

# Wave ViewPoint

A different ViewPoint on unified communications.



Increase employee collaboration and productivity with Vertical's award-winning ViewPoint desktop unified communications client. As an integral part of Vertical's Wave IP Business Communications Systems, ViewPoint helps organizations of all sizes simplify and enhance communications with intuitive applications including desktop call management, mobility, secure instant messaging, visual voice mail, call recording and much more.

ViewPoint's powerful feature set is available to every user in your organization as part of Wave IP's base user license, including the ability to switch seamlessly between the ViewPoint desktop client and Wave ViewPoint Mobile. Just one of the Wave's built-in applications, ViewPoint Mobile brings the full functionality of Wave to your smartphone, so you can collaborate with mobile users using secure instant messaging and real-time presence information, and add notes to calls that any user can read as they take the call, on their mobile or desktop device.

ONE CLICK TO TRANSFER OR CONFERENCE CALLS

CALL RECORDING IS DIRECTLY ACCESSIBLE

EASILY MAKE CALLS

SEE YOUR LAST CALL AT-A-GLANCE

DISCONNECT OR PUT ON HOLD INDIVIDUAL CONFERENCE PARTICIPANTS

SEE WHO IN YOUR WORKGROUP IS AVAILABLE

FORWARD YOUR CALLS WHEN YOU ARE OUT OF THE OFFICE

*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.*

## Collaborate Anywhere

ViewPoint is the ultimate collaboration and communications tool. A rich client interface allows you to create buddy lists to see your team or view the entire organization. Users can check the availability status and connect with co-workers with a simple click to initiate a call, a conference, or a secure instant message. ViewPoint's Call Log feature keeps a helpful record of all calls a user makes and receives, and also enables users to make notes on calls to easily identify key information.

## Enhance Customer Service and Loyalty

ViewPoint can help enhance your relationship with customers and other contacts with VIP Call Handling. Designate your most important clients as a VIP caller to provide more personalized, prompt responses with custom routing rules to make sure you never miss their call.

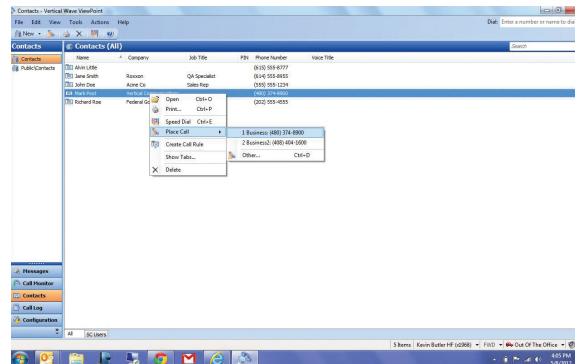
## Ensure Compliance with Call Recording

Call Recording is a powerful tool to support your business's compliance with industry regulations and standards, as well as employee training and customer service initiatives. To add this important capability to most legacy systems requires additional hardware and software – and additional costs. But Call Recording comes built-in with Wave IP's ViewPoint. Wave IP also offers a Call Recording Archive Browser where you can store recordings, along with other data or notes associated with calls, so you can easily search and access tens of thousands of recordings in seconds.

## Go Mobile with Single-Number Contact

With its mobility features, any device can become a corporate extension, giving users full access to ViewPoint's complete feature set as if they were at their own desk. "Find me/follow me" call forwarding ensures that employees are always reachable through a single number, no matter where they may be working.

Remote users also enjoy the same features and functionality as users in your office. 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. With Wave IP's networking capabilities, remote users make calls over a secure data network, so all calls are toll free.



**For more information on Vertical products and solutions, call 1-877-VERTICAL, or visit us at [www.vertical.com](http://www.vertical.com).**

## ViewPoint Key Features

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

## ViewPoint Call Monitor

*The award-winning ViewPoint user interface requires minimal end-user training, and can be easily customized to personalize every customer interaction.*

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