

## Vertical TeleVantage® Contact Center + MP5000

# Comprehensive call management at a fraction of the cost of comparable high-end systems



The responsiveness of your personnel to incoming calls is critical to your organization's reputation and success. Award-winning Vertical TeleVantage® Contact Center software features a powerful, intuitive visual interface, plus advanced call-handling and administrative tools that boost agent productivity and maximize customer satisfaction. And TeleVantage now runs on the robust and economical, SIP-enabled Comdial® MP5000 Business Communication System, yielding outstanding reliability and dramatically lower costs.

### THE VALUE OF SYNERGY

When award-winning software and hardware team up, the result is pure synergy - superior performance and value. The combination of industry-leading TeleVantage Contact Center software and the rugged, proven MP5000 Platform yields a remarkably powerful and inherently economical solution for organizations that depend on the efficiency of their telephone systems for success. Because TeleVantage is a software application, it can be easily customized and updated, future-proofing your investment. The modular architecture of the MP5000 enables this benchmark solution to be used as an organization-wide PBX or configured as an integrated contact center solution in parallel with an existing PBX.

### Award-Winning Software

Award-winning TeleVantage Contact Center software features the powerful, intuitive Viewpoint graphical user interface - the best in the business. Other built-in high-performance features include one-click call recording, record archiving and searching, skills-based routing, real-time reporting, and a wide range

of potent supervisor functions. Or design your own applications using the included Software Developer's Kit (SDK),

### Rugged, Expandable, Proven Platform

The MP5000 platform has established its value in a broad spectrum of small to medium-size enterprises and in mission-critical public agency environments that depend heavily on both voice and data communications. Its reliability and economy has been proven time and again in a broad spectrum of organizations, including call centers, e911 applications, law firms, real estate offices, marketing and advertising companies, auto dealerships, service businesses, government agencies and more.

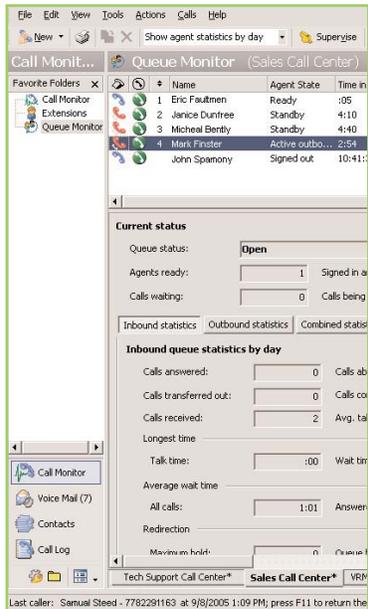
### IMPROVES EFFICIENCY

TeleVantage Contact Center dramatically improves agent and supervisor efficiency. Whether in the office or remote, agents can access calls and messages from SIP phones via conventional VPN connectivity, IP phones, digital phones, mobile phones and more. Plus, all calling features and functions are available in networked branches and remote locations. Powerful supervisor functions include trans-

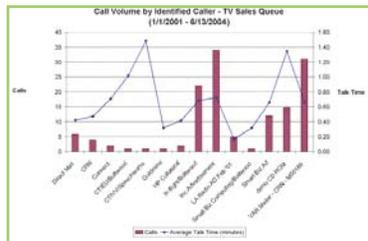


Vertical Comdial MP5000 cabinet

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TeleVantage report sample showing real-time agent status and queue statistics.



TeleVantage report showing call volume per marketing program over a 3½ year period.

## Scalability

- Maximum SIP ports: 120
- Maximum simultaneous calls: 120
- Max. ratio of queued to active calls (agents):
  - 60 agents (1:1 ratio)
  - 40 agents (2:1 ratio)
  - 30 agents (3:1 ratio)

## System Requirements

- MP5000 with SIP Server Blade and 12- or 24-Channel Gateway Blade
- TeleVantage 7.5, Certified Server
- Supported phones: Aastra (480i, 480Oct, 9133i, and 9112i) and Counterpath softphone (v 1.1)
- Call center agents are required to use stations connected to TeleVantage.

parently monitoring and coaching agents to improve skills and joining or pulling calls from any queue. Every agent's availability status is displayed by "presence management" icons.

## KNOW WHO'S CALLING

TeleVantage can provide agents with caller details by displaying screen pops of identified callers. This feature can leverage the built-in contact database, a contact manager such as Outlook®, Act!®, GoldMine®, FrontOffice™ or a custom, third-party database.

## MANAGE QUEUES FROM A SINGLE POINT

Within Contact Center, the TeleVantage Administrator provides a single unified interface for queue management including setting caller priority, managing call distribution, configuring automatic call recording, recording and managing on-hold messages, prompting callers to enter data, and more. Supervisors can easily move, add and change agent stations and individual and group permissions, manage voice mail and take a queue off-line.

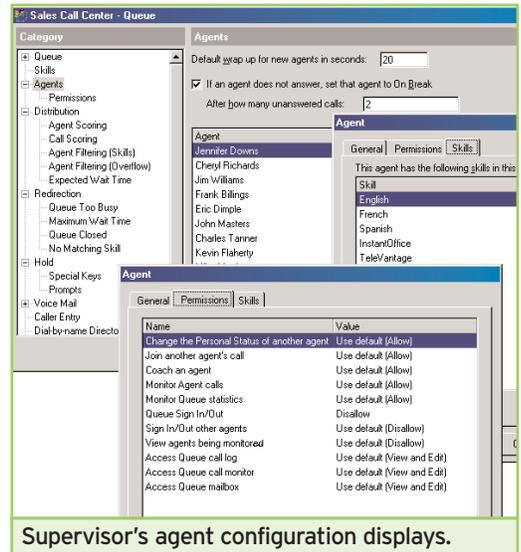
Custom routing algorithms can be quickly created that maintain optimal customer service for your customers by treating callers differently based on their priority or time of day and that intelligently redirect calls to tiers of overflow agents during high volume periods. TeleVantage features powerful skills-based routing, which automatically directs callers to the available agent who has the best combination of skills to address their needs - or to the last agent who spoke with a caller.

## REPORTING AND STATISTICS

Supervisors can monitor queue performance and agent productivity statistics in real time using TeleVantage Queue Monitor, including: calls currently waiting and being handled, calls sent to voice mail or abandoned; agent availability; average and longest hold and talk times by day, shift or agent, and more. Use the TeleVantage Contact Center Reporter's over 30 preconfigured graphical and textual reports to spot performance trends, track customer calling histories and measure the effectiveness of marketing campaigns.

## ADD-IN SOLUTIONS

The TeleVantage family of add-in solutions can fine-tune your solution to your organization's



Supervisor's agent configuration displays.

specific requirements and dramatically boost productivity. **TeleVantage Call Classifier** provides agents with screen pops containing detailed caller information before they even pick up the call. **TeleVantage Conference Manager** sets up internal conferences on the fly or in advance - and eliminates the need for third-party conference services. **TeleVantage Contact Center Scoreboard** displays real-time queue statistics and visual and audible alarms based on custom thresholds on any Windows PC or optional wallboard. **TeleVantage Enterprise Manager** creates an enterprise-wide TeleVantage infrastructure for distributed, multi-site organizations that streamlines all aspects of administration.

## ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes - from small to large and distributed - and include CVS/pharmacy®, Household International and Apria Healthcare. Vertical is headquartered in Cambridge, Mass. and delivers its solutions through a worldwide network of systems integrators, resellers and distributors.

For more information on products and solutions from Vertical Communications, call 800-914-9985 or visit our Website at [www.vertical.com](http://www.vertical.com).