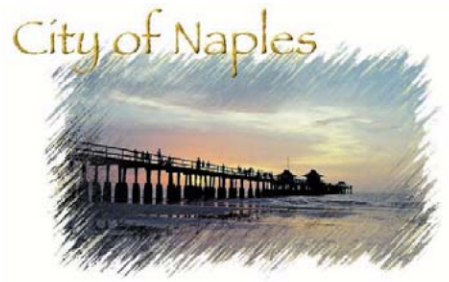




Prepared for



"The cost savings were immediate and the value and features are endless."

Victor Sanchez, President

"We were able to increase the number of calls we answered by more than 40 percent in one week."

Martin Williams, CEO

"For the same price that it was going to cost me to upgrade my existing system, I could buy TeleVantage — and now I have so many more features! It provided me the most for my money."

Mike Miget, President



Prepared By: Mark Jackson, Selpan Interactive, Inc. - 9/4/2009



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Our proposal is to design, supply, implement and give 100% system and end user support for a leading edge communications platform called TeleVantage for The City of Naples.... not just a "phone system".

Selpan Interactive, Inc. proposes a Vertical TeleVantage 8 PBX solution with Call Center functionality, enhanced call logging and call tracing. With over 50 installed solutions in Collier and Lee County we are confident TeleVantage will create a positive welcome enhancement to the way the City of Naples communicate and handle all voice communications and at the same time save approximately \$100,000 per year in ILEC phone charges.

As local authorities grow, they often struggle with phone systems that cannot grow and be flexible with them. TeleVantage is a best-in-class telephony solution that allows for Analog, Digital or VoIP phones and its feature-rich functionality. A TeleVantage system unlocks the hidden potential inside your existing phone system, helping your people and your business to work more responsively, productively and profitably. We recommend a 100% VoIP solution.

Our focus is on the following areas

Empower Your Staff with more than just a phone.

Enhance Loyalty with Callers

Maximize Revenues and Save Money

Billing Process and System Management

Some of the key features included in this proposal are

Advanced Call Center Functionality – with reports in Excel

Simple Drag and Drop, Calling & Conference Calling

Microsoft Windows Management Interface

Caller ID with Name present on phone, PC Screen and Call log

Call log information and call trace

E-911 Support

Coach, Join or Monitor Calls – Great for new staff and the police control room.

Unlimited Voicemail Accounts and Unified Messaging

Full Raid 1 with Dual Power Supply Solution to give maximum up time.

Use of B-Channel Transfer to reduce phone lines and costs

Music on Hold

Call Recording Included – Help reduce cost and reliance on 3rd Party Solutions

24x7x365 Remote Support (4 hour on-site) – Includes Remote Moves, Add-s and Changes

IVR integration toolkit, Developer API toolkit included.

One-on-One Training for Employees

System Management Training

The proposed solution is a one node solution utilizing the city fiber links between the 17 locations.

TeleVantage 8 PBX System Requirements

The proposed TeleVantage 8 solution will utilize the current Cat5e or better cabling. The existing fiber links will be utilized for internal calls. There would be a need for the CLEC (NuVox) to support B-Channel transfer to allow the solution to interact via fiber or PSTN for calling and transfers. B-Channel is an advanced feature of the CO.

The telephone is The City of Naples lifeline to emergency calls, customers, vendors and a crucial customer service tool. You know that a mishandled call or one that never gets returned can result in a negative impression. You need to prioritize your calls and messages, handling the important ones immediately while making sure that others do not disrupt pressing business. And if you are unable to take a call, you need the security of knowing that your phone system will handle it efficiently and professionally, 24 hours a day.

TeleVantage maximizes your telephone interactions, helping you increase customer satisfaction and staff productivity. With TeleVantage, you can rest assured that your valued callers will receive the best service every time they call.

TeleVantage is a flexible, affordable PBX that enhances customer service,

Increases productivity and improves the bottom line.

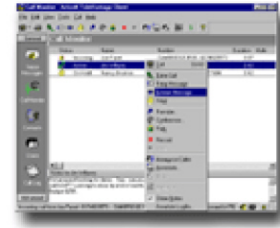
Key Benefits

- Increase productivity with point-and-click interface
- Enhance customer service with personalized call handling
- Track call handling effectiveness
- Integrate with ODBC compliant databases – AS/400!
- Maximize call handling
- Shorten call transaction time
- Monitor and improve employee performance
- Optimize staffing levels
- Simplify communications across multiple locations
- Protect today's investment and ensure future flexibility with open systems architecture

TeleVantage matches a robust feature set with an unparalleled ease of use and administration to provide your business with a competitive advantage. Designed on flexible, open systems architecture, TeleVantage ensures that time-critical calls will reach you and that all calls are handled with courtesy, professionalism and care. And with virtually no learning curve, your business will begin seeing a return on its investment from the very first day.

Increase productivity with point-and-click interface

TeleVantage makes all of your phone tasks quicker and easier, increasing productivity and saving money. With the easy-to-use graphical interface, you can manage your calls visually. View your voice mail messages and play the important ones first rather than having to wade through them in chronological order, endlessly hitting the pound key. Easily transfer, forward or record calls with a simple mouse click. With TeleVantage, you don't need to remember or write down phone numbers, just point-and-click to quickly return calls or start a new call from your contact database.



Enhance customer service with personalized call handling

In the competitive mortgage market, personalized service is what sets you apart from the rest. TeleVantage lets you offer customers unique and individualized attention, demonstrating that you value their business. The system's automated attendant can be tailored to meet the specific needs of your business and your customers, such as adding menus and messages in multiple languages to reach particular customer segments. You can also provide VIP service to your most valued customer with personalized voice mail greetings.

Multi-site Capabilities

TeleVantage 8 Enterprise Manager Enhancements include inter-server call support, over both PSTN and SIP IP networking, as well as increased scalability. PSTN-based inter-server call support leverages a customer's existing PSTN network to connect calls between multiple networked TeleVantage servers where the data network is not able to support the additional voice traffic. This is beneficial for customers who wish to have a shared phone service among multiple sites, but do not wish to upgrade their WAN network. TeleVantage Enterprise Manager also allows TeleVantage servers to be connected via SIP, as well as via H.323. This allows the use of the cost-effective and robust qualities of SIP communication between multiple TeleVantage servers. Additionally, Enterprise Manager is certified to handle up to 15 nodes and 1500 users, depending on available system resources.




Fault Tolerance Solution










TeleVantage is designed to stay up and running even under adverse conditions. The TeleVantage Server monitors its own status, e-mails administrators for any key system events. For further reliability, the mission-critical Windows 2003 server supports RAID drives and uninterruptible power supplies (UPS). The TeleVantage Server and all client applications now also support Windows® 2000, XP and 2003.

Phone, PC & Web Features














































The table below lists some of the system features and how they can be accessed in a TeleVantage system



1. via a telephone handset (station phone) or remote log in - 
2. via the TeleVantage ViewPoint GUI application - 
3. or via browser-based TeleVantage ViewPoint Web Access - 

PBX Features	Phone	View Point	Web	Description
Standard Calling				Ability to place and receive phone calls
Set Do Not Disturb				Ability to set a station phone to a status indicating an inbound call should not ring the phone, but instead be routed through a predetermined path of events.
Configure Do Not Disturb	-			Customize the events that take place when the user is in the "Do Not Disturb" status. Other statuses can also be created and configured.
Call Forwarding				Ability to route incoming calls to another number
Caller ID with Name				Display number of incoming call
Multiple Call Waiting				Ability to put more than one incoming call on hold while dealing with another one.
Camp on Busy				If a user receives another inbound call at dial tone or voice mail, the call will camp on the extension and wait for the ring duration to timeout before going to the next action in the routing list.
Conference Calling				Ability to host a telephone conversation between more than 2 parties (up to 7 are supported on most station hardware options; up to 60 are supported with the addition of a DMV/2400A board).
Conference Bridging				Ability to pull a phone call into a conference call already in progress
Set Message for Hold				When a caller is put on hold, this recorded message is played in intervals.
Phone Login/Logout				Ability to connect and disconnect an individual to a specific telephone terminal.
Account Code				Ability to tracking date and time of calls to specific account by entering an account code at the beginning or during a call
Dial by Name				Call an internal number by dialing numbers corresponding to the name of an individual.

Continued... TeleVantage 8 Phone, PC & Web Features

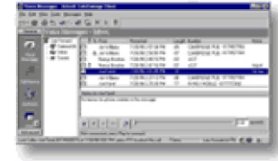
PBX Features	Phone	View Point	Web	Description
Multiple Calls				Ability for a user to place a call on hold and make another one on the same handset without disconnecting with the first party (who will remain on hold)
Centrex Transfer				When forwarding one external call to another externally based number, this transfer will move the call off the system's board and free the line. This is supported on Centrex lines, ISDN PRI/NI2 spans, or when TeleVantage is configured behind a PBX.
Call Announcing				Before accepting a call, the user is given a prompt identifying the caller and providing them with options such as accept, forward, etc
Remote Answering				The ability to answer a ringing phone from another terminal
Grab and Hold	-			This function will pickup an incoming call and immediately place the call on hold, while playing a special message for this function (something to the extent of please hold and the individual you are trying to contact will get to you)
Blind Transfer				Forwards a call to another number
Supervised Transfer				Ability to first contact another number before transferring the caller over
External Transfer				Forwards a call to an external number (not another TeleVantage user). This can be either blind or supervised transfer.
System Call Park				Sends a call to a queue where it can be received from any phone based on the location it was parked in
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
Business Hours	-			Defining hours of business operation for planning events like call routing or messaging
Mute				Selecting this option allows the user to hear the caller, but the caller is unable to hear them.
Call notes				Allows the user to add text comments or notes to a call in the call log
Set Dial Shortcuts	-		-	Creates a desktop icon that can be double clicked to connect to a given number
Conference Incoming Calls				Feature allows two calls being handled by a user to be merged with that user into a 3 way conference call
Extensions View	-			Shows the status of any calls incoming, active or on hold for that given line
Call Log				History of previous calls made to user's account

Continued... TeleVantage 8 Phone, PC & Web Features




PBX Features	Phone	View Point	Web	Description
Call History	-			Cradle-to-grave call details for call in progress or logged call
Internal Directory				Listing of the names and numbers of those individuals on the phone system that can be used (can be audibly accessed by dialing "411")
Call Monitor				Interface for watching the status of other users (on the phone, away, available, etc)
Return Last Call				Automatically calls the last number to call the users line
Dial Last Number				Automatically calls the last number the user dialed
Password Maintenance				Ability to change password
Personal Greeting				Allows the user to record a personalized greeting for incoming calls
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
Transfer to Voicemail				Ability to transfer a call directly to a voicemail box
Paging				Ability to send a page from one phone to another through the voice system
Record call				System can record individual inbound and/or outbound calls



























Full-Featured Voice Mail

TeleVantage gives you the most comprehensive voice mail system available- as a standard component at no extra cost! Its advanced features let you create personal greetings, set passwords, log in remotely, and return calls without looking up phone numbers. TeleVantage also gives you visual access to your voice mail, identifying each caller and showing you a list of your messages on your screen. Easily save, delete or forward messages, or hear them over your phone or PC's speakers. With TeleVantage you can combine Windows style file management with voice mail control, sorting voice messages into folders or sharing mailboxes among users or groups. Customize the system for the way you work best!




























This table lists features of TeleVantage Messaging, and how they are accessed

1. via a telephone handset (station phone) or remote log in - 
2. via the TeleVantage ViewPoint GUI application - 
3. or via browser-based TeleVantage ViewPoint Web Access - 

Messaging Features	Phone	View Point	Web	Description
Play Message				The ability to move through a user's voicemails and play them
Forward Message			-	Allows an individual to send a voicemail to others on the system
Forward with Comments				Allows the user to forward a message to others, along with a message recorded by the user preceding it
Remote Access				Ability to connect to the voice system, check voicemail, forward one's phone, and/or place calls through the system
Send Message			-	Allows a user to compose and send a voicemail message to other individuals within the system
Call from Voicemail				This feature allows someone to return a call from the voicemail system without hanging up
Reply with message				This feature allows the user to record and send a voicemail message reply from within the voicemail prompting system
Return to Voicemail				The follow up feature to "Call from Voicemail" this feature allows the caller to return to their voicemails after completing the returned call
View Voicemails in list	-			Ability to view a graphical list of all voicemails in ones box
Message Notification – Email	-			The ability to configure the system to send notification via email when voicemails (or voicemails marked "Urgent") are received

Continued... Full-Featured Voice Mail

Messaging Features	Phone	View Point	Web	Description
Message Notification – Pager	-			The ability to configure the system to send notification via pager when voicemails (or voicemails marked "Urgent") are received
Message Notification – Outbound Call	-			The ability to configure the system to place a call when voicemails (or voicemails marked "Urgent") are received
Private Messaging				This allows a user to designate a custom message to be available to a specific caller
Email Messages	-		-	The ability to send voicemail messages via email
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
Record & Send Messages			-	Ability to record a message when prompted and send it directly to another person's voicemail
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.
Associate Contacts	-			Ability to associate a contact in the address book to a voicemail message.
Import/Export Messages	-			Ability to export voicemails to a computer file format, or to import things such as a voice title or away message.

Proposed Phones

TeleVantage supports Analog, Digital and VoIP phones.

Selpan Interactive, Inc recommends the following two VoIP phones for The City of Naples. We can also offer more feature buttons but when people see the power of TeleVantage ViewPoint (the PC interface) they then make little use of the phone feature sets.



Call Logging

TeleVantage logs all calls and lets you enter helpful call notes for your records against each call whilst on it or afterwards. Use your personal Call Log to keep up to date with your important contacts, tracking whom you have called, who has been calling you, and who needs to be re-contacted. Call them by simply clicking on their entry in your Call Log. Your system administrator or power users will be able to use the Call Reporter to analyze calling patterns and monitor usage to increase the performance of your call center team.

	To	Number	Start Time	Duration	Result	Answered By
	Sunstream MAIN	JACKSON, MARK 2396494448	8/5/2006 11:07:40 AM	:00	Abandoned	
	Unknown	8 16038945623	8/5/2006 11:07:36 AM	:40	Connected	Unknown
	Sunstream MAIN	JACKSON, MARK 2394048782	8/5/2006 11:06:35 AM	:00	Abandoned	
	Sunstream MAIN	JACKSON, MARK 2396494448	8/5/2006 11:06:23 AM	:00	Abandoned	
	Gull Wing & others...	AZWEEM, MOHAMED 9544781461	8/5/2006 11:02:32 AM	:51	Blind transfer	Lynn Sylvester
	Unknown	8 7657654	8/5/2006 10:58:28 AM	:19	Connected	Unknown
	Sunstream MAIN	US GOVERNMENT 4045621488	8/5/2006 10:52:26 AM	3:25	Connected	Lynn Sylvester
	Sunstream MAIN	LEON ORJA 3052642568	8/5/2006 10:50:48 AM	5:50	Connected	Maria Belcher

Call Trace – Cradle to Grave Call Information

Any call in the call log can then be traced to see how the call got to the person. With TeleVantage even when you are on a call you can see how the call got to you via ViewPoint.

A sample call trace is shown below.

9:41:49 PM	:00	New call to 5400 from 2394982150 ENLOW,DAN L on ISDN T1 Span 1 Trunk 1
9:41:49 PM	:00	Routed to auto attendant Closed AA x7001 (Tells us the caller got to the Closed
9:41:51 PM	:02	'2' dialed
9:41:52 PM	:03	'2' dialed
9:41:52 PM	:03	'6' dialed
9:41:56 PM	:07	Routed to user Tammy Enlow x226
9:41:56 PM	:07	Using Standard routing list; not taking calls; personal status is Out Of The Office
9:41:56 PM	:07	In voice mail for Tammy Enlow x226 according to the routing list
9:42:14 PM	:25	Discarded voice message because it was too short
9:42:14 PM	:25	Tammy Enlow x226 disconnected on ISDN T1 Span 1 Trunk 1
9:42:14 PM	:25	ENLOW,DAN L 2394982150 disconnected on ISDN T1 Span 1 Trunk 1 because this party abandoned the call
9:42:17 PM	:28	Call completed

Call Recording

You can have TeleVantage automatically record all calls handled by the system, while exempting the individuals, roles, or queues of your choice. For example, you could record all calls except for those belonging to users in the Administrators role. You can also exempt internal (station-to-station) calls.

Note: Users can also record their own calls manually, and you can configure call center queues to automatically record calls.

System call recordings are stored in a voice mailbox of your choice. You can manage them exactly as you would manage voice messages. You can play and manage voice messages using the phone or ViewPoint, or manage archived recordings using the TeleVantage Archived Recording Browser.

Call Recording Privacy

Some states require that you announce to callers that their calls may be recorded. TeleVantage includes a system prompt, `MayBeMonitored.vox`, that says, "Your call may be monitored or recorded, which you can play as needed (for example, by using an auto attendant or call center queue greeting). In addition, TeleVantage allows you to play a regular reminder beep while recording calls which alerts users and callers that their calls are being recorded.

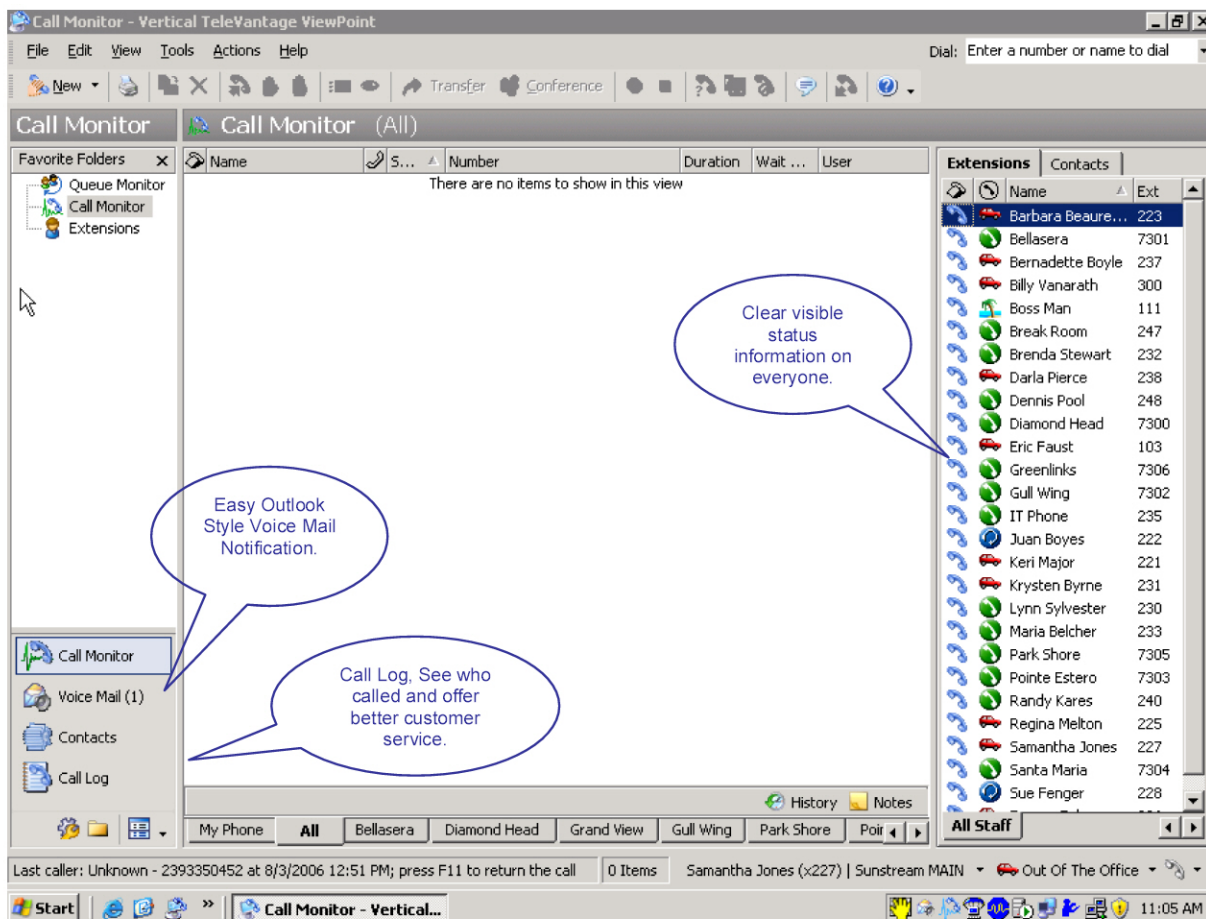
Multi-Level Auto Attendant



TeleVantage auto attendant provides friendly and efficient call answering. Use it to efficiently handle all your calls, or use it just when needed-when your receptionist is away, or after hours. Its voice-guided system is easy to use. Callers can dial an extension directly or use the dial-by-name directory. You can create different auto attendants for multiple inbound lines, set up multi-level menus-or use TeleVantage intelligent scheduling to alter menu options or receptionist coverage based on time of day. Automated fax detection or DID intelligently reroutes faxes to your fax machine or server.

TeleVantage Desktop Application – ViewPoint

TeleVantage easy Windows-based interface gives you complete call and message control from your PC desktop. Take calls, forward, transfer or screen your calls with the click of a button. Graphical voice mail management lets you access voice messages in any order you choose. You will never need to hunt for phone numbers-TeleVantage lets you point and click to dial, or use the electronic phone directory to quickly call your important contacts just by clicking on their name. You can also receive "screen pops" for incoming calls in Outlook®, ACT!® or Goldmine®!



Above: Microsoft Outlook style interface for efficient phone call handling.

Call Monitor - Vertical TeleVantage ViewPoint

File Edit View Tools Actions Help

Dial: Enter a number or name to dial

Call Monitor **Call Monitor (All)**

Favorite Folders: Queue Monitor, Call Monitor, Extensions

Name	Number	Duration	Wait ...	User
Park Shore				
Unknown	Active MEGIBOW WARREN - 5618525606	:52	:05	Maria Belcher
Sunstream MAIN				
Unknown	Active 8 16038945623	:39	:00	Lynn Sylvester
Unknown	Que... JACKSON, MARK - 2396494448	:15	:04	

Extensions

Name	Ext
Barbara Beare...	223
Bellera	7301
Bernadette Boyle	237
Billy Vanarath	300
Boss Man	111
Break Room	247
Brenda Stewart	232
Darla Pierce	238
Dennis Pool	248
Diamond Head	7300
Eric Faust	103
Greenlinks	7306
Gull Wing	7302
IT Phone	235
Juan Boyes	222
Keri Major	221
Krysten Byrne	231
Lynn Sylvester	230
Maria Belcher	233
Park Shore	7305
Pointe Estero	7303
Randy Kares	240
Regina Melton	225
Samantha Jones	227
Santa Maria	7304
Sue Fenger	228

Call Monitor Functions:

- Take Call (Ctrl+T)
- Hold (Ctrl+H)
- Park (Ctrl+K)
- Take Message (Ctrl+S)
- Screen Message
- Transfer (Ctrl+F)
- Conference
- Start Recording
- Stop Recording
- Announce Caller
- Associate
- Mute
- Enter Account Code...
- Insert Audio
- Disconnect
- Reverse Phone Number Lookup...

Call Status Legend:

- Green phone icon: Active
- Red phone icon: On Hold
- Blue phone icon: Parked

Call Status Legend:

- Green phone icon: Active
- Red phone icon: On Hold
- Blue phone icon: Parked

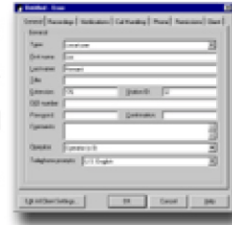
Call Status Legend:

- Green phone icon: Active
- Red phone icon: On Hold
- Blue phone icon: Parked

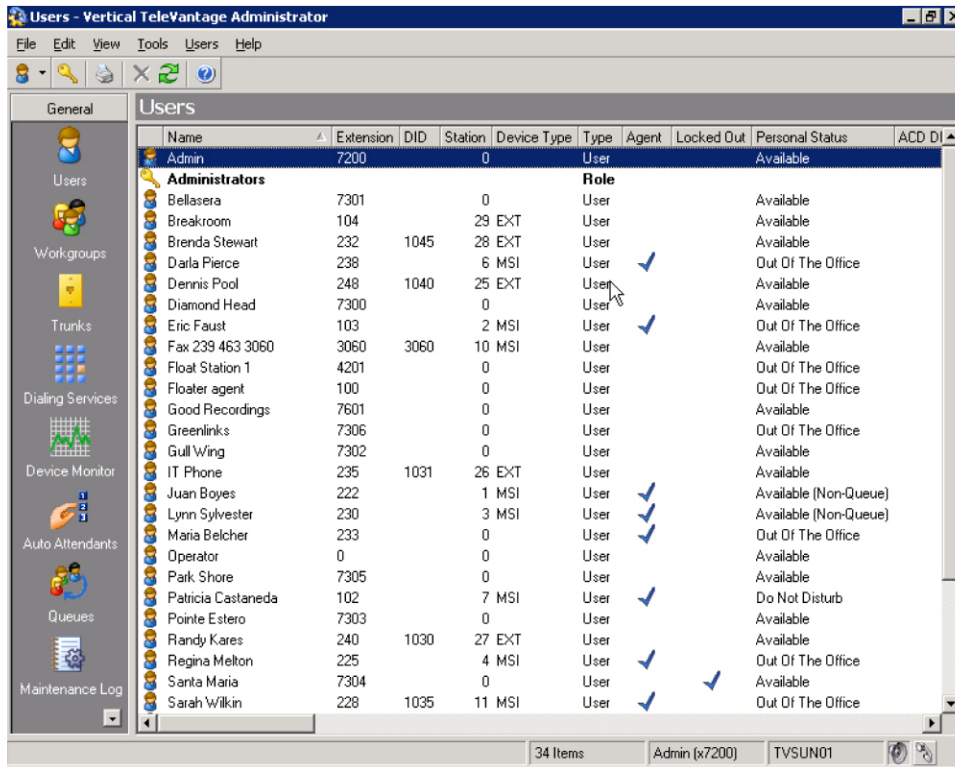
Above: TeleVantage ViewPoint showing multiple calls being handled seamlessly.

Note: More information on the feature set of TeleVantage ViewPoint can be found in Appendix A.

TeleVantage gives you local and remote on-screen access to system administration functions, eliminating the need for costly service calls. Manage adds, moves and changes with the click of a button. Use the graphical Administrator to manage user settings such as mailbox size, password length, personal operators, dialing restrictions, and access to specified features.



System Management Interface Screen Shots



Above shows the system management interfaces.

Darla Pierce - User

Category

- User
 - Account Codes
 - Call Log
 - ISDN Outbound Caller ID
 - Numbers
 - SIP Accounts
- Voice Mail
 - E-mail Notification
 - Pager Notification
 - Call Notification
- Phone
 - Call Announcing
 - Station Features
 - Caller ID Display
 - Ring Patterns
 - Hands-free
 - Automatic Log Out
- Audio
- Security
 - Permissions
 - Dialing Permissions

User

Type: User

First name: Darla

Last name: Pierce

Title:

Extension: 238 Station ID: 6

DID number:

Password: Confirmation:

Comments:

Operator: Sunstream MAIN (x 7110)

NT account:

Previous Next OK Cancel Help

When you open a user all the user settings are “Windows” friendly. You can even create new users by doing a copy and paste.

Darla Pierce - User

Category

- User
 - Account Codes
 - Call Log
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 - E-mail Notification
 - Pager Notification
 - Call Notification
- Phone
 - Call Announcing
 - Station Features
 - Caller ID Display
 - Ring Patterns
 - Hands-free
 - Automatic Log Out
- Audio
- Security
 - Permissions
 - Dialing Permissions

Security \ Permissions

Name	Value
Standard	
Access Tools menu in ViewPoint	Use roles (Allow)
Access Call Center Reporter	Use roles (Allow)
Access system call log via API	Use roles (Disallow)
Add parties when replying to voice mail	Use roles (Allow)
Allow coaching user calls	Use roles (Disallow)
Allow joining user calls	Use roles (Disallow)
Allow monitoring user calls	Use roles (Disallow)
Place external calls when logged on via a trunk	Use roles (Disallow)
Place external calls from a station	Use roles (Allow)
Change Personal Status	Use roles (Allow)
Change the Personal Status of any user	Use roles (Disallow)

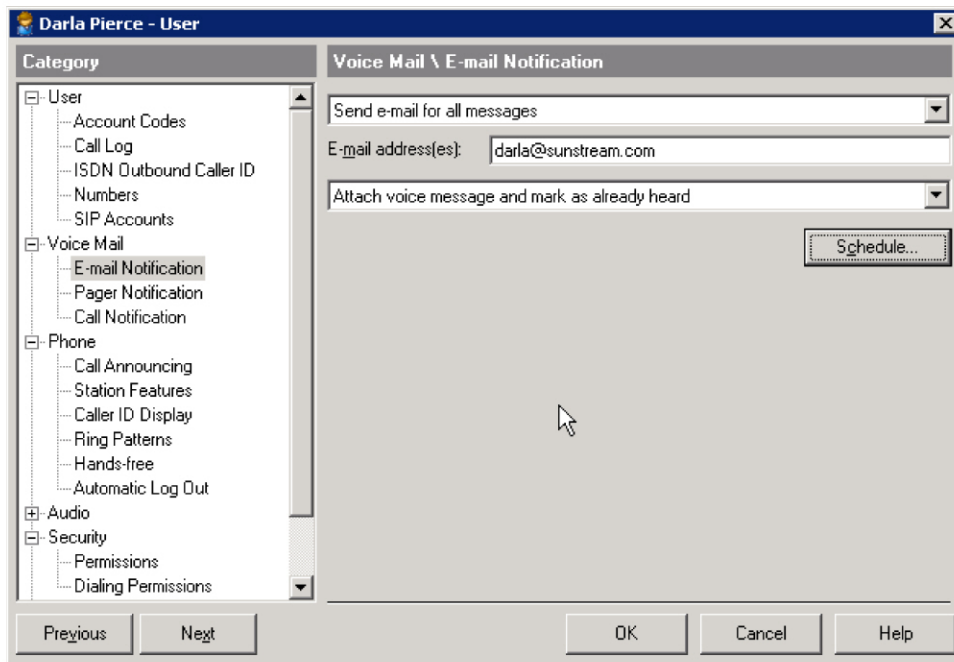
Roles to which this user belongs:

Users

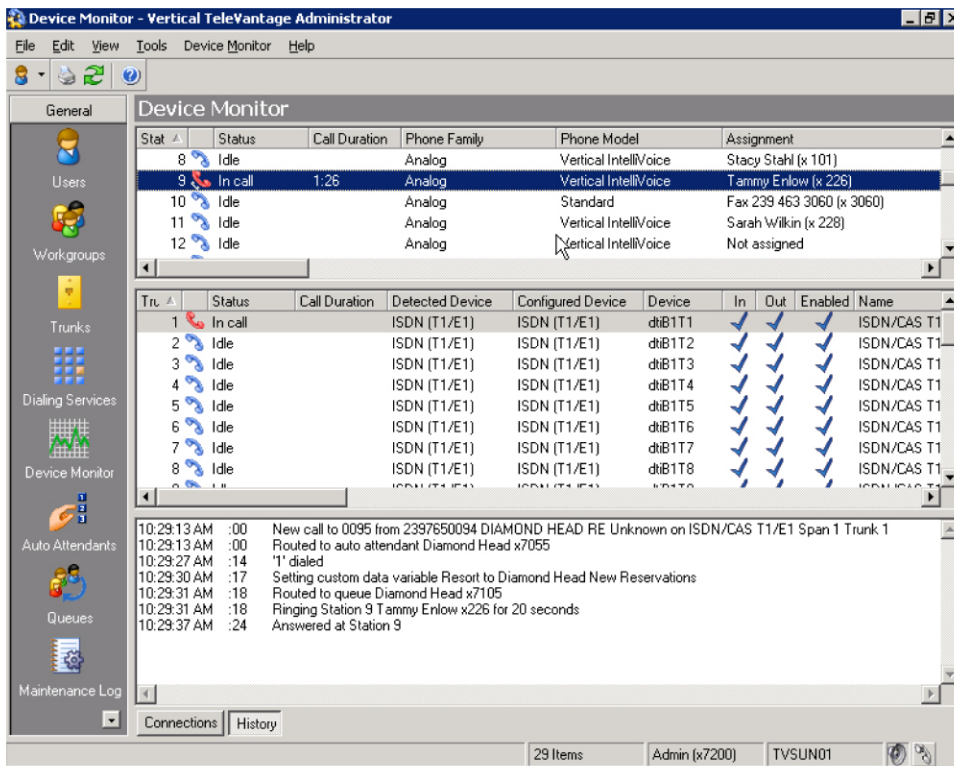
Change...

Previous Next OK Cancel Help

Security and options for each user are easy to set.



Voice mail user settings are controlled via the same interface.



With the system management interface you can see live calls and call trace information.

TeleVantage Windows System Management Feature Set

This table details the administrative features available from the TeleVantage Windows based Administrator application.

Administrative Features	Description
Monitor active devices	The Device Monitor allows an administrator to view real-time use of each station and trunk port, including the user, CallerID, duration, and other details of the active call on the device.
Configure trunks	Add, modify and delete trunk devices including analog, digital (T1/E1/BRI [Europe only]), and VoIP. Settings may be associated with a full T1/E1 span or a single channel.
Import users from Active Directory or from other sources	Import users in bulk from a Windows Server's Active Directory. User templates can help define settings for imported users.
Configure stations	Add, modify and delete station devices including analog, digital, and VoIP phones. Feature buttons, LCD display, and other phone-specific settings vary by phone type. Phone templates can be used for multiple phone settings for each family of phones.
Analog stations	2500 sets and feature phones as well as other analog devices such as fax machines
Digital stations	Digital phones from Toshiba, Avaya/Lucent, Nortel, Siemens and NEC are supported, including features such as Busy Lamp Field, multiple line appearances, direct transfer, etc.
Voice over IP SIP phones	Vertical Aastra 480i, 9133, and 9112 model SIP phones, softphones such as the CounterPath eyeBeam software, and gateway devices such as the Sipura ATA adapters
Call Park Ring Back Timing	Defined time for a caller to be parked before the system rings the phone at the user's extension
Distinctive Ring	Use of a distinctive ring to differentiate between internal and external calls
Number Plan Configuration	Ability to define assignments for the first digit dialed (connect to trunk, operator, internal extension)
Business Hours	Defined hours of operation, around which individuals can plan their call routing and other events. TeleVantage offers an infinite number of times that may be identified to have events or behaviors built around.
Block Call Numbers	Allows specific dialing numbers (ex, 1-900) to be blocked by the system. Number blocking can be done at the trunk, dialing service, group, or user level.
Define Long Distance Calls	Defines for the system external calls that are "long distance" and "international", thereby allowing the system to grant permissions to some users to make long distance or international calls and deny this to others
Synchronize with Email system	Allows the server to communicate with the LAN's email server so that both systems have both email and voicemail messages
Area Code Configuration	Defines for the system which area codes do not need to be dialed, which ones can be dialed alone, and which ones must be preceded with "1"
DNIS Routing	Based on the number dialed (DNIS or DID), incoming calls can be forwarding to specific extensions, workgroups or auto-attendants
Define Tenants	Allows a single system to be split among different companies as "tenants" who will share the resources but maintain individual rules, directories, call logs and call tracking. Etc.
Create Distribution Lists	Distribution lists can be used to send a single voicemail message to a large group simultaneously
Configure Overhead Paging	Allows for the integration of an overhead paging system

Selpan Interactive Inc – 1 888 473 5726

Administrative Features	Description
Configure Outgoing Calls by Trunk	Allows the system to allow or disallow outgoing calls to a specific trunk based on a schedule; TeleVantage significant flexibility in the number of times and events that behaviors may be built around
Setup Virtual Extension	Allows the administrator to create a virtual extension, which is not tied to any given phone. This can be used for message repositories or when multiple people must share a given phone
Configure Call Restrictions	This allows the administrator to set specific permissions for phone calls based on individual extensions (or group of extensions).
Configure Call Handling	This allows the administrator to set general call rules for any given extension, such as forwarding, "do not disturb", busy responses, etc. An administrator can access the full TeleVantage ViewPoint application for a user, so all call handling rules, routing lists etc. can be accessed if necessary.
Configure Route Definitions	Allows for calls to be sent through a specific definition that will either add or remove digits from the dialed number, depending on the specifications.
Import Sounds	Allows the admin to import pre-recorded voices for auto attendants & system responses
Backup/restore database	Backs up or restores the TeleVantage data repository to/from a specific location.
E911 Server	This allows for a special call to be made to the emergency number being dialed, so that the dialing workstation can be identified on the other end
FAX Routing	Ability to identify and specifically route incoming FAX calls through the system
Select Prompt Language	Ability to select a different language for message prompts
User Templates	Use of a template to define permissions for groups of users, rather than at the individual level.
Transfer to IVR Plug-on	Ability to forward a call to a custom-built or 3 rd party application that will read the user's digit inputs and perform some function based on the information given. The application runs within the TeleVantage server and shares system resources.
Dialing Services (Out Call Routing)	Ability to define routing properties for external calls includes permissions and what trunks will be used.
Station Sharing	Ability for more than one extension to be connected to a telephone station.
Configure Workgroup	Group of extensions that belong to a group with a single number. When that number is dialed, the system looks for extensions within the group that are available and calls one of them.
Configure Hold Actions	Allows the administrator to configure settings for users on hold such as playing music, voice prompts before and during hold. Music, reoccurring messages, prompts, and conditional responses call all be used for callers on hold.
Configure Auto Attendant	Setup an interactive menu system that prompts the caller to enter digits that will direct them to the desired extension, etc on the system. TeleVantage allows auto attendants to have an infinite number of options and sub menus, and a single server can have an infinite number of auto attendants. Auto attendants can prompt callers for custom information, as well as have their own call rules.
Conditional greetings	Greetings and options heard can be altered based on pressed digits, date/time, number dialed, identified caller, etc.
Conditional logic	Successive greetings and options can be altered based on pressed digits; digits entered can be stored as variables within a call to be displayed in the TeleVantage ViewPoint GUI, maintained for reporting or future use in the Call Log, or used programmatically in an IVR Plug-in application

Administrative Features	Description
Max Lines Auto Attendants can answer	TeleVantage does not have "ports" for auto attendants; each trunk can simultaneously be playing an auto attendant to a caller if there are sufficient system resources.
Configure End User Options	Administrator has the ability to set all options available to the end user in TeleVantage ViewPoint.
Automatically record all calls	System can be set to record all calls. Calls involving particular individuals can be excluded from automatic recording.
Archive recorded calls	Administrator can use the TeleVantage Recording Archive Service to archive calls for one or more TeleVantage server in various file formats including MP3 Browser utility to move call recordings to an alternate drive or network location.
Review call recordings	Administrator can use the TeleVantage Archived Recording Browser utility to search, listen to, annotate, and view details of millions of call recordings. Permissions allow some call recordings to be restricted from some administrators. Recordings of calls meeting certain criteria can be automatically deleted.
Localize prompts	Administrator can set system prompts to be localized into English, Spanish, German, French Parisian and French Canadian. Individual Call Center Queues or Auto Attendants can be set to use a different language as the rest of the system.
Track administrative changes	The Maintenance Log view allows users to view a history administrative changes.
Configure Flash behavior	Ability to change phone behavior when a user presses Flash (or quickly presses the hook) while on a call. The options are Menu assisted transfer (the default) or Direct Transfer which plays stutter dial tone so you can enter an extension like a traditional PBX without any verbal menus.
System Delayed Answering	System can be configured to not answer incoming calls until they are actively handled by a user or the system. Calls that are never handled—for example, calls that pass unanswered through a routing list with "Hang Up" as the final action—will not send an "answer" message to the phone company, so they do not trigger billing or automated calling devices.
Configure on-hold audio	Multiple on-hold audio (music on hold) sources are supported, including external devices that plug into a station port, or files on the server. A play list of files can be created. Royalty-free music on hold files are provided.

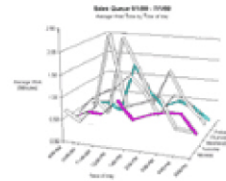
When we looked at the requirement for The City of Naples we tested the call handling by calling departments and seeing how the calls were being handled. We recommend that advanced call center functionality is implemented where needed to allow for managers to manage by fact and have instant access to call traffic. This will also give the caller's confidence there calls are being handled correctly.

Automatic Call Distribution (ACD)

Traditionally, small businesses have not been able to afford ACD systems. With TeleVantage, your call center teams can work more efficiently while improving service to your customers. Distribute incoming calls to groups of sales or support staff. Play custom hold messages for callers. Agents can view a list of active and queued calls and take the next call or select a priority call from the list. TeleVantage's multi-level auto attendant ensures that calls are always routed to the most appropriate group.

Call Center Reporting

TeleVantage offers a Call Center Reporter™ that allows you to analyze and manage your call center performance efficiently. Call center managers can run detailed reports on agent performance, call volume or queue wait time by time of day, inbound call outcome trends and others. Since the **Call Center Reporter uses Microsoft Excel®** to generate reports, you can easily apply your own formatting and change chart types to suit your preferences.



Below is a list of slandered management reports that can be run at anytime.

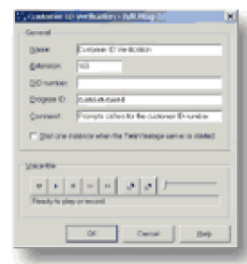
Call Center Report	Workgroup UCD	Contact Center	Description
1. Graphical reports		✓	Built-in reports, accessible as Microsoft Excel add-ins.
a. Agent/User Activity report	✓	✓	Reports on an user's time by activity, showing both total activity and activity by queue. The report can be run for a call center agent or a normal user.
b. Agent by Queue and Skill Configuration	-	✓	Lists all agents, showing queues and skills for each
c. Agent/User Call Trends reports	✓	✓	Tracks detailed information about how an individual user or call center agent handled calls, including: <ul style="list-style-type: none"> - Total number of inbound calls - Average inbound call talk time, in minutes - Total number of outbound calls - Average outbound call talk time, in minutes
d. Agent Performance Trends by Queue	-	✓	Shows the same data as the Agent Performance Trends by Queue, but for an agent's performance within a specific queue.
e. Agent Performance by Skill	-	✓	Provides summary data showing how each agent in a queue performed in a given period by skill
f. Agent State Summary by Queue	-	✓	Shows the total time spent in each agent state for all agents in a queue.
g. Agent State Summary	-	✓	Shows the total time spent in each agent state for all queues to which an agent belongs.
h. Average Wait Time and Call Volume by Time of Day report	-	✓	Tracks a queue's volume of inbound calls, and the average time that callers waited on hold, according to time of day
i. Call Distribution by Skill and Agent	-	✓	Provides a summary of how many calls were answered per selected agents and selected skills
j. Call Distribution by Skill and Queue	-	✓	Provides a summary of how many calls were answered per selected queues and selected skills

Call Center Report	Workgroup UCD	Contact Center	Description
k.			
l. Call Result by Skill	-	✓	Shows comparative call results for all calls with skill requirements
m. Call Summary report	✓	✓	Shows the total number of calls and the average duration of calls placed from an extension or a workgroup. You can choose whether the report shows internal or external calls.
n. Call Transfer report	✓	✓	Shows all calls that a selected user or queue transferred to other entities during the specified time interval.
o. Call Trends report	-	✓	Tracks the number of calls agents made and the length of time agents spent on each call.
p. Call Volume by Account Code	-	✓	Shows the number of inbound and outbound calls made using that account code, and the total talk time.
q. Call Volume by Identified Caller report	-	✓	Tracks number of calls and talk time from identified contacts.
r. Cumulative Calls and Average Talk Time by Agent report	-	✓	Tracks detailed information about specific agents in a queue, including: <ul style="list-style-type: none"> - Total number of inbound calls to each agent - Average inbound talk time for each agent, in minutes - Total number of outbound calls from each agent - Average outbound talk time for each agent, in minutes - Total number of outbound calls from a queue or agent group
s. Custom Data report	-	✓	Shows the distribution of a custom data value for all calls to an extension over a specified time period.
t. Grouped Service Level report	✓	✓	Shows wait time for all calls, displayed in five-second groupings.
u. Inbound Call Outcome Trends report	-	✓	Tracks detailed information about queue call handling, including: <ul style="list-style-type: none"> - Total number of inbound calls - Number of inbound calls sent to one agent - Number of inbound calls handled by multiple agents - Number of inbound calls sent to voice mail - Number of inbound calls abandoned
v. Inbound Call Volume Trends report	-	✓	Tracks the number of calls a queue received, the length of time callers waited on hold before they spoke to one of the agents in a queue, and the longest time a caller waited for an agent.

Call Center Report	Workgroup UCD	Contact Center	Description
w. Queue Comparison report	-	✓	Compares how two or more queues are currently performing relative to one another, in terms of the following properties: - Total number of inbound calls - Total number of handled calls - Total number of calls sent to voicemail - Total number of calls abandoned - Average wait time for all calls
x. Outbound Calls by Phone Number	✓	✓	Counts the number and duration of outbound calls placed to a specified list of phone number prefixes.
y. Outbound Call Comparison	✓	✓	Separates your outbound calls into three categories: In-state, Toll-free, and Other.
z. Outbound Long Distance Summary	✓	✓	Helps you track your outbound long-distance phone traffic and estimate a phone bill for a given period. The chart displays the total number of outbound long distance calls and the duration of each. The Data tab shows the estimated cost of your long distance calls based on the fees you enter.
aa. Queue Call History Detail	-	✓	Shows the call history for a selected queue, including the skill requirements for each call.
bb. Service Level Report	-	✓	Tracks wait time by percentage of callers
cc. Service Level by Skill	-	✓	By wait time, shows the percentage of calls with a single skill requirement in a single queue that were answered, abandoned, or sent to voice mail.
dd. Skill Assignment by Agent	-	✓	Shows which agents have which skills within which queues.
ee. Trunk Performance report	✓	✓	Tracks how many trunks are being used on a given TeleVantage system, indicating whether you need to add or remove trunks from the system, and help predict future trunk performance
ff. Trunk Usage report	✓	✓	Provides an easy way to report on all trunks referenced by a Dialing Service (versus specifying individual trunks, as with the Trunk Performance Report.
gg. Unanswered Calls During Business Hours report	✓	✓	Shows inbound calls during your TeleVantage business hours that were not answered by a user. This includes calls that were answered by another extension type, such as a queue or an auto attendant, but never picked up by a user.
hh. Wait by Outcome report	-	✓	Tracks the average wait times for calls that were handled, ended up in voice mail, or were abandoned.

Software Developers Toolkit (SDK) - Included

The TeleVantage SDK includes four programming interfaces enabling tight integration with external applications - IVR Plug-ins, Device Status API, Least Cost Routing (LCR) API and the standard Windows Telephony Application Programming Interface (TAPI). TeleVantage IVR Plug-in interface can seamlessly integrate voice processing applications such as Interactive Voice Response (IVR), Predictive Dialers, and other voice-enabled applications. The Device Status API allows outside applications to monitor station and trunk status. The LCR API lets businesses create custom call routing applications. TAPI gives outside applications a call control interface for integrating call center applications such as screen pop, power dialers, etc.



SMDR (Station Message Detail Recording) Service

The TeleVantage SMDR (Station Message Detail Recording) Service lets you send real-time call data from TeleVantage to a third-party application. Third-party applications might be anything from a printer that prints a line for each call, to call accounting software that generates detailed reports.

TeleVantage sends out the information for each call as soon as the call is ended via TCP/IP or serial output.

Selpan Interactive, Inc. provides various levels of user and system administrator training. This proposal includes.

One-On-One training for system users

Classroom training for System Administrators

For ongoing training staff will also have access to <http://www.vertical.com/TV7quicktour/> which is a user friendly training tool that helps them understand and refresh them about the best ways to use the TeleVantage solution.



Support Included within Proposal

1 year of 24 x 7 x 365 Remote Support with a 4 hour On-Site.

Annual Support is then optional from 1 Year after sign-off

3 months On-Site Moves, Adds and Changes **are included** with NO CHARGE

The normal on-site rate is \$120 per hour. This has been reduced to \$85 per hour should it be necessary. Travel time is NOT charged only time on site.

Warranty

Defective voice boards will be repaired or replaced within 3 years from invoice date. Power surges and lightning damage are not covered by the warranty. Lightning protection for the T1 cards and APC power surge protection for the TeleVantage Systems is included.

Company	Manufacturer Warranty/DOA Policy
American Power Conversion (APC)	2 year warranty. Customer calls APC before RMA. DOA - 30 days.
Aastra	Standard Warranty is one year. Advanced replacement during warranty period.
Dialogic	3 year and lifetime warranty
Intel® Servers	Intel server products carry a 3-year manufacturer warranty.
Magma	Warranty period is 1 year from invoice date.
Plantronics	One year warranty. DOA - 30 days from Paracon invoice date.
Sayson	Standard Warranty is one year for any defective phone.
Toshiba	Standard Warranty for all phones is 2 years, cards is 1 year, and cordless and wireless batteries is 90-day warranty.

Selpan Interactive, Inc. is a Florida corporation doing business in the high tech arena since 1996. As premier resellers of the TeleVantage telephone system since 2002 we are the largest provider in Southwest Florida, and recognized as an Elite Dealer by Vertical Communications Inc ranking us amongst the top resellers in the nation. This allows us to provide you and your users with experienced and knowledgeable telephone support personnel and technicians seven days a week.



In addition to our strong telephony skills, our technical staff members bring a variety of capabilities to each job including hardware, software, networking, and computer design, as well as voice and data cabling.

Customer Service and Satisfaction is now and has always been our top priority. We pride ourselves on the relationships we have built with our clients, the numerous referrals that are the result of the high level of service and technical expertise we provide, and the amount of return business we enjoy.



Selpan Interactive, Inc - Business Information

Ownership:	Florida Corporation
Owner:	Mark Jackson (100%) – Naples Resident (9 years)
Years in Business:	13
TeleVantage Installs:	61 (Collier & Lee) 104 (Throughout USA)
Envox IVR's	128 (Throughout USA)
Authorized Reseller	Vertical Communication's Inc – Elite Partner (One of only 10 in the USA)
Local Support Staff	7 (Collier & Lee)

The City of Naples Project Team

Chief Engineer

Years in Telecommunications

Certifications

Contact Information

Mark Jackson – Chief Technology Officer

17 years

Vertical Certified System Engineer, Envoy

mark@selpaninteractive.com

Training & Support

Years in Telecommunications

Certifications

Contact Information

Eric Altman – Support & Training Manager

7 years

Vertical Certified System Engineer

EAltman@vertical.com

Regional Sales Director - Vertical

Years in Telecommunications

Certifications

Contact Information

Steve Paul – Support & Training Manager

10+ years

Vertical Certified System Engineer

SPaul@vertical.com

Customer & Manufacture Comments about Selpan Interactive, Inc.

“Century 21 Sunbelt Realty has remained a top producer, both within its national organization and its regional market because of a forward-thinking vision to leverage new technologies that deliver outstanding customer service,” said Bill Tauscher, Vertical's chairman and CEO. “Therefore, it's no surprise that this leading-edge firm chose to deploy a next-generation voice solution such as TeleVantage to increase their competitive advantage.”



While each individual office has realized cost savings and productivity enhancements, according to the firm the overall operation also benefits from centralized call routing and features, as well as from the business continuity plan architected into the multi-site configuration. In partnership with solution integrator **Selpan Interactive, Inc.**, TeleVantage was fully implemented – including staff training – across ten Century 21 Sunbelt Realty offices in less than 12 weeks.

“We always feel confident that Vertical customers will get the best service and implementation expertise when they are working with Selpan Interactive, Inc.,” said Robert Robbins, Southeast District Channel Manager at Vertical. “The firm has successfully completed more than 50 next-generation telecommunication solution projects, and has the exact same number of satisfied customers.”

Selpan Interactive, Inc has been implementing telephony based solutions for over 13 years and is confident that your team will have trust in our approach and commitment to minimize any business disturbance. We work directly with the local ILEC (Embarq) or CLEC (NuVox) to see any moving of numbers is transparent. We are confident that we could have the total solution installed by the end of December 2009.

Whilst no part of this proposal is to include the T1/PRI and Analog phone lines we will as a course of normal practice make recommendations on ways to save money, be more efficient and add security where needed.



Date Submitted: 8/27/2009
Quote Number: N211021

Quote presented to:
 The City of Naples
 City Manager
 735 Eighth Street South
 Naples, FL 34102

Quote presented by:
 Selpan Interactive, Inc.
 Mark Jackson - CTO
 838 10th Street S
 Naples, FL 34102
 (239) 404-8782

This quote is to replace the current phone systems and move the City Of Naples to one VoIP TeleVantage Solution saving approximately \$100k per year.

TeleVantage Base Phone System

Component and Description

1 TeleVantage Release 8.X PBX Systems Ordered	Included
Other Features Conference Call Capability Open Standards Architecture Scalable software for future growth (up to 288 trunks, 720 stations) Modular Intel voice processing hardware for easy expansion DID/Direct line extensions Capability for multiple audio on-hold (music and messages)	
Voice Mail (VM) Up to 100,000 voice mail boxes (virtually unlimited) 35 HRS / GB of VM storage (virtually unlimited upgrade capacity) Local and remote access to mailboxes Real-time message screening and retrieval Automated callback from voicemail Email / pager notification	Included
Auto Attendant (AA) Multiple attendants (virtually unlimited) Multi-level menus (virtually unlimited) Dial-by-name directory Automated business hour and holiday attendant scheduling Multi-language support	Included
Workgroup/Automatic Call Distribution (ACD) Multiple workgroups (virtually unlimited) Multiple distribution options (simultaneous, round robin, top down)	Included
Voice-over-IP (VoIP) Licenses Ordered H.323 Standard or SIP VoIP Gateway Multiple site tie-in (standard extension dialing) Remote connectivity via IP Phone/handsets	Included
Unified Messaging (UM) Voice mail to email integration Microsoft Exchange / voice mail synchronization	Included
Advanced Call Handling "Follow me" call forwarding with custom caller prompts (opting to voice mail) Inbound caller announce and message screening Personalized call routing and greetings via caller ID or PIN # call handling (up to 999 PIN #s) Customized call routing (based on caller, personal status and time of day) User call conferencing capabilities (up to 7 parties) Personal Status settings (Available, Do Not Disturb, Out of Office, etc.)	Included
CRM Integration Inbound screen pops from CRM or Contact Manager application Outbound point-and-click dialing from CRM or Contact Manager application	Included
IVR Interface and Software Development Kit (SDK) ODBC-compliant database integration (to the desktop) Industry-standard APIs including Microsoft COM & TAPI	Included
System Management Tools Graphical User Interface (GUI) administration and management tools Remote administration across network Easy to administer moves, adds & changes (MACs)	Included

	Call routing and cost control through Automatic Route Selection (ARS)		
	System alerts via email and event log		
	System-wide call log		
Headsets/User Guides/Adaptors Ordered			
238	Aastra 6757i	Included	
137	Aastra 6753i	Included	
TeleVantage Base Phone System Sub-Total		\$ 184,000.00	\$ 184,000.00

TeleVantage Phone System Options

Qty.	Component and Description	Cost	Aggregate Cost
125	ViewPoint - Computer Telephony Integration (CTI) - Desktop PC Interface GUI voicemail (play, pause, rewind, bookmark, forward, record, file, export, email out) Point-and-click call handling (conference, transfer, park, grab-and-hold, record) On-line phone directory with real-time personal and call status display Web Browser interface for remote users Manual call recording	\$ 12,500.00	
1	TeleVantage Call Classifier Add-on Solution Identify incoming calls and caller information based on DID number dialed Perfect for companies handling calls for more than one business	\$ 1,750.00	
	TeleVantage Persistent Pager Add-on Solution Polls identified mailboxes for unheard messages, then continuously pages users until message is heard Ideal for after hours customer support or other groups that require immediate response	N/A	
TeleVantage Phone System Options Sub-Total		\$ 14,250.00	\$ 198,250.00

TeleVantage Call Center and Options

Qty.	Component and Description	Cost	Aggregate Cost
25	TeleVantage Call Center Release 8 (Agents) Licenses Ordered	\$ 6,250.00	
4	Call Center Queues Supervisor GUI console for queue management (with CTI Option – above) Supervisor to agent coach, monitor, join call Multiple routing choices (up to 6) Skills-based overflow routing Call Recording (automated - every nth call - or manual control) Real-time statistical monitor and reporting Multiple audio (on-hold music/messages/wait times) per queue		
1	Call Center Reporter Licenses Ordered Multiple standard reports (easily customized) with exportable, up-to-the-minute call statistics Agent performance and trunk usage and trend analysis	\$ 1,000.00	
	Call Recording Automatic or manual call recording by queue or agent (record every nth call)	Included	
	Call Center Scoreboard Supervisor Console Licenses Ordered Desktop statistics center monitors over 25 additional call center statistics Wallboard device support drives physical call center statistical wallboards Trigger alarms (audible, visual, email, etc.) for call center metrics	N/A	
	Conference Manager Licenses Ordered	Included	
	Enterprise Manager Licenses Ordered	N/A	
TeleVantage Call Center and Options Sub-Total		\$ 7,250.00	\$ 205,500.00

Implementation Services



Component and Description	Cost	Aggregate Cost
System Assembly, Design, Installation and Configuration	\$ 17,000.00	
Fiber Terminations (6)	\$ 3,700.00	
Cat5 Cable Runs (212)	\$ 21,200.00	
New Fiber Runs at Police, City Hall & Community Services (3)	\$ 4,700.00	
User and Administrator System Training	\$ 12,000.00	
1 Year 24x7 Remote Support with 4 Hour to Site and Reduced Rate	Included	
System Implementation Services Sub-Total	\$ 58,600.00	\$ 264,100.00


































TeleVantage System Grand Total


\$ 264,100.00

















































Appendix A – TeleVantage ViewPoint Features










































This table includes the features available from the TeleVantage desktop applications







































1. via the TeleVantage ViewPoint GUI application - 
2. or via browser-based TeleVantage ViewPoint Web Access - 


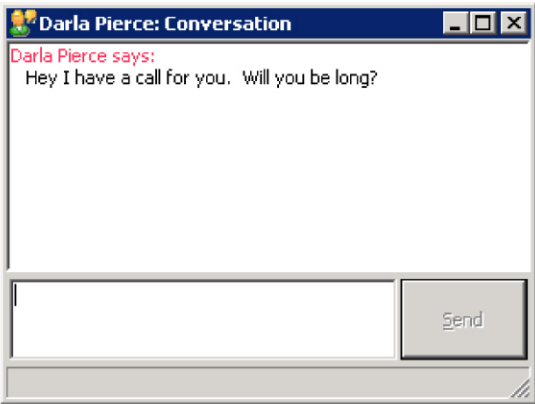






Computer-Based Features	ViewPoint	Web	Description
1. Place Call			This topic covers the various ways a phone call can be placed using the TeleVantage ViewPoint graphical applications.
a. Type Number			Connect to a number by typing it out
b. Call from Directory			Place a phone call based on listings within a directory
c. Call from Contacts			Place a call based on contact within the application
d. Return Message			Ability to respond immediately and directly to a voicemail message
e. Desktop Shortcuts		-	Windows-based shortcuts (connected by double clicking)
f. Call from Log			Place calls from entries in the call log
g. 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
h. Drag-and-drop between panes		-	A user can drag and drop from the Users/Contacts pane onto the Call Monitor to initiate a call.
i. Drag-and-drop 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.
2. Call Management			The features available during (or immediately before) a call
a. Contact ID			Identified incoming caller
b. Conference Current Calls			Ability to pull multiple current calls together into a conference call
c. Disconnect Conferencing Callers			Ability to remove one or more callers from a conference call without disconnecting the conference
d. Hold			Ability to place a caller on hold
e. Park			Ability to park an incoming call
f. Un-park			Ability to pick up a parked call
g. Supervised Transfer			Transfer preceding by the transferring connecting to the number being transferred to
h. Blind Transfer			Immediate transfer of caller to another number
i. Transfer to voicemail			Ability to immediately send an incoming caller to voicemail
Computer-Based Features	ViewPoint	Web	Description

j. Screen Message			Ability to listen to a voicemail message as it is being recorded and pick up the phone if desired
k. Record Call			Ability to record parts of or an entire call
l. Announce Caller			Ability to have the incoming caller announced audibly
m. Enter Account			Ability to associate an account number with a call
n. Mute			Ability to mute the phone, so that nothing said is heard by the caller
o. Grab and Hold			Ability to have an incoming call answered and immediately placed on hold
p. Play Audio into Call			Ability to play prerecorded audio prompts, or voicemail messages, into a call.
3. Call Monitor			View and sort information about incoming, outgoing, and in-progress calls.
a. Call Owner			
b. Duration			
c. Status			
d. Group	-	-	
e. DID			
f. Name			
g. Add Custom Fields			
h. Start Time			
i. Target Station			
j. Trunk Number			
k. User			
l. Notes			
m. Priority			
n. Account Code			
o. M/D/YYYY			
p. Orbit Number			
q. Talk Duration			
r. Wait Duration			
s. Parked by	-	-	
t. Identify call from Contacts			
u. Display info by classification		-	Custom data about a call can also be viewed in the Call Monitor.
v. View Group or Queue calls			View active calls of other group members, or Queue calls, in the Call Monitor or another "tab."
w. View Parked calls			View Parked calls in the Call Monitor or another "tab."

Computer-Based Features	ViewPoint	Web	Description
4. Extension View			A pane for viewing the status of the various users lines on the system.
a. Phone Status			
b. Line Number			
c. Name			
d. Title			
e. Forwarding			
f. DID			
g. Remote Status Change			
h. Group	-	-	
i. View Trunks	-	-	
5. Voice Messages			Viewing and manipulating voicemail messages
a. Play Messages			Play voicemail messages over phone or PC speakers
b. Reply to Messages		-	Ability to immediately reply to a message via phone
c. Send voicemail response		-	Ability to record and send a voicemail in response to a message
d. Sender			The name/number of the person sending the voicemail
e. Date			Date of the voicemail
f. Length			Length of the recording
g. Memo			Memo that may be attached to a voicemail
h. Track Unread			Ability to keep track of unread voicemails
i. Forward		-	
j. Sort in Custom Folders			Ability to create and order custom folders for holding voicemails
k. Associate call to contact			Ability to connect a contact to a given voicemail (also allows the user to select from the contact's numbers when replying)
l. Save as .WAV			Ability to export the voicemail as a WAV
m. Mark Unread			Ability to remark a voicemail as "unread"
n. Mark Private			Ability to remark a voicemail as "private"
o. Email Messages			Ability to send a voicemail as an audio attachment to an email
p. Share Mail Folder			Ability to give other users permissions to read or edit one's voicemail folder(s).
6. User Configuration			The settings that can be defined using the ViewPoint applications.
a. Change Password			Ability to change one's password
b. Telephone/Speakers		-	Ability to switch audio output between the telephone and computer speakers
c. Dialing Shortcuts		-	Ability to setup desktop based dialing shortcuts
d. Record Voice title		-	Ability to record a personal voice title

Computer-Based Features	ViewPoint	Web	Description
e. Import/Export Voice title			Ability to import or export one's voicemail title as an audio file
f. Define Language for prompts		-	Allows the user to select from various languages for pre-recorded prompts
g. Define Language for GUI		N/A	Users can view the ViewPoint interface localized into Spanish, German, French Parisian and French Canadian (set via Windows regional settings).
h. Configure Ring Time			Define how long the phone rings before moving on to the next defined action (generally voicemail)
i. Auto Logon			Remember username and password
j. Set Voicemail Ordering			Configure by what voicemails will be ordered in one's mailbox
k. Set Max Message Length			Set the maximum length of a voicemail message that may be left
l. Auto Remove Old Messages			Automatically remove old messages after a certain period of time
m. Selectable Rings based on internal/external calls			Set distinct rings for internal and external based calls
n. Personal Contact List			Application based contact management system (different than synchronizing)
o. Synchronize with Outlook			Acquire contact information from MS Outlook
p. Synchronize with ACT			Acquire contact information from ACT
q. Synchronize with Goldmine			Acquire contact information from Goldmine
r. Lock down Layout settings		-	Keep the pane sizing, location, and folders visible in place by locking the ViewPoint layout.
7. Advanced Call Management			More advanced call handling logic
a. Configure Routing			Setup routing actions for a personal extension. An unlimited number of actions can occur within a given routing list
b. Configure Routing for busy			Routing actions can be different if a user phone is in use versus unanswered.
c. List can include prompts			Ability to use voice recorded messages and prompts within a routing list. A user can have an unlimited number of routing lists
d. Base Routing to Caller ID			Ability to configure routing based on who is calling
e. Base Routing on time			Configure routing table activity on the time of day
f. Routing on Business Time			Ability to plan routing events around the system wide business hours
g. Base Routing on Int/Ext			Set routing based on internal or external callers
h. Configure Do not Disturb			Ability to set one's status to do not disturb and customize events for this status

Computer-Based Features	ViewPoint	Web	Description
i. Configure Forwarding			Setup forwarding of all incoming calls to another number
j. Setup Message Notification			Configure settings and actions for notification of voicemail messages
k. Separate Messaging for email and paging			Ability to configure both email & paging messaging
l. Msg. Notification by Time			Configuration of message notification during certain times
m. Persistent Notification		-	System will continue to page user(s) until the voicemail is read
n. Notification to multiple agents ²		-	System will move through a list of people, paging one and moving on to the next if there is no response after a set time
o. Notification to agents based on shifts		-	System will have multiple lists for paging, based on the time and date
p. Msg. Notification by Priority			Ability to set notification based on the priority of a message
q. Assign Personal Operator			Configure individual who will serve as user's personal operator
r. Enable/Disable Call Waiting		-	Ability to activate or deactivate this feature
s. Configure Call Declaration			Ability to enable or disable call declaration
t. Hold Messages		-	Configure message to be played for individuals on hold
u. Enable/Disable Caller ID & Message Waiting on phone		-	Ability to activate and deactivate these features on the phone
v. 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.
w. Call Rules Based on Time			Ability to define call rules based on the time of day
x. Call Rules Based on ID			Ability to base call rules on the caller ID
y. Call Rules Based on Both			Ability to combine both time and ID when defining call rules
z. Override Call Rules			Setting to ignore all call rules
aa. Individual Business Hours			Configuration of personal business hours for different routing events
8. Supervise Calls in Progress			Ability for a user with appropriate privileges to:
a. Monitor			...listen to an active phone call.
b. Coach			...connect to an active phone call such that the user, but not the external party, can hear your comments.
c. Join			...enter an active phone call.

Computer-Based Features	ViewPoint	Web	Description
9. Instant Messaging		-	Chat via conversation window with another TeleVantage user
			
10. Desktop Alert		-	MS Outlook Style - Small, unobtrusive popup windows for inbound calls and/or voice messages let users see a new call or message and perform an action
11. Welcome Wizard		-	Windows Wizard-style dialog boxes walk new users through the initial steps to get started using ViewPoint
			
12. Quick Tour			On line flash-based tool on how to use TeleVantage features and on line help
13. Tip of the Day		-	Tips visible on ViewPoint startup