



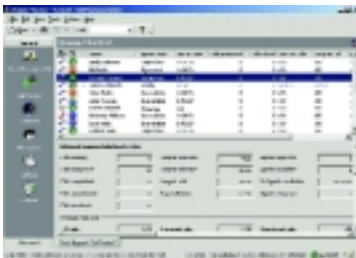
## Artisoft

5 Cambridge Center  
Cambridge, MA 02142  
www.artisoft.com

### Attend our Webinar

Join us over lunchtime and learn more about how you can capitalize on convergence by reselling TeleVantage. Send email to [telephonymarketing@artisoft.com](mailto:telephonymarketing@artisoft.com) for scheduled dates and times.

Spotlights  
and  
Profiles



## Capitalize on Telephony Convergence with Artisoft TeleVantage

Artisoft develops and markets industry-leading voice application software for midsized businesses, corporate branch offices, and call centers. Our flagship product line, TeleVantage, combines the power of desktop computer with the most advanced communications technology available today. Feature-rich and standards-based, TeleVantage provides greater value for your customer, and opens your door to the high-growth, high-margin converged communications market.

### Feature-Rich

- ▶ Intelligent call management
- ▶ Powerful call/contact center functionality
- ▶ Advanced IP telephony
- ▶ Comprehensive messaging
- ▶ Graphical desktop call control

### Standards-Based

- ▶ Runs on standard Windows 2000/NT servers
- ▶ Uses industry-standard Intel Dialogic voice processing hardware
- ▶ Works with any H.323 IP device, CLASS or ADSI feature phone
- ▶ Complies with industry-standard APIs, including Microsoft COM and TAPI
- ▶ Supports analog, T1, E1, PRI, BRI and H.323 trunks

## TeleVantage 4.0: Feature for feature, no other phone system provides more value for the money

Artisoft TeleVantage 4.0 is a feature-rich software-based phone system delivering greater flexibility, value and lower cost of ownership for small to midsized businesses. An intelligent, Windows-based interface provides complete call and message control from your PC desktop. Conference calls, forward, transfer or screen your calls with the click of a button.

## TeleVantage Call Center: Powerful, Feature-Rich and Priced Right

TeleVantage Call Center leverages TeleVantage 4.0 to enable businesses to implement powerful, affordable call centers. A sophisticated feature set includes IP telephony to enable Web-based call centers and support agents working remotely; intelligent call management, queuing, and agent training features; comprehensive trend analysis reporting; and real-time statistic monitoring.

## TeleVantage CTM Suite: Setting the Standard in Interoperability

TeleVantage CTM Suite, one of the first product offerings on the Intel® Converged Communications Platform, is designed for enterprises with multiple application requirements from multiple vendors, including business and telephony innovations such as speech recognition, fax servers, and unified messaging.

"CommWeb highly recommends TeleVantage. If this system were half as complex and feature-rich, its performance, robustness, and usability would still be a wonder. Add together its performance and its feature set, and it's quite a system. Overall, it's one of the highest rated products we've ever reviewed."

— July 18, 2001 Commweb

## Reseller Benefits:

- ▶ **Opportunity** -  
Converged communications is one of the fastest growing market segments in telecommunications.
- ▶ **Easy to Sell** -  
TeleVantage gives you an impressive value proposition to offer your customers:
  - Rich feature set at a lower price than conventional proprietary systems
  - Impressive toll charge savings
  - Improved productivity
  - Improved customer service
  - Customization and integration features meet diverse customer requirements
- ▶ **Easy to Implement** -  
Windows-based system administration makes implementation intuitive and straightforward.
- ▶ **Grow your Business** -  
By supporting open standards, TeleVantage enables you to add-on, up-sell, and cross-sell related value-added communications products and services, including speech recognition, Voice-over-IP, vertical IVR customizations, CRM and Web integration.
- ▶ **Backed by Industry** -  
Leading Vendors: TeleVantage is supported by a growing list of companies through the Artisoft Open Communication Alliance, including HP, Compaq, IBM, Intel, Microsoft, FrontRange, and more.
- ▶ **Customizable** -  
Artisoft offers training to teach you the skills to provide custom TeleVantage development as a value-added service.

*Artisoft products are available through leading distributors including Alliance, Cygcom, Catalyst Telecom, HP, Ingram Micro.*

## Join Now!

Call 800-914-9985 ext. 8095 for an application and to order your discounted, not-for-resale system. You'll receive sales rebate incentives, training information, and a complete Welcome Kit to get started fast.



## Free Demo CD

Find out why TeleVantage has won over 30 product and industry awards for excellence. Visit [www.artisoft.com/CRN](http://www.artisoft.com/CRN) to request your FREE TeleVantage demo CD.

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