

TeleVantage for Real Estate Offices

Open Systems IP-PBX

As a real estate professional, your business depends on building relationships and meeting the needs of your clients and customers. Emotions can run high during a transaction, so you want to make the process as easy as possible by staying readily accessible to all parties involved. At the same time, you need to prioritize your calls and messages, handling important ones immediately while making sure that others don't disrupt critical business. And when 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. You can rest assured that your valued clients and customers will receive the best service every time they call — a distinction that will keep them coming back, as well as referring their friends and colleagues.



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

A Strategic Advantage for Today's Busy Real Estate Professionals

*"We all work much smarter
with TeleVantage."*

*Mike Young
NAI Welsh*

Key Benefits:

- **Be accessible anytime, anywhere**
- **Eliminate multiple voice mailboxes**
- **Ensure a positive, consistent phone experience**
- **Reduce expenses by supporting off-site and part-time agents**
- **Distribute incoming calls fairly**
- **Integrate with contact databases**
- **Manage calls with a point-and-click interface**
- **Promote your business with customized messages**
- **Maximize productivity with informative reports**
- **Protect today's investment and ensure future flexibility with open systems architecture**

Vertical's TeleVantage gives your business the powerful advantages of call-handling efficiency, convenience and security. Designed on a flexible, open systems architecture, TeleVantage ensures that time-critical calls will reach you and that all your 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.

Be accessible anytime, anywhere

TeleVantage provides an enjoyable, worry-free calling experience for you, your clients and customers. With TeleVantage, callers no longer have to guess which phone number to try or whether it's okay to contact you after hours. Instead, you can give them one number and let TeleVantage find you. Create your own customized routing lists to have TeleVantage try you at the office, your cell phone, and your pager – simultaneously or sequentially. Even specify when you want to be accessible and when you want TeleVantage to take a message. If a call comes in while you're busy with a customer, the built-in call screening tells you who is calling, so that you can decide to take the call or not. You can specify that only calls from certain individuals (such as a seller responding to an offer) will reach you immediately, while others are sent to voice mail. TeleVantage can even page you when an urgent voice mail message is left. As your schedule and needs change from moment to moment, you can easily modify the way your calls are routed, giving you the freedom to conduct business most effectively.

Eliminate multiple voice mailboxes

Missing a call can mean losing a sale or delaying a critical step in the closing process. With TeleVantage, there is no need to manage multiple voice mail systems, eliminating the problem of lost and delayed messages. When you are unable to answer a call, 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. When you're on the go, you can easily retrieve messages and return calls immediately with the touch of a button, without initiating a new call or scrambling for a pen. These automatic call-backs not only save time and money — they also improve driver safety when you need to check messages on the road.

Ensure a positive, consistent phone experience

Your relationships with your clients and customers are what set you apart from other real estate professionals. TeleVantage lets you offer tailored and customized service, demonstrating that you value their business. With TeleVantage, you can deliver VIP treatment through voice mail greetings or status updates that are personalized for each client and customer.

Reduce expenses by supporting off-site and part-time agents

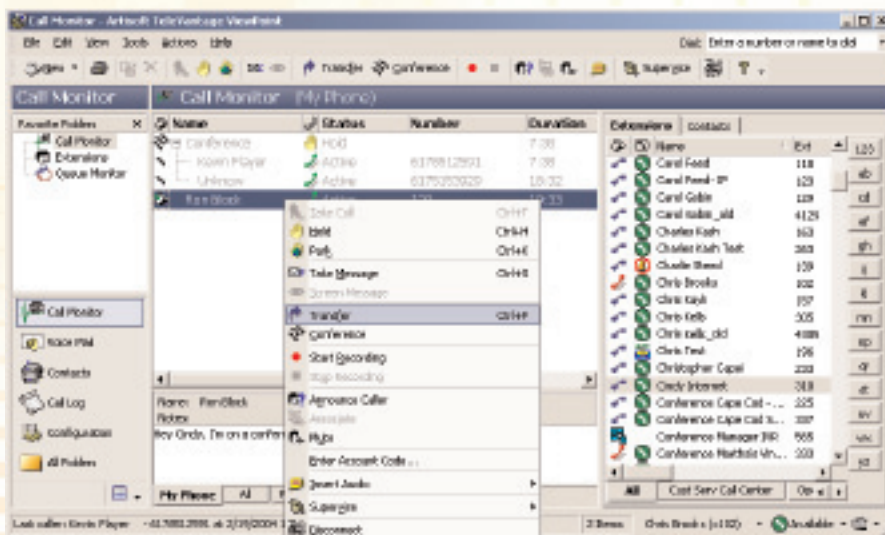
TeleVantage helps you optimize your office space and staffing options, easily supporting part-time agents or multiple agents located in the same workspace. Each agent can be assigned a unique extension and voice mailbox, even if several agents share the same desk. You can even implement a "floating office" arrangement, where calls are instantly routed to agents, wherever they are sitting. And with TeleVantage, calls can be seamlessly transferred to agents working from home without disrupting the original call.

Distribute incoming calls fairly

Putting a first-time caller on hold often means losing their business. With TeleVantage, you can make certain that calls are always handled quickly and efficiently, as well as ensure fair treatment among agents. TeleVantage enables you to choose the call distribution method that is best for your office — to a group of simultaneously ringing phones, round-robin, or first available. You can even schedule "floor

"Once you start using it, your mind just takes off, thinking of numerous things you can do with TeleVantage. It has all the flexibility we need."

*Doug Burger
Olympia Real Estate*

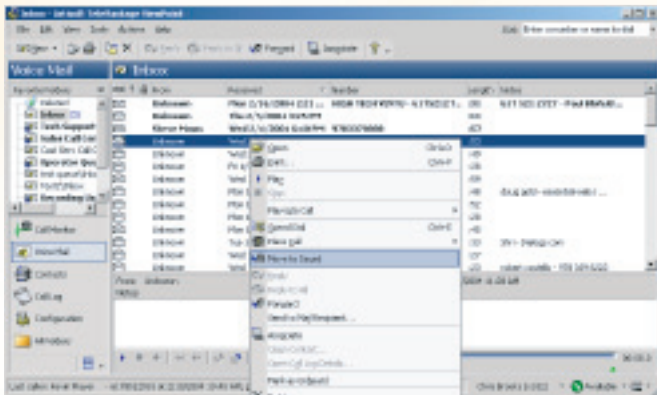


Descriptive Windows-based pull-down menus make it easy to perform any call handling command with the click of a mouse.

duty" ahead of time so that calls from new sales prospects are routed directly to the specific agent on duty. The flexibility of TeleVantage allows you to modify this process as necessary, keeping an equitable distribution of calls among agents during varying business conditions.

Integrate with contact databases

Because TeleVantage is software-based, it can easily integrate with popular contact databases, allowing a customer's record to automatically pop-up on your PC screen as the call is being answered. This not only speeds up the call process by eliminating the time needed to manually retrieve a record, it enables you to answer the call more intelligently. Easily recalling the customer's preferences or asking about their family members by name can make a world of difference in building a strong relationship. TeleVantage also saves time in placing calls. Easily call your customers by simply clicking on their record, or have



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.

TeleVantage automatically dial from an entire list of phone numbers — an excellent way to regularly "farm" your contact database, knowing that you'll be prepared as soon as a previous contact is ready to buy or sell. With this valuable resource, you can get the maximum value from your database and keep new business coming in!

Manage calls with a point-and-click interface

TeleVantage makes all of your phone tasks quicker and easier, increasing productivity and saving money. Take advantage of its easy-to-use graphical interface from your office PC or from anywhere with an Internet connection and a supported web browser. Play (and replay) your important voice mail messages first - no more wading through lists or endlessly hitting the pound key. With a simple click of a mouse, you can easily begin, transfer, return, conference or forward calls. TeleVantage also identifies who is calling so that you can choose whether to take the incoming call or continue with the call you're on, helping you juggle multiple calls.

Promote your business with customized messages

TeleVantage helps you expand your business and attract new clients and customers. Establish special information-only extensions to promote your newest properties or to give details and directions for an open house, 24 hours a day. Provide relevant news and updates, such as local mortgage rates or moving advice, on your on-hold message. And while these helpful options attract more callers, TeleVantage captures the caller's information, giving you a list of leads ready for action.

Maximize productivity with informative reports

With TeleVantage, you can see how many calls are put on hold, transferred or sent to voice mail and assess peak call times to ensure adequate coverage so that all callers receive the best service possible. The helpful logging and reporting feature provides a detailed record of your agency's calls, both incoming and outgoing, even when agents switch among multiple office locations. And by assigning unique phone numbers to a specific property or transaction, you can identify which ads and promotions are getting the best results — information that will help you dramatically increase your business.

"TeleVantage has enabled us to make comprehensive improvements to the way we operate the different parts of our business."

*Joe Meir
Blue Ridge Realty*

Protect today's investment and ensure future flexibility with open systems architecture

With technology advancing at a rapid pace, your office phone system needs to be able to work with the widest variety of options.

Because of its open architecture, TeleVantage lets you choose the phones that best meet your needs, from high-end speakerphones to cordless headsets. No more getting locked into a single vendor or style — TeleVantage easily accommodates your preferences, your staffing 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 Vertical

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

Vertical and TeleVantage are registered trademarks of Vertical, Inc. Microsoft is a registered trademark and Windows is a trademark of Microsoft Corporation. Other company or trade names may be trademarks or registered trademarks of their respective holders. Copyright © 2004 Vertical, Inc. All rights reserved.

About TeleVantage

Vertical's TeleVantage is feature-rich, software-based phone system that combines the power of desktop computing with the most advanced communications technology available. TeleVantage delivers greater functionality, flexibility, and value than proprietary PBXs to a variety of customers, from small offices to large enterprise organizations with sophisticated call centers. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



Vertical, Inc.
5 Cambridge Center
Cambridge, MA 02142
800-914-9985
www.vertical.com