



Wave IP 2500™

FEATURE COMPARISON GUIDE



- Wave ViewPoint™ 1.0
- TeleVantage® ViewPoint™ 7.5

Introduction

ViewPoint is a GUI-based client application for knowledge workers, call center agents, and operators. It provides point-and-click call control, visual voicemail, the ability to manage all participants in a conference, perform call recording and more. Historically it has only been available for the TeleVantage IP PBX and Call Center.

With the introduction of the Wave IP2500 platform, a general cross between the InstantOffice® form factor and telephony service and the TeleVantage PBX software, it was decided to be an appropriate time to drastically improve upon this very popular TeleVantage application.

This document is meant to distinguish the differences in the progressive versions of Wave ViewPoint compared to TeleVantage ViewPoint 7.5.

Executive Summary

ViewPoint for TeleVantage was originally developed nearly ten years ago. At the time, the GUI programming language of choice was Visual Basic. Recently Visual Basic has shown its age and Microsoft has discontinued support for it, which presented an opportunity to rewrite ViewPoint for our next-generation Wave platform. Vertical has chosen .NET 2.0 for this rewrite effort for its scalability, multi-threaded nature, modern APIs, and GUI capabilities.

Along with the obvious engineering benefits that come with this effort, there are many other improvements in areas such as the look and feel of ViewPoint, its scalability, as well as response time.

Note that since TeleVantage 7.5 ViewPoint is such a feature-rich application developed over 10 years, we will be releasing the majority of Wave ViewPoint features in two phases. Phase 1 will be the initial ViewPoint release providing core features and Phase 2 will round out the feature set available in TeleVantage 7.5 ViewPoint. Vertical is committed to delivering 100% feature parity to TeleVantage ViewPoint within a relatively short timeframe (TBD).

Delta Matrix

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
General			
Welcome Wizard	Windows Wizard-style dialog boxes walk new users through the initial steps to get started using ViewPoint	✓	—
Quick Tour	On line flash-based tool on how to use TeleVantage features and on line help	✓	—
Tip of the Day	Tips visible on ViewPoint startup	✓	—
Auto Logon	Remember username and password	✓	✓
Hotelling	Logon to another station as visitor	✓	✓
Call Monitor View	View information call(s) in progress or waiting in queue (if have permission to view)	✓	✓
Queue Monitor	Shows stats on every queue and agent in a queue	✓	—
H.323 Softphone	Free H.323 based softphone	✓	—
Voice Messages View	View voice messages and corresponding information via visual representation and organize into folders as well	✓	✓
Extensions view	Shows .WAVE extensions grouped by workgroup including their status (In Call, and personal Status (on Vacation)	✓	✓
Contacts View	List of all your contacts, both public and personal	✓	✓
Call Log View	History of previous calls placed or received including showing if the call was recording, notes, status of the call, etc	✓	✓
Configuration View	View and set Greetings and Workgroups	✓	✓
Configuration View	View and set Call Rules, Personal Statuses, and Routing Lists	✓	—
Folder View	View All Folders including custom message and contact folders	✓	—
Place call	Place a new call using the New Call dialog or the Dial Text box	✓	✓
Create Voice Message	Record a new voice message	✓	✓
Create Contact	Add a contact	✓	✓
Create Workgroup	Add users to a personal or public workgroup	✓	✓
Create Greeting	Record a voicemail greeting	✓	✓
Create Call Rule	Create a custom call rule for general callers, workgroup members, or individual contacts using the New Call Rule dialog	✓	—

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Create Routing List	Create a routing list to route general callers, Workgroup members, or individual contacts using the New Routing List dialog	✓	—
Print	Print contents of a selected View	✓	✓
Print Preview	Preview contents of print job prior to printing	—	✓
Set Personal Status	Ability to set a status indicating the user's ability to take calls	✓	—
Configure Forwarding	Setup forwarding of all incoming calls to another number	✓	✓
Set Audio to PC speakers or to Station Phone	Hear voice messages, call recordings, greetings, etc. over your PC's speakers or through your station phone	✓	✓
Export Extensions	Export names of system users and their corresponding extensions to a CSV file	✓	—
Export Call Logs	Export call logs to a CSV file	✓	—
Export Contacts	Export names of personal contacts and their corresponding information to a CSV file	✓	✓
Import Contacts	Import names of personal contacts and their corresponding information from a CSV file	✓	✓
Speed Dial Shortcuts	Creates a desktop icon that can be double clicked to connect to a given number	✓	—
Call Monitor View			
Call Status Icon	Shows the origination status of any calls incoming, active or on hold for that given line	✓	✓
Name	Name associated with a call if available, otherwise, the caller ID	✓	✓
Status	Shows the current action taking place on a given call	✓	✓
Number	The number dialed	✓	✓
Duration	Length of time on the call	✓	✓
Call Owner	Initiator of a call	✓	✓
Account Code	Account Code of call if associated and available for contact or user	✓	✓
DID	Direct Inward Dial number dialed	✓	✓
Start Time	Time of start of call	✓	✓
Talk Duration	Length of time spent in call	✓	✓
Wait Duration	Length of time spent on hold	✓	✓
Target Station	Station number of dialed extension	✓	✓
Trunk Number	Specified the trunk number in use	✓	✓
User	Logged in user ID	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Notes	Preview of notes associated with call	✓	✓
Priority	Level of priority for a call	✓	✓
Orbit Number	Number designating a parked call	✓	✓
Custom Data Fields	User defined information	✓	✓
Take Call	Connect to one or more callers	✓	✓
Multiple Call Management	Ability for a user to place multiple calls on hold and make another on the same handset without disconnecting from the original parties (who will remain on hold)	✓	✓
Multiple Call Waiting	Ability to see more than one incoming call to a station	✓	✓
Contact ID	Identified incoming caller using caller ID or PIN numbers	✓	✓
Conference Calls	Ability to create conference calls from existing calls or new calls	✓	✓
Forwarding Calls	Ability to route incoming calls to another number extension or external number and optionally prompt the caller for a password or confirmation	✓	✓
Disconnect Callers	Ability to disconnect parties from a normal call or conference call	✓	✓
Mute Callers	Ability to mute one or more callers on a call so that individual callers cannot be heard	✓	✓
Hold	Ability to place a caller on hold	✓	✓
Park	Ability to park an incoming call	✓	✓
Un-park	Ability to pick up a parked call	✓	✓
Supervised Transfer	Transfer preceding by the transferring connecting to the number being transferred to	✓	✓
Blind Transfer	Immediate transfer of caller to another extension or external number	✓	✓
Transfer to Voicemail	Ability to immediately send an incoming caller to voicemail	✓	✓
Screen Message	Ability to listen to a voicemail message as it is being recorded and pick up the phone if desired	✓	✓
Record Call	Ability to record parts of or an entire call	✓	✓
Announce Caller	Ability to have the incoming caller announced audibly	✓	✓
Enter Account Code	Ability to associate an account number with a call	✓	✓
Mute	Ability to mute the phone, so that nothing said is heard by the caller	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Drag-and-drop call from other applications	Select a number from another Windows application (such as a web page or Outlook) and drag onto the Call Monitor pane to place a call.	✓	✓
Grab and Hold	Ability to have an incoming call answered and immediately placed on hold	✓	✓
Play Audio into Call	Ability to play prerecorded audio prompts or voicemail messages into a call.	✓	–
Identify call from Contacts	Allows a caller to be associated with a contact entry	✓	✓
View Group or Queue calls	View active calls of other group members, or Queue calls, in the Call Monitor or another "tab."	✓	–
View Parked Calls	View Parked calls in the Call Monitor or another "tab."	✓	✓
Drag-and-drop between panes	A user can drag and drop from the Users/Contacts/Call Log/Messages view onto the Call Monitor to initiate a call.	✓	✓
Call Notes Pane	Allows the user to add text comments or notes to a call in progress	✓	✓
Call History Pane	Cradle-to-grave call details for call in progress	✓	–
Parties Pane	Pane of current parties in a conference call	–	✓
Speed Dial	Call the extension of a user or default number of a contact directly from the Phonebook Pane	✓	✓
Phonebook Pane			
Place call	Call any of a user's or contact's "My Numbers" directly from the Phonebook Pane	✓	✓
Extensions Tab			
Phone Status	Quick visual of hook state of user's phone (if available) as well as the type of user (i.e., Queue, Agent, Conference Room, etc.)	✓	✓
Personal Status	Status of user on system	✓	✓
Name	Name of user	✓	✓
Extension	Extension of user	✓	✓
Personal Status Name	Identifying name for personal status	✓	✓
Title	Title of user	✓	✓
Call Forward Status	Forwarding status of user	✓	✓
ACD Calls	A toggle field indicating if a user accepts ACD calls	✓	–
Comments	Comments regarding a user	✓	✓
Location	Free form field used to identify a user's geographical location	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Mailbox	A toggle field indicating if a user has a mailbox	✓	✓
Organization	Designation of which organization that a user belongs to on a system (tenanting)	✓	✓
Queue Calls	A toggle field indicating whether a user accepts queue calls	✓	✓
Station	Station of user	✓	✓
Instant Messaging	Chat via conversation window with another ViewPoint user	✓	—
Remote Status Change	Change the personal status of a user	✓	✓
Contacts Tab			
Contact Type Icon	Visual indicator of type of contact (private or public)	✓	✓
Name	Name of contact	✓	✓
Title	Contact's title	✓	✓
PIN	Personal ID for contact	✓	✓
Phone Number	Contact's phone number	✓	✓
Voice Title	Indicator of the existence of a recorded Voice Title	✓	✓
Account Code	Account Code of call if associated and available for contact	✓	✓
Description	Describes the default number (i.e., Main, Mobile, Home, Office, etc.)	✓	✓
Notes	Notes associated with contact	✓	✓
Contacts View			
Personal Contact List	Application based contact management system (different than synchronizing)	✓	✓
Multiple Contact Info	Each entry in the contact list can have more than one number associated with it	✓	✓
Call from Contacts	Place a call based on contact within the application	✓	✓
Call from Directory	Place a phone call based on listings within a directory	✓	✓
Call from Contact Info	Allows user to place a call to any number listed under a given callers contact information, not just the number he/she called from	✓	✓
Custom Contact Folders	Ability to create and order custom folders for holding contacts	✓	—
Share Contacts	Ability to share contacts among users of a system	✓	—
Search	Search for words in selected fields	✓	✓
Name	Name of contact	✓	✓
Title	Professional title of contact	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Voice Messages View			
Sender	The name/number of the person sending the voicemail	✓	✓
Date	Date of the voicemail	✓	✓
Length	Length of the recording	✓	✓
Notes	Notes that may be attached to a voicemail	✓	✓
Track Unread	Ability to keep track of unread voicemails	✓	✓
Move to Saved or Deleted folders	Ability to save or delete voice messages using drag-and-drop	✓	✓
Move to Custom Folders	Ability to create and order custom folders for holding voicemails	✓	—
Play Messages	Play voicemail messages over phone or PC speakers	✓	✓
Rewind/Fast Forward	Ability to move through a message backward or forwards, other than through normal play time	✓	✓
Pause	Ability to pause a message being played.	✓	✓
Bookmark	Bookmark an important section of a voice message	✓	✓
Callback to Messages	Ability to immediately reply to a message via phone	✓	✓
Reply to Voice Message	Ability to respond immediately and directly to a voicemail message	✓	✓
Associate message to contact	Ability to connect a contact to a given voicemail (also allows the user to select from the contact's numbers when replying)	✓	✓
Forward with Comments	Allows the user to forward a message to others, along with a message recorded by the user preceding it	✓	✓
Send Voice Message	Allows a user to compose and send a voicemail message to other individuals within the system	✓	✓
Reply with message	This feature allows the user to record and send a voicemail message reply from within the voicemail prompting system	✓	✓
View Voicemails in list	Ability to view a graphical list of all voicemails in ones box	✓	✓
Private Messaging	Prevents the recipient from forwarding or exporting the voice message	✓	✓
Email Messages	The ability to forward voicemail messages as e-mail attachments (SMTP only)	✓	✓
User-to-user message	The ability to create and leave a voicemail message from one user to another without ringing their station phone.	✓	✓
Priority Delivery	This is the ability to have voicemail messages marked "high priority" in order to receive special attention	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Import/Export Message	Ability to export a voicemail to a computer file format, or to import things such as a voice title or away message.	✓	✓
Create Distribution List	Ability to define personal groups for sending voicemails to	✓	✓
Send to Distribution List	Ability to send messages to an entire distribution list of numbers simultaneously	✓	✓
Message Notes Pane	Allows the user to add text comments or notes to a voice message	✓	✓
Save as ..WAV	Ability to export the voicemail as a .WAV	✓	✓
Save as .MP3	Ability to export the voicemail as an MP3	—	✓
Mark Unread	Ability to remark a voicemail as “unread”	✓	✓
Mark Private	Ability to remark a voicemail as “private”	✓	✓
Mark Urgent	Ability to remark a voicemail as “urgent”	✓	✓
Sync with Exchange	Ability to synchronize with Microsoft Exchange	✓	—
Share Mail Folders	Ability to give other users permissions to read or edit one’s voicemail folder(s).	✓	—
Call Log View			
Search	Search for words in selected fields	✓	—
Filter	Filter call-log info by relative time (i.e., 1 day, 1 week, 2 weeks, 1 month, etc.)	✓	—
Call Notes Pane	Allows the user to add text comments or notes to a call in the call log	✓	✓
Call Status Icon	Shows the origination status of any calls incoming, active or on hold for that given line	✓	✓
From	Associated contact name of caller	✓	✓
To	Associated contact name of call recipient	✓	✓
To Number	Caller ID of call recipient	✓	✓
From Number	Caller ID of caller	✓	✓
Start Time	Time of call start	✓	✓
Stop Time	Time of call termination	✓	✓
Wait Time	Length of time caller is on hold	✓	✓
Duration	Length of time call is in progress	✓	✓
Result	Indicator if call was connected, abandoned, sent to voicemail, etc.	✓	✓
Left Message	Message left indicator	✓	✓
Notes	Call notes entered by user	✓	✓
Account Code	Account code associated to call	✓	✓
Answered By	User that took the initial call	✓	✓
Callback Number	Number left by caller using voicemail menu	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Called Number	Number dialed by caller	✓	✓
Custom Data	User defined data field	✓	✓
Dial String	Number dialed by user	✓	✓
Organization	Organization associated with a caller	✓	✓
Placed By	User that placed call	✓	✓
Recorded by Queue	Toggle field that indicates whether call was recorded using queue call recording	✓	✓
Recorded by User	Toggle field that indicates whether call was recorded explicitly by user	✓	✓
To Device	Identifies which system device (station, trunk, etc.) a call was transmitted through	✓	✓
From Device	Identifies which system device (station, trunk, etc.) a call was transmitted from	✓	✓
Call from Log	Place calls from entries in the call log	✓	✓
Share Call Logs	Ability to share call logs with other users	✓	—
Enter account code	Enter an account code after the call completed	✓	✓
Delete call log entry	With appropriate privileges, delete the call log entry	✓	✓
Place call from call log	Return calls by clicking on call log	✓	✓
Parties dialog	View all parties that were a part of the call including when each party on a conference joined and left	✓	✓
Configuration View			
Custom Call Rules	Ability to define custom rules for incoming calls based on various features. A user can have an unlimited number of call rules.	✓	—
Import/Export Voice title	Ability to import or export one's voicemail title as an audio file	✓	✓
Record Voice title	Ability to record a personal voice title	✓	✓
Configure Routing	Set up routing actions for a personal extension. An unlimited number of actions can occur within a given routing list	✓	—
Personal Statuses			
Configure Personal Status	Customize the events that take place when the user is in a certain status. Statuses other than the defaults can be created and configured as well.	✓	—
Select a Personal Status	Choose a status from a list of built-in status to be seen on other users' Extensions Pane	✓	—
Configure Do not Disturb	Ability to set one's status to do not disturb and customize events for this status	✓	✓
Workgroups			
Name	Name of Workgroup	✓	✓

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Extension	Workgroup extension	✓	✓
DID	Direct-Inward-Dial to Workgroup	✓	✓
Voice Title	Workgroup Voice Title existence	✓	✓
Notes	Notes associated with Workgroup	✓	✓
Application Configuration¹			
Change Password	Ability to change one's password	✓	—
Enable/Disable Call Waiting	Ability to activate or deactivate this feature	✓	—
Set Distinctive Rings	Ability to configure distinctive rings for a workstation	✓	—
Set hands-free mode	Setting that allows the phone to be left off the hook (or on speaker phone) and for incoming calls to be automatically connected	✓	—
Auto Update	Automatically download and install updates to ViewPoint	✓	✓
Define Language for prompts	Allows the user to select from various languages for pre-recorded prompts (for contacts yes, not for users unless they go to the admin)	✓	—
Define Language for GUI	Users can view the ViewPoint interface localized into Spanish, German, French Parisian and French Canadian (set via Windows regional settings).	✓	—
Configure Ring Time	Define how long the phone rings before moving on to the next defined action (generally voicemail)	✓	—
Set Voicemail Ordering	Configure by what voicemails will be ordered in one's mailbox	✓	—
Set Max Message Length	Set the maximum length of a voicemail message that may be left	✓	—
Message Notification	The ability to configure the system to send notification via e-mail, pager, or phone call when voicemails (or voicemails marked "Urgent") are received based on priority	✓	—
Setup Message Notification	Configure settings and actions for notification of voicemail messages	✓	—
Persistent Notification	System will continue to page user(s) until the voicemail is read	✓	—
Separate Messaging for e-mail and paging	Ability to configure both e-mail & paging messaging	✓	—
Message Notification by Time	Configuration of message notification during certain times	✓	—
Auto Remove Old Messages	Automatically remove old messages after a certain period of time	✓	—

Feature	Description	TeleVantage ViewPoint	Wave ViewPoint
Selectable Rings based on internal/external calls	Set distinct rings for internal and external based calls	✓	—
Configure Call Declaration	Ability to enable or disable call declaration	✓	—
Hold Messages	Configure message to be played for individuals on hold	✓	—
Assign Personal Operator	Configure individual who will serve as user's personal operator	✓	—
Enable/Disable Caller ID & Message Waiting on phone	Ability to activate and deactivate these features on the phone	✓	—
Screen pops from Outlook	Informational pop-up from Outlook based on Caller ID	✓	✓
Screen pops from ACT	Informational pop-up from ACT based on Caller ID	✓	✓
Screen pops with Goldmine	Informational pop-up from Goldmine based on Caller ID	✓	✓
Supervisor Lock Down Layout Settings	Keep the pane sizing, location, and folders visible in place by locking the ViewPoint layout.	✓	—
Monitor	Ability to listen to an active phone call.	✓	✓
Coach	Ability to connect to an active phone call such that the user, but not the external party, can hear your comments.	✓	✓
Join	Ability to enter an active phone call.	✓	✓
Options			
Desktop Alert	Small, unobtrusive popup windows for new calls, voice messages and perform an action	✓	✓

1 Most of these configuration functions can be done via RemoteAdmin, but Tools→Options will not be available in Release 1.0.



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