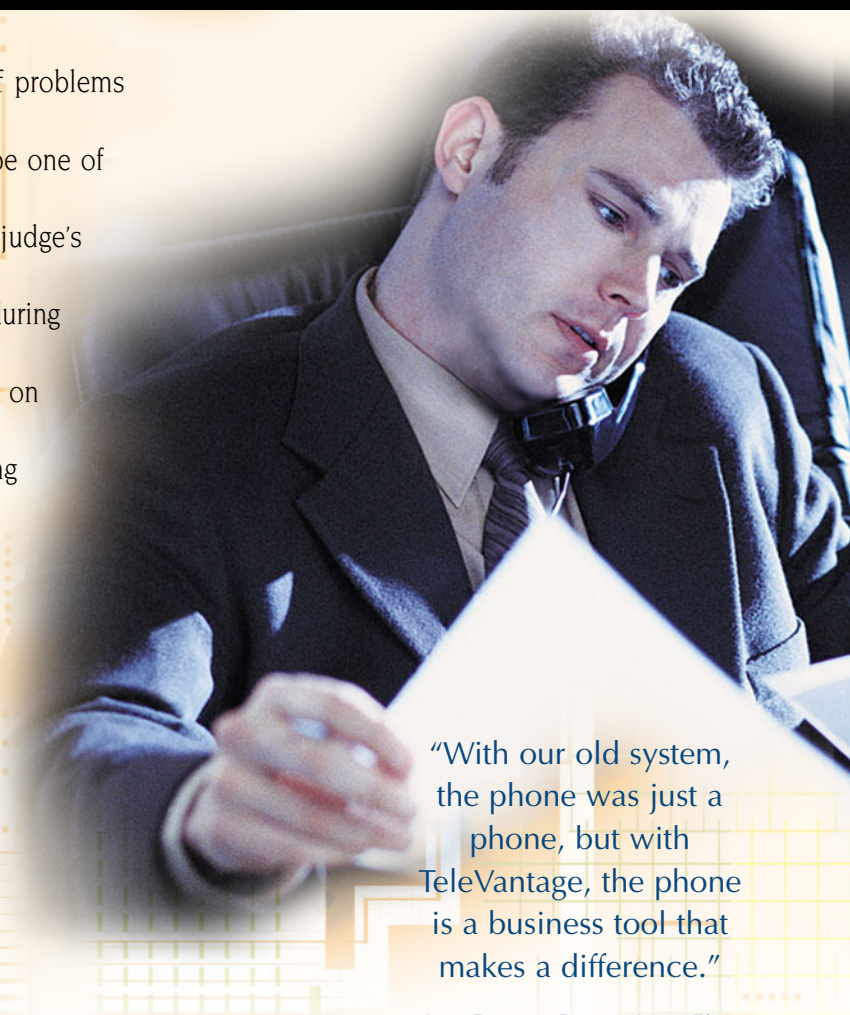




# TeleVantage for Law Firms

*Software-based telephone system*

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 business, not vice versa.



"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:**

- **Point-and-click interface saves time and money**
- **Never miss an important call**
- **Enhanced client services**
- **Seamless time tracking and billing**
- **Free and easy conference calling**
- **A permanent record of messages**
- **Instantly record and save calls**
- **24-hour secretary**
- **Unified messaging**
- **Eliminate downtime and costly service calls**
- **Open systems architecture offers the widest range of choices**

A Strategic  
Advantage for  
Today's Law  
Professionals

Artisoft's TeleVantage® is an advanced, software-based phone system that 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.

### **Point-and-click interface saves time and money**

TeleVantage has an easy-to-use graphical interface that makes all of your phone tasks quicker and easier. Play (and replay) your important voicemail 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 voicemail.

### **Enhanced client services**

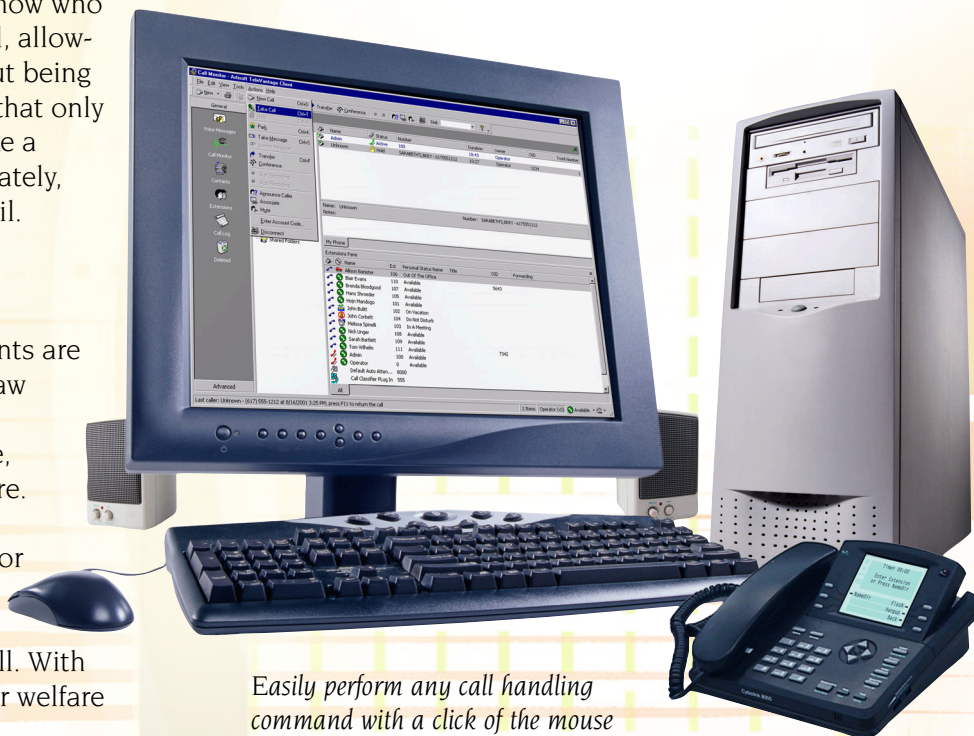
Your relationships with your clients are what sets you apart from other law firms. TeleVantage lets you offer tailored and personalized service, showing your clients that you care. Give them the VIP treatment by having their calls routed to you, or by having personalized voicemail greetings or status updates ready for them whenever they call. With TeleVantage, they'll feel that their welfare really is your primary concern.

### **Seamless time tracking 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 poring 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**

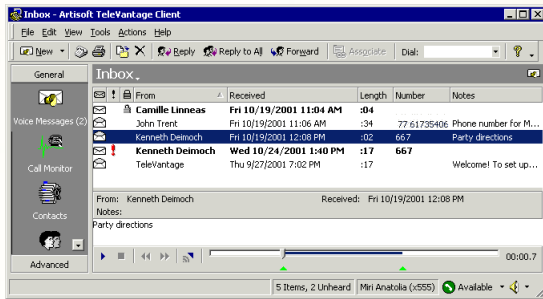
The conference call features of TeleVantage eliminate the need for high-priced telecommunications service providers. And there's no complicated setup process — you can create conference calls instantly, with drag-and-drop ease.



*Easily perform any call handling command with a click of the mouse*

## A permanent record of messages

Voicemail messages are an essential part of your case files and interactions with your clients. TeleVantage lets you manage and store voicemail 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.



*The easy-to-use PC interface lets you prioritize your voicemail, archive important messages, and quickly access your call history — all with the click of a mouse.*

## 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?" Easily retrieve call recordings and forward them to clients as files, or to your secretary 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-hour secretary

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 voicemail message on your TeleVantage system (not your cell phone voicemail, or any of the many systems in between). You can easily retrieve voicemail messages remotely. You can even retrieve and play back your voicemail 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.

## Open systems architecture offers the widest range of choices

With telephone 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.

## Features

### Fully integrated PC-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 96 trunks, 264 stations
- IVR integration ready
- Multiple music on hold sources

### Full-featured voicemail

- Visual voicemail display with caller name
- Click to reply, forward, or call back a message
- Export to WAV file
- Password security
- Screen messages as they're being left
- Pull callers out of voicemail
- 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 notification of new messages
- Voicemail delivered to unified e-mail inbox
- Microsoft® Exchange synchronization
- Urgent and private message handling
- Remote access via phone or Web browser
- Auto-delete old messages
- Custom, sharable message folders
- Adjustable maximum message length
- Support for CLASS phone message waiting light
- Stutter dial tone to indicate new messages

### 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 change language of prompts or deliver custom data to agent screen-pops
- Timeout routing to any extension or attendant
- Auto fax detection and routing

### Remote access from anywhere

- Complete visual access via Web browser
- Phone login for voicemail and account setup
- Remote call screening
- Change greeting, forwarding and personal status from any phone

### 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
- Drag-and-drop transfers and conferences
- One-click conference on call waiting
- Grab and hold calls
- Ringback for calls left on hold or parked
- Park/unpark calls
- Pick up calls within workgroup or company
- Extensions pane with user "on phone" status
- Personal Call Log with notes
- Support for CLASS phone caller ID display
- Customizable ring patterns for call types
- Automated call handling by personal status
- Do Not Disturb, Out of the Office and other custom statuses

### Integrated contact management

- Company, workgroup and personal contacts
- Contact identification w/o requiring caller ID
- One-click dialing
- 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

### 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
- 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
- Troubleshooting and log-gathering tools
- 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
- H.323 phone support

### Extendable, Open, Standards-Based

- Easy software-only upgrades
- MAPI and SMTP e-mail support
- TAPI service provider support
- SQL Server database
- COM-based SDK for custom add-ons
- Minimum requirements:
  - Pentium 200 MHz PC
  - 128 MB RAM
  - Windows™ 2000/ NT 4.0 server
  - Intel® Dialogic telephony boards
- Any standard phone: speaker, corded, cordless or CLASS feature phone

## About Artisoft

Artisoft, Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Artisoft's innovative products have consistently garnered industry recognition for technical excellence, winning more than 30 awards. The company delivers 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, [www.artisoft.com](http://www.artisoft.com).

## About TeleVantage

Artisoft's TeleVantage is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available. Designed specifically for small to medium-sized businesses, branch offices and call centers, TeleVantage delivers greater functionality, flexibility and value than proprietary PBXs. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



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