scan the code for more information on solutions from Vertical Communications, call 1-877-VERTICAL, or visit **www.vertical.com.**

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