



Product Sheet

## Vertical Comdial® Messaging Suite

# Powerful Messaging Solutions that Meet Smaller Business Needs and Budgets



With Vertical Comdial messaging solutions on the job, when the phone rings, your infrastructure can answer immediately and proactively serve the caller by forwarding to the appropriate person, taking a message, answering a query — and much more. The Vertical Comdial suite of messaging products includes Corporate Office voice mail and Interchange Communications Suite — which aggregates e-mail, voice mail and third-party fax functions in a single, unified communications mailbox. Both Corporate Office and Interchange are available in a variety of form factors and with a wide range of options.

### CORPORATE OFFICE VOICE MESSAGING

Corporate Office provides robust voice messaging and call recording, plus advanced capabilities such as Automated Attendant and Automatic Call Distribution. For smaller organizations, Corporate Office is embedded in the self-contained Vertical Comdial Debut™ Voice Mail System and as an option in the DX-120 Business Communications System. It is also available as a stand-alone voice mail solution in three Microsoft Windows®-compatible versions that are compatible with all Vertical Comdial phone systems. Corporate Office LT and SO are designed for smaller organizations; the CO version has the capacity needed by medium-sized organizations. CO is also available as a self-contained blade for FX II and MP5000 Business Communications Systems.

### Vertical Comdial Debut Voice Mail System



Debut is an entry-level, wall-mountable voice mail system that is available in 2-port and 4-port digital and analog form factors.

The 2-port versions can support up to 25 individual voice mailboxes; the 4-port versions can support up to 50 mailboxes. Debut includes call screening and call routing options such as auto attendant, automatic call distribution, fax tone recognition and more.

Individual users can configure the system to manage calls based on their work schedule, by configuring extensions to redirect calls or play custom greetings during certain periods. Simple interactive tutorials walk new employees through the user setup procedure without the need for special training.

Serial administration features allow administrators to configure the system with a laptop PC. Clear, intuitive menus guide administrators and supervisors through routine modifications like moving extensions, adding or removing employees, changing corporate greetings and altering box configurations via an intuitive set of computer screens or through a telephone user interface (TUI). Debut feature highlights include:

- **Account Number Boxes:** Uses caller data for call routing and database lookup.

From	Subject
Michael Dolon	Update
Pat Brown	Voice mail (23 s
Bill Conner	Voice mail (33 s
Donna Menter	Voice mail (30 s
Rhonda Feson	RE: Help for Clie
Kathy Dite	Fax mail (20 sec
Rigald, Bert	Caller Account Cod
215-549-3000	Technical Bulletin L

Unified Messaging Outlook Inbox.

## Vertical Comdial® Messaging Suite



- **Auto Attendant:** Automatically answers and routes calls.
- **Automatic Call Distribution:** Queues or connects callers to first open line; plays up to six announcements to callers on hold.
- **Directory Box:** Allows callers to spell out the name of the person they want.
- **Fax Tone Transfer:** Recognizes and routes incoming fax calls to the fax machines.
- **Group Box:** Enables an entire group to receive the same message.
- **Individual Voice Mailboxes:** Supports personal greetings, forwards calls to alternate telephone numbers and can page the subscriber when a message arrives.
- **Routing Boxes:** Enables supervisors to create multilevel call handling menus and call flows from the Auto Attendant or individual or departmental mailboxes.
- **Q&A Box:** Asks caller questions and records responses as voice files or as DTMF digits.

### DX-120 System Card Option



Adding a Corporate Office Voice Mail card to the Vertical Comdial DX-120 Business Communication System platform produces a complete small-

business messaging solution for up to 2,000 mailboxes. The Corporate Office voicemail card installs inside the DX-120 key service unit (KSU) cabinet. Two call recording options are available: a flash memory module with 8 hours of message capacity and a hard drive option with 150 hours of message capacity and an on-board modem that enables remote access and configuration of the DX-120 system.

Features in addition to those available in Debut include:

- **Call Queuing:** Allows callers to hold, leave a voice mail message, speak to the operator or try another extension. The system can also tell callers their position in the queue.
- **Call Recording:** Allows users to record active calls in real-time for future reference.
- **Call Screening:** Asks callers to state their name and then announces the call to the subscriber. The subscriber can accept, transfer, or send the call to voicemail.
- **Caller ID:** Captures caller ID information from the voice mail and may optionally be

used to automatically dial the caller.

- **Dial-by-Name:** Allow callers to search for individuals or mailboxes in alphabetical directories by using the touch-tone pad to spell first or last names.
- **Integrated Design:** Card communicates via the backplane, preserving analog ports for analog terminals.
- **Pager Notification:** Can automatically page subscribers when messages are left in their mailboxes.
- **Transfer Off-Premise:** Can forward calls to an off-premise number such as a home or mobile phone.

### Blade for FX II and MP5000 Systems



The Corporate Office CO version is also available on a self-contained blade for use specifically with Vertical Comdial FX II and MP5000 platforms.

The board includes a hard drive with 150 hours of message recording capacity.

### Self-Contained Corporate Office Solutions






Corporate Office Voice Mail is also available in LT, SO and CO versions, which come preloaded on a PC platform. Each version

can provide up to 150 hours of recording time. The LT version supports up to 50 mailboxes; the SO up to 100, and the CO up to 10,000. These systems are compatible with all Vertical Comdial Business Telephone Systems.

### INTERCHANGE UNIFIED MESSAGING

The Interchange Communications Suite enables an MP5000 system or FX II to become a complete Unified Messaging (UM) message center for voicemail, e-mail and third-party fax messages. The result is dramatically simplified communications logistics and enhanced efficiency from auto-attendant, call recording, Find-Me-Follow-Me call forwarding and more.

Interchange supports Microsoft Windows® XP, integrates with Microsoft Outlook® and FrontRange GoldMine®, and enables users to manage their voicemail and faxes from a PC desktop just like e-mail messages. Users can also listen to e-mail messages over the phone with the Text-To-Speech option.

Interchange Platforms	Configuration	Capacity
 <p><b>Lite</b></p>	<ul style="list-style-type: none"> <li>• Tower PC</li> <li>• 4, 8 or 12 ports</li> <li>• Analog PCI boards</li> </ul>	Approximately 100 stations
 <p><b>Enterprise</b></p>	<ul style="list-style-type: none"> <li>• Rack-mountable tower</li> <li>• 4 to 28 ports</li> <li>• Analog PCI boards</li> </ul>	Approximately 225 stations
 <p><b>Large-Scale Chassis</b></p>	<ul style="list-style-type: none"> <li>• Rack-mounted server</li> <li>• Up to 44 ports</li> <li>• 5 ISA/5 PCI slots</li> <li>• RAID option</li> </ul>	Approximately 500 stations

## Interchange Platforms

Interchange is available in four hardware/software versions: Lite, Enterprise and non-redundant and redundant Large Scale Chassis. A Call Center version of Interchange software is also available, and Interchange can be ordered as a configure-to-order platform with a range of expansion and software options.

## Interchange Application Highlights

**Automatic Call Distribution:** Routes incoming call to a specific group of extensions.

**Call Center Option:** Dynamic, near-real-time queue control and reporting for workgroups of up to 40 agents.

**Call Recording:** Up to 10 simultaneous conversations can be recorded in each customer service box in .WAV format on a device separate from the voicemail server.

**Interactive Voice Response:** Enables callers to access information stored in a database to answer routine queries for account balances, parts inventory, rates or locations.

**Outbound Telemarketing:** Contacts large groups of individuals based on a list of phone numbers and either hands off the calls to an agent or directly retrieves information from the called parties.

**Remote Mobility:** Supports road warriors and remote workers with Find-Me/Follow-Me call forwarding, optional Text-to-Speech reader, and access to e-mail, voicemail and fax in a single mailbox.

**Text To Speech:** Reads e-mail messages with a synthesized voice, enabling users to hear their e-mail via PC speakers or telephone.

**Unified Messaging:** Allows subscribers to access and manage voice, e-mail and fax messages from a single mailbox.

**Visual Call Manager:** Enables the user to view and screen calls on their PC monitor as they are received.

**Voicemail capacity:** Interchange has 2,600 hours of voicemail message storage capacity.

## Interchange Call Center

Interchange includes an embedded Call Center option that is optimized for customer interaction groups such as in technical support, inside sales, and customer service. The Interchange Call Center option can be licensed and implemented on the fly and features a user interface and call center reports that are designed specifically for customer service applications.

The Interchange Call Center version, which runs on the Vertical Comdial FX II and MP5000 business telephone platforms, provides call distribution, call queuing, and agent administration functions, plus valuable near-real-time (NRT) reporting, configurable call recording, wallboard support with alarming and intuitive NRT client applications for up to 40 seats.\* Interchange Call Center enables supervisors to more efficiently manage their staff, monitor staff performance, identify and measure lost calls and anticipate and react immediately to changes in call flow.

\* Interchange comes standard with 50 Unified Messaging seats and 50 Visual Call Management seats. Additional seats are available in 1-seat, 10-seat and 50-seat increments.

**Major Corporation Agent Activity Detail Report**

During Period: 4/1/2004 @ 12:01:00AM through 4/1/2004 @ 11:59:00PM  
 For Groups: 506,548,549,550,551,552,553,554,555,556,557,558,559,560,561,562,563,564,565,566,567,568,569,570,571,572,573,574,575,576,577,578,579,580,581,582,583,584,585,586,587,588,589,590,591,592,593,594,595,596,597,598,599,600,601,602,603,604,605,606,607,608,609,610,611,612,613,614,615,616,617,618,619,620,621,622,623,624,625,626,627,628,629,630,631,632,633,634,635,636,637,638,639,640,641,642,643,644,645,646,647,648,649,650,651,652,653,654,655,656,657,658,659,660,661,662,663,664,665,666,667,668,669,670,671,672,673,674,675,676,677,678,679,680,681,682,683,684,685,686,687,688,689,690,691,692,693,694,695,696,697,698,699,700,701,702,703,704,705,706,707,708,709,710,711,712,713,714,715,716,717,718,719,720,721,722,723,724,725,726,727,728,729,730,731,732,733,734,735,736,737,738,739,740,741,742,743,744,745,746,747,748,749,750,751,752,753,754,755,756,757,758,759,760,761,762,763,764,765,766,767,768,769,770,771,772,773,774,775,776,777,778,779,780,781,782,783,784,785,786,787,788,789,790,791,792,793,794,795,796,797,798,799,800,801,802,803,804,805,806,807,808,809,810,811,812,813,814,815,816,817,818,819,820,821,822,823,824,825,826,827,828,829,830,831,832,833,834,835,836,837,838,839,840,841,842,843,844,845,846,847,848,849,850,851,852,853,854,855,856,857,858,859,860,861,862,863,864,865,866,867,868,869,870,871,872,873,874,875,876,877,878,879,880,881,882,883,884,885,886,887,888,889,890,891,892,893,894,895,896,897,898,899,900,901,902,903,904,905,906,907,908,909,910,911,912,913,914,915,916,917,918,919,920,921,922,923,924,925,926,927,928,929,930,931,932,933,934,935,936,937,938,939,940,941,942,943,944,945,946,947,948,949,950,951,952,953,954,955,956,957,958,959,960,961,962,963,964,965,966,967,968,969,970,971,972,973,974,975,976,977,978,979,980,981,982,983,984,985,986,987,988,989,990,991,992,993,994,995,996,997,998,999,1000

Agents: 1914

Agent Number: 1914 @Dant, B5Steve

Date	Group	Active Session Time	Available Time	Calls Taken	Time
4/1/2004	549	11:04:33AM	11:10:17AM	00:05:44	0 00
4/1/2004	549	11:15:43AM	11:16:46AM	00:01:03	0 00
4/1/2004	549	11:16:57AM	12:41:50PM	01:24:53	0 00
4/1/2004	549	1:00:11PM	2:16:05PM	01:15:54	0 00
4/1/2004	549	10:05:52AM	10:33:50AM	00:27:58	0 00
Group Totals for 549 Off-OverTime-Bus-TB				03:15:32	0 00
Average Time on Calls:		Session call time attributable to 1914			
Average Time in Wrap:		Session call time attributable to 1914			
		Session time attributable to non-1914			
		Session time waiting for calls			
4/1/2004	550	10:05:52AM	10:33:50AM	00:27:58	0 00
4/1/2004	550	11:04:33AM	11:10:17AM	00:05:44	0 00
4/1/2004	550	11:15:43AM	11:16:46AM	00:01:03	0 00
4/1/2004	550	11:16:57AM	12:41:50PM	01:24:53	3 00
4/1/2004	550	1:00:11PM	2:16:05PM	01:15:54	0 00
Group Totals for 550 =>1 Disconnected PRTX				03:15:32	3 00
Average Time on Calls:		00:15:49		Session call time attributable to 1914	
Average Time in Wrap:		00:05:54		Session call time attributable to 1914	

Portion of typical InterChange Call Center Agent Activity Detail Report.



# Vertical Comdial® Messaging Suite

## ABOUT VERTICAL COMMUNICATIONS, INC.

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data and digital 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, Staples and Apria Healthcare. Vertical is headquartered in Cambridge, Mass. and delivers its solutions through a worldwide network of systems integrators, resellers and distributors.

For more information about Vertical Comdial Messaging solutions, please contact us at 800-266-3425. For other Vertical solutions, please contact us at 800-914-9985 or visit our Website at [www.vertical.com](http://www.vertical.com).

## FEATURE SUMMARY

### CORPORATE OFFICE VOICE MAIL

#### Debut

- Available as Two- or Four-Port Analog or Digital System
- Automated Attendant
- Two- or Four-Hour Message Storage
- 25 Individual Mailboxes on 2-Port System
- 50 Individual Mailboxes on 4-Port System
- 5 Routing Boxes
- 5 Customer Service Boxes
- 5 Account Boxes
- 5 Group Boxes
- 1 Directory Box
- Automatic Call Distribution
- Fax Tone Transfer

#### Corporate Office LT, SO, CO

- Account Number Boxes
- Auto Attendant
- Automatic Call Distribution
- Call Queuing
- Call Recording
- Call Screening
- Caller ID
- Dial-by-Name
- Directory Box
- Fax Tone Transfer
- Group Box
- Individual Voice Mailboxes
- Integrated Design
- Pager Notification
- Q&A Box
- Routing Boxes
- Transfer Off-Premise

### INTERCHANGE UNIFIED MESSAGING

#### Advanced Features

- 3rd Party FAX Application Support
- Call Center Option
- Configurable Call Recording (available only with the Interchange Call Center option on FX II and MP5000)
- Interactive Voice Response Option
- LAN-based Configuration and Management
- Outbound Telemarketing Option
- Talking Classifieds Option
- Text-To-Speech (E-mail Reader) Option
- Unified Messaging
- Visual Call Manager
- Windows-based Call Control
- Windows-based System Administration

#### Auto Attendant Features

- Auto Message Forward to Alternate Extension
- Call Blocking
- Call Forwarding
- Call Recording
- Call Screening
- Customizable System Prompts
- Directories and Dial-by-Name
- Fax Tone Transfer
- Future Message Delivery Scheduling
- Greetings Based on Port/Trunk
- Message Recall

- Message Waiting Lights
- Multilingual Capability
- New User Tutorial
- Outbound Calling through Voicemail
- PA Announcement Support
- Pager Notification
- Personal Distribution Lists
- Private Messages
- Recover Accidentally Deleted Messages
- Reply to Sender
- Rewind/Pause/Fast Forward
- Scheduled Greetings by Time-of-Day
- Send a Message Copy
- Skip Greeting Option
- Urgent Messages

#### Agent Features

- Caller ID Data
- New Agent Mailbox Login and Password
- Queue Status
- Queue View Selection

#### Supervisor Features

- Agent Activity Detail
- Agent Queue Management
- Broadcast Message Capabilities
- Call Log and Monitor
- Class-of-Service Programming
- Context-Sensitive Help Screens
- Mailbox Setup Duplication
- Text File Lookup



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