



TeleVantage for Law Firms

Open Systems IP-PBX

As a legal professional, you tackle the most complex of problems every day — but you don't want your phone system to be one of them. You need to know that the time-critical call from the judge's office will get through, while other calls won't interrupt you during important consultations. You need to be able to focus on what is said during a call, not on taking notes or tracking billable time. You need to feel secure that business won't be lost to a phone system that's intimidating to staff and callers alike — and most of all, that your phone system will accommodate the needs and schedule of your firm, not vice versa.

TeleVantage® maximizes your telephone interactions, helping you to increase productivity and improve client satisfaction. An advanced and customizable phone system, TeleVantage ensures that essential calls will always get through and that all calls are handled professionally as you decide where and how calls will reach you. TeleVantage is an indispensable partner for your firm.



TeleVantage is a flexible, affordable IP-PBX that enhances client service, increases productivity and improves the bottom line.

A Strategic Advantage for Today's Law Professionals

*"With our old system,
the phone was just a phone, but with
TeleVantage, the phone
is a business tool that makes a difference."*

Lee Rosen, Rosen Law Firm

Key Benefits:

- **Manage calls easily and efficiently**
- **Never miss an important call**
- **Enhance client services**
- **Seamlessly track time and billing**
- **Free and easy conference calling**
- **Permanent record of messages**
- **Instantly record and save calls**
- **24 x 7 assistant**
- **Unified messaging**
- **Eliminate downtime and costly service calls**
- **Open systems architecture offers the widest range of choices**

Artisoft's TeleVantage gives you control over your accessibility and your time. Designed on a flexible, open systems architecture, TeleVantage dramatically improves your firm's productivity and client service, offering you a powerful business advantage. And with virtually no learning curve, your firm will begin seeing a return on your investment from the very first day.

Manage calls easily and efficiently

TeleVantage ViewPoint is an easy-to-use graphical interface that makes all of your phone tasks quicker and easier. Play (and replay) your important voice mail messages first — no more wading through lists or endlessly hitting the pound key. Easily transfer or record calls, or set up conference calls with the touch of a button. To help you juggle multiple calls, TeleVantage lets you see who's calling so that you can make the right choice about which ones to answer. And you can simply point-and-click to quickly call your important contacts. No more scrambling for a pencil or looking up phone numbers!

Never miss an important call

With TeleVantage, costly "telephone tag" is a thing of the past. "Find me" call forwarding uses your own customized routing list (e.g., trying you at the office first, then your cell phone, then your pager) to ensure that you always receive key calls. Built-in call screening lets you know who is calling before you take the call, allowing you to stay accessible without being disrupted. You can even specify that only calls from certain individuals (like a judge) will be forwarded immediately, while others get sent to voice mail.

Enhance client services

Your relationships with your clients are what sets you apart from other law firms. TeleVantage lets you offer tailored and personalized service, showing your clients that you care. Give them the VIP treatment by having their calls routed to you no matter where you are, or by having personalized voice mail greetings or case updates ready for them whenever they call. With TeleVantage, they'll feel that their welfare really is your primary concern.

Seamlessly track time and billing

With a simple point-and-click, you can easily assign account codes to your calls at any point in the call process — before, during or after the call. And TeleVantage makes tracking and billing easier than ever. The call log keeps a detailed record of all your phone calls, both incoming and outgoing, and associates them with the specific client or case. You'll never again need to waste time pouring over phone bills or marking up printouts of calls. Quickly see a history of all your calls with a specific client, and know that their record (and billable phone time) will be up to date.

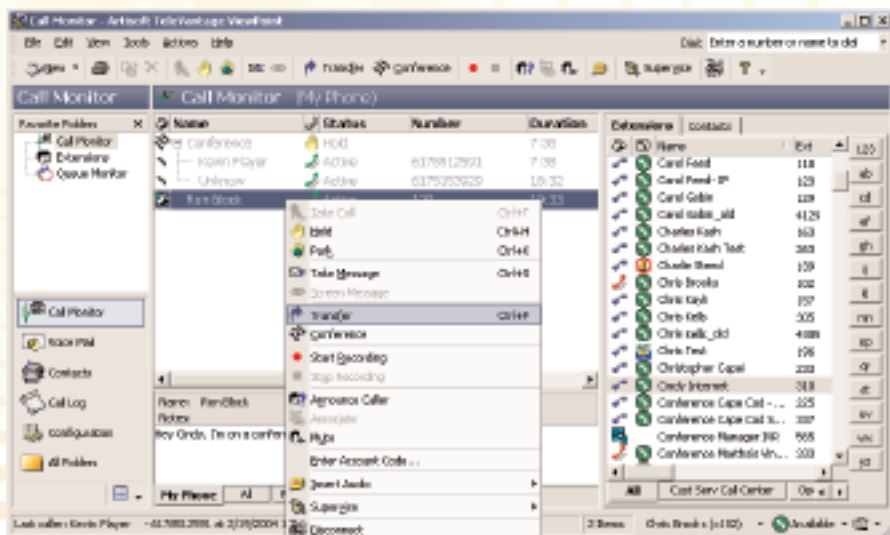
Free and easy conference calling

The conference call features of TeleVantage eliminate the need for high-priced telecommunications service providers. And there's no complicated setup process — you can create conference calls instantly, with drag-and-drop ease.

"With TeleVantage, the phone has become more than a necessity – it's an effective tool for doing business."

Romaine Scott

Garrison, Scott, Gamble & Rosenthal P.C.



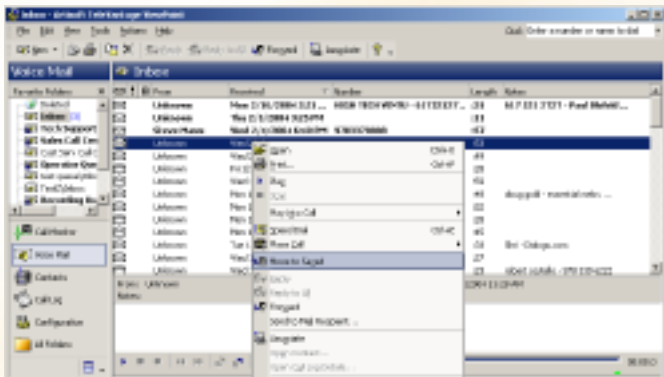
Descriptive Windows-based pull-down menus make it easy to perform any call handling command with the click of a mouse.

Permanent record of messages

Voice mail messages are an essential part of your case files and interactions with your clients. TeleVantage lets you manage and store voice mail messages just like other electronic files. Archive them in PC folders with your other case documents, save them to CDs or disks, or forward them to your clients as e-mail attachments. TeleVantage lets you easily organize every file relating to a case or client, making sure that you always have the information you need right at your fingertips.

Instantly record and save calls

TeleVantage understands that accurate documentation — and the ability to retrieve it easily — is essential to your business. With TeleVantage, you can point-and-click to instantly record phone calls and save them as electronic files, storing them in PC folders with your other case files and client records. You'll never again have to wonder, "Did I get that down correctly?" or "What did we say about that?"



The easy to use PC interface lets you prioritize your voice mail, record and archive important messages and quickly access your call history - all with a point-and-click.

Easily retrieve call recordings and forward them to clients as files, or to your assistant for transcribing. And always have the security of knowing that all your essential case and client-related information is right where you need it.

24 x 7 assistant

With TeleVantage, you have the equivalent of a full-time secretary that screens calls and delivers messages to important contacts 24 hours a day. No more getting caught off-guard by callers who catch you after the administrative staff has gone home — TeleVantage tells you who is calling before you take the call. You can also leave messages for clients that they can easily retrieve by entering a code, or record outgoing messages and forward them via e-mail.

Unified messaging

TeleVantage eliminates the need to give out multiple phone numbers and manage multiple messaging systems. The call forwarding feature transparently redirects calls to remote locations — and if you don't answer, the caller leaves a voice mail message on your TeleVantage system (not your cell phone voice mail, or any of the many systems in between). You can easily retrieve voice mail messages remotely. You can even retrieve and play back your voice mail messages through your e-mail system.

Eliminate downtime and costly service calls

TeleVantage is intuitive and easy to maintain. Your office manager can easily add or remove staff phone numbers or privileges with the click of a button, easily accommodating staffing changes and eliminating expensive service fees. TeleVantage offers you unlimited value for just one investment, and the security of knowing that it will grow with your business.

"The signature TeleVantage graphical user interface has dramatically increased productivity. It's very easy to use ... everyone loves it."

*Fredya Ravitz
Realty Law, LLP*

Open systems architecture offers the widest range of choices

With technology advancing at a rapid pace, your phone system needs to be able to work with the widest variety of options. TeleVantage lets you choose the phones that best meet your needs, from high-end speaker-phones to cordless headsets. No more getting locked into a single vendor or style — TeleVantage easily accommodates your preferences and your changes, today and tomorrow. The software architecture of TeleVantage never becomes obsolete; it keeps getting better over time.

TeleVantage Features

Complete software-based phone system

- Full PBX functionality
- Phones stay up during power or server failure
- Built-in extended 911 service
- RAID drives and UPS support
- All trunk types supported (Analog, BRI, T-1, E-1, ISDN PRI/CAS, Internet)
- Expandable to 288 trunks, 720 stations
- Analog, digital, IP phones
- Built-in IVR Toolkit
- Multiple music on hold sources

Powerful call control

- Voice guided multi-lingual telephone interface
- Easy Windows-based desktop interface
- Cross-platform web browser interface
- Screen calls with PC or phone
- Visual multi-line call handling
- Caller ID display on PC or CLASS phones
- Drag-and-drop transfers and conferences
- One-click conference on call waiting
- High density (up to 60 party) conference calls
- Grab and hold ringing calls
- Park / unpark calls
- Ringback for calls left on hold or parked
- Pick up calls within workgroup or company
- Extensions pane with user "on phone" status
- Personal Call Log with notes
- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the Office and other custom statuses
- Automated busy handling and camp on
- Intercom and paging through phones
- Whisper announce
- Hot line automatic off hook calling

Full-featured voice mail

- Visual voice mail display with caller name
- Click to reply, forward, or call back a message
- Export to .WAV file
- Password security, enforceable rules
- Screen messages as they're being left
- Pull callers out of voice mail
- Bookmark important sections of long messages
- Callers can specify callback number
- Multiple personal greetings
- Personalized greetings for special callers or dates / times
- E-mail/pager/call out notification of new messages
- Voice mail delivered to unified e-mail inbox
- Microsoft Exchange synchronization
- Urgent and private message flags
- Remote access via phone or Web browser
- Auto-delete old messages
- Custom, sharable message folders

- Adjustable maximum message length
- Message waiting light
- Stutter dial tone to indicate new messages
- Automatic dialing to return call

Integrated contact management

- Company, workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- Use existing contact databases
- Custom shareable contact folders
- Custom call routing and greetings by contact
- Screen-pops for contact calls
- Change language based on contact
- Predefine account codes per contact
- Act!, Outlook, Goldmine, FrontOffice support

"Follow-me" call forwarding

- Easily route calls to multiple internal or external locations
- One-key forwarding to where you are
- Forward calls differently by caller or personal status
- Screen forwarded calls using verbal prompts
- Password-protect forwarded calls

Multi-level auto attendants

- Automated or receptionist answering
- Extension dialing or DID
- Dial-by-name directory
- Schedulable greetings and routing for holidays and off-hours
- Record or import greetings and menu prompts
- Caller choices can deliver custom data to agent screen pops or change language (e.g. Spanish)
- English (US and UK), Spanish, French (Parisian and Canadian) and German language support
- Timeout routing to any extension or attendant
- Auto fax detection and routing

Point and click administration

- Windows-based administration from any location on the network
- Software-based trunk setup
- Device Monitor for real-time trunk/station status
- Comprehensive exportable call log
- Public and personal workgroups
- Easily add, delete and modify users
- Individual or role-based permissions
- Multiple tenant or department support
- Dialing and feature restrictions
- Account codes: forced, verified or optional
- Configurable routing services for least cost routing
- Trunk usage reports
- Monitor use of system space and resources
- E-mail notification of alerts, special events
- Context sensitive help, on-line manuals

Internet ready

- Easy-to-use Internet trunks and dialing services
- Standard H.323 VoIP support
- IP Gateways tie distant Servers together
- Call local numbers from remote servers
- Microsoft NetMeeting "Click to call" support
- Phone support

Remote access from anywhere

- Complete visual access via Web browser
- Graphical call control for remote, cell, IP phones
- Phone login for voice mail and account setup
- Remote call screening
- Change greeting, forwarding and personal status from any phone

Comprehensive call center

- Single-point access to create and manage queues
- Call distribution based on agent performance, top down, round robin, simultaneous ring
- Redirect calls if queue is too busy
- Inbound / Outbound/ Blended queues
- Coaching and monitoring to train new agents
- Real-time agent and queue statistics
- Full-featured Call Center Reporter based on Microsoft Excel
- Automatic call recording by queue or agent
- Multiple, threshold driven hold prompts
- Bail out options to voicemail, or any extension
- Priority routing for important callers
- Multi-tier overflow agents
- Individualized agent and supervisor permissions
- Queue sign in / out, break, unavailable status
- Customizable wrap-up time per agent

Extendable, open, standards-based

- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SMDR interface support
- SQL Server database
- COM-based SDK for custom add-ons and IVR development
- Extendable user menus and toolbar

Minimum server requirements:

- Pentium 400 MHz PC
- 256 MB RAM
- Windows 2000 or 2003 Server, Windows 2000 or XP Professional
- Intel Dialogic telephony boards
- Any standard phone: speaker, corded, cordless or CLASS or ADSI feature phone

About Artisoft

Artisoft, Inc. is a leading provider of open systems IP-PBX and call center products that deliver advanced functionality, flexibility, and value to medium-size business, branch offices, and call centers. Artisoft's innovative software products have consistently garnered industry recognition, winning more than 35 awards for technical excellence. The company distributes its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website at www.artisoft.com.

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About TeleVantage

TeleVantage is an open systems IP-PBX that delivers unprecedented communications capabilities to medium-size businesses, branch offices and call centers. The flexible software feature set makes it easy to customize and administer, allowing businesses to improve customer service and enhance productivity. Built on industry standards and supported by world-class Intel® technologies, TeleVantage eliminates the need for proprietary hardware, enabling it to grow and evolve as business needs change while maintaining a low cost of ownership.



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