



VistaPoint Enterprise™



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Presence-Based Software Solutions for 3Com VCX™ IP Telephony Platforms

Enterprise-Scaled Solutions:

- ***PC Attendant Console***
- ***Outlook Plug-in***
- ***Desktop Companion***
- ***Corp Directory and DeskBar***
- ***SalesForce.com Interface***
- ***MS Dynamics CRM Interface***
- ***TAPI Gateway***

iQ's Attendant Console Software is the perfect solution for Operators, Executive Assistants, Department Secretaries, Supervisors, or anyone who needs to monitor extension activity and provide professional call coverage for their organization.

Outlook Plug-in - Runs inside MS Outlook to provide presence and call control with click-to-dial. Can be deployed in Citrix environments.

Desktop Companion - A scaled-down version of our Console. Provides an affordable solution for deploying presence and call control to the desktop without the need for operator-specific features found in our Console.

Corporate Directory - Browser-based module that integrates with your Active Directory to display status of user's VCX phone. This module includes a Deskbar utility that provides quick employee lookup.

salesforce.com and MS CRM integration - Provides users with click-to-dial and record retrieval using either the Console or Desktop Companion.

TAPI Gateway - Provides support for TAPI-based applications that need to control the desktop phone using TAPI commands such as make call.



Presence-Based Solutions for 3Com VCX IP Telephony Platforms

Presence-based applications make it possible for employees to quickly see the current status of an individual's VCX phone and simultaneously check their Calendar and Status Note for availability.

In addition to presence monitoring, the VistaPoint suite of applications were designed to deliver powerful call processing to the desktop. These applications are perfect for organizations needing to provide their employees with the tools needed to improve employee-employee communications and customer-enhanced service and assistance.

See extensions that have been forwarded

Drag and Drop calls into agent queues/hunt groups

Color shows status of phone

Custom Cells can contain helpful Information

See who's phone is busy

View Status Note

Dragging and dropping a caller onto this cell will transfer the caller to Jim's cell phone.

Aggregated Presence – iQ's presence engine automatically collects the current status of an individual's telephone, IM service and Calendar. This information is then displayed inside "Cells" that identify the person by name, extension number, and department. These Cells also display any Status Notes inserted by the individual or a Console user.

Administrators can arrange Cells into groups based on their department, job function, or location. Cells are automatically created for each monitored extension. Speed dial Cells can be created for mobile phones, queues, and extensions you do not want monitored but need to transfer calls to.

The color of each Cell will change based on the state of the phone providing users with a bird's-eye view of a person's availability at that moment in time.

Within each group, Cells can be sized to display the information desired. Info Cells can contain responses to frequently asked questions to include branch office contacts or addresses. Simply click on any cell to display the entire contents of that cell.

91(209) 795-4414

Branch Information

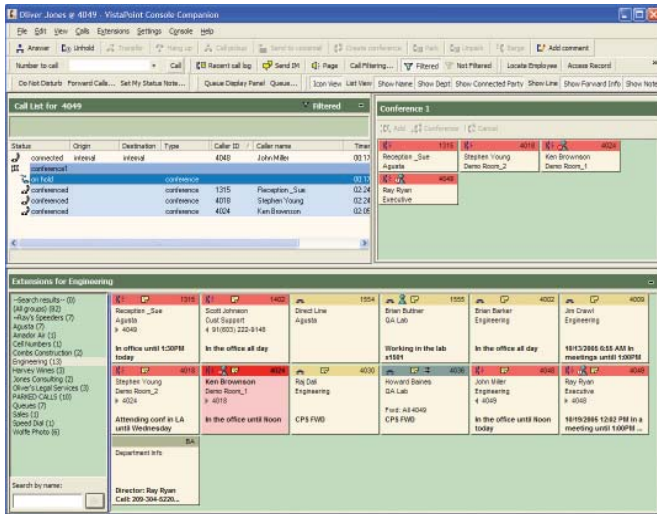
342 Gill Street
Arnold, CA 95223
Phone: 209-795-4414

Mailing Address:
PO Box 612
Arnold, CA 95223

Emergency Contact:
Janet at home: 209-362-0098

Hours: 9:00 AM - 5:00PM Mon-Fri
Drive Up: 8:30 - 5:00PM
ATM: Yes
Safe Deposit Boxes: Yes

VistaPoint Enterprise Attendant Console for 3Com VCX Systems



The Console “Switchboard” is a software application designed to work with any multi-line VCX telephone. Console users can move between the telephone, keyboard, and mouse to quickly answer and redirect calls.

Console Companion enables users to handle high call volumes efficiently by providing real-time presence information about every VCX phone. A Busy Lamp Field (BLF) provides users with the current status of every phone on the VCX

iQ's Console Software application is an add-on option for the VCX system, which requires a license for each user. Any combination of up to 600 iQ Consoles and/or other VistaPoint desktop applications can be deployed across your enterprise of one or more VCX systems. As shown below, a suite of fully integrated presence-based applications is available for organizations to deploy with their VCX system to improve employee productivity and customer service.



Console Features Include:

- Calling Party Information
- Drag and Drop Call Processing
- Enterprise-Wide Busy Lamp Field
- Tag Call with Comments
- Quickly Setup Conference Calls
- Call Pickup of any Ringing Extension
- Log In/Out Hunt Groups
- Works Across Multiple VCX Systems
- Supports Serial Calls
- Camp On to Busy Extensions
- Modify any Extension's DND, Call Fwd and Status Note
- Undock BLF onto another Monitor
- Emergency Call Notification
- Group Page (multiple extensions)

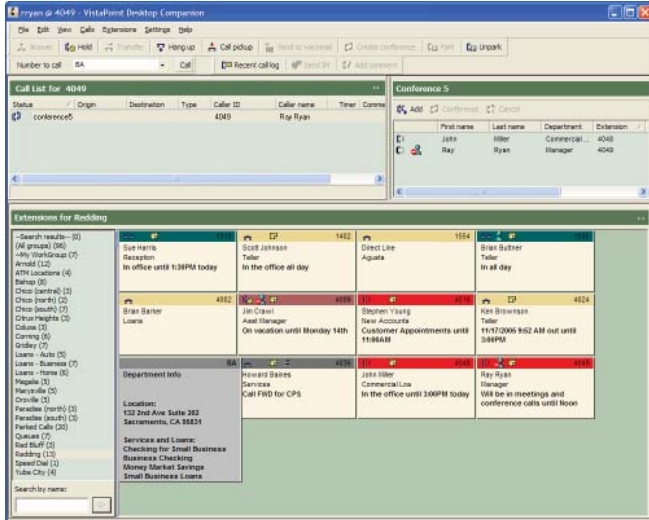


The Attendant Console can be installed as...

- Stand-Alone Console
- Multiple Operators with Hunt Groups
- Centralized Attendant Services (CAS)
- Tenant Applications

Note Regarding Privacy – iQ's presence technology includes a presence policy manager that provides administrators with the ability to restrict and limit who sees whom. This not only protects the privacy of certain individuals but also makes it deployable in tenanting applications where multiple companies are sharing a VCX system such as Executive Suites or tenant-based installations. See Aggregated Presence for details on how BLF Cells are placed into BLF Groups.

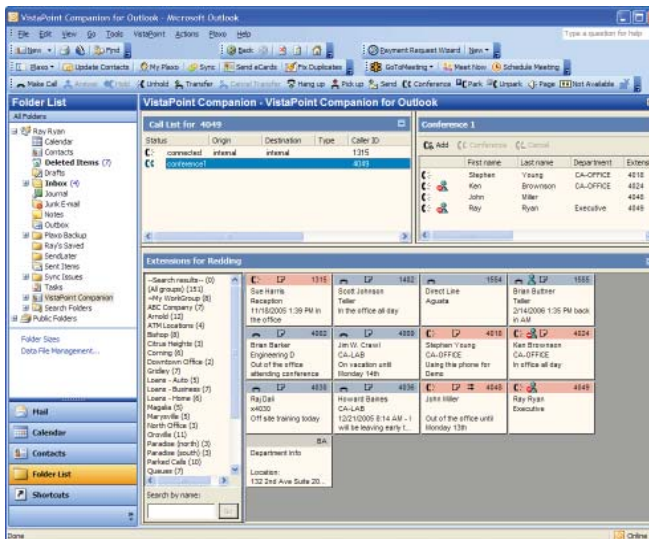
VistaPoint Enterprise Desktop Applications



The Desktop Companion is a scaled-down version of our Attendant Console and also works with any VCX telephone. It provides users with powerful call processing features and device control.

Desktop Companion Features Include:

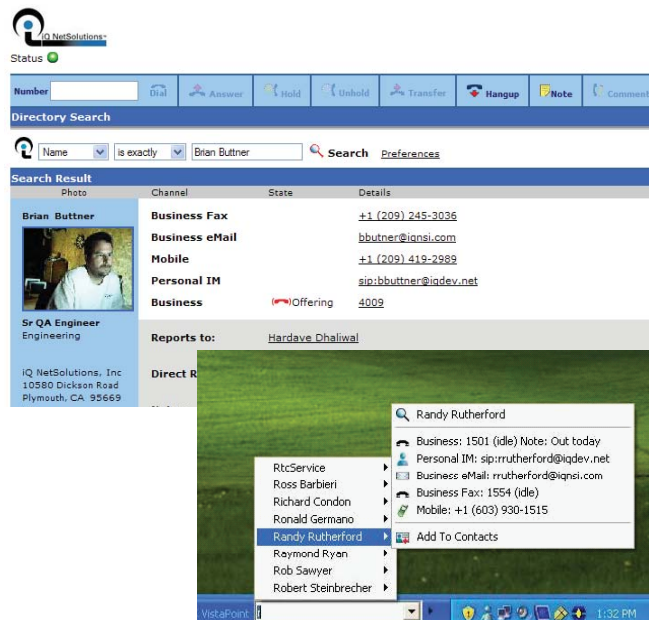
- Insert and Edit your Status Note
- Drag and Drop Call Processing
- Enterprise-wide BLF
- Send / Receive IMs from Operators
- Setup Conference calls
- Call Pickup of any Ringing Extension
- Works across Multiple VCX systems
- Competitively Priced



The Outlook Plug-in works with any VCX telephone and provides users with many of the features our Console offers as well as these:

Outlook Plug-In Features Include:

- Place Calls from within Contacts (click to dial)
- Display Caller's Record using CallerID
- Create Personal BLF "Workgroups"
- Place your VCX Phone into DND
- Modify your Call Forwarding Parameters
- Quickly Setup Conference Calls
- Directed Call Pickup of Ringing Extensions
- Call Processing Toolbar
- Insert / Edit Status Note

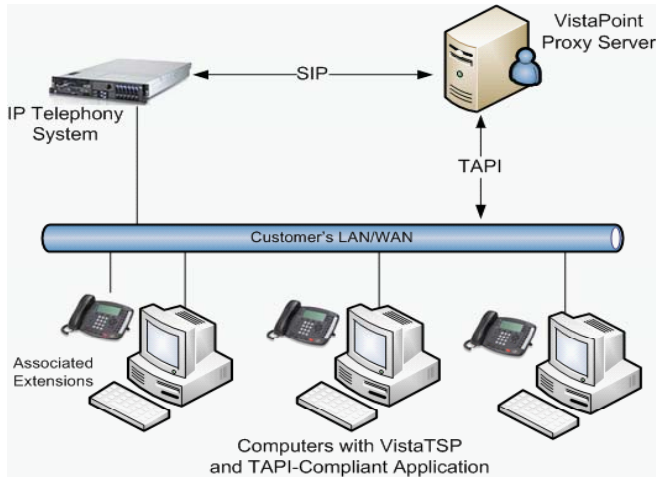


The Corporate Directory and complimentary Deskbar provides users with a quick and easy way to search contacts using name or telephone number in the company's Active Directory and instantly dial their extension.

Enterprise Directory and Deskbar:

- Active Directory and LDAP Compatible
- Displays Current Status of Person's Phone
- Call Processing Toolbar
- Update your Status Note
- Search any Record
- Call Log
- Create Personal Phone Book
- Administrator Defines Information to be

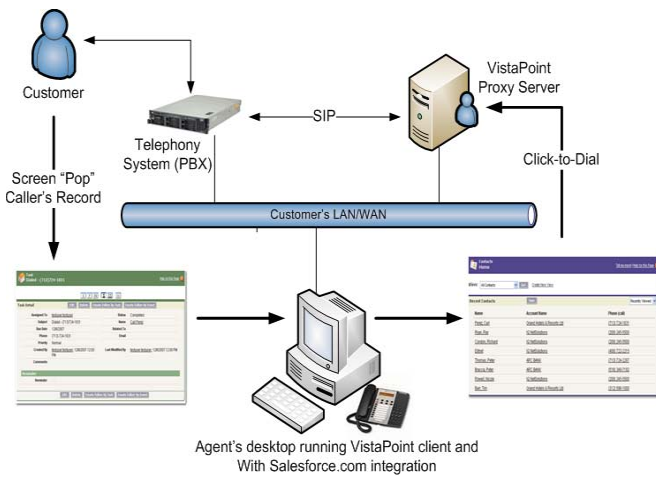
VistaPoint Enterprise Deployment Options and Add-On Modules



TAPI/SIP Gateway - Organizations that are planning to migrate to the VCX IP Telephony system can continue to use their TAPI-based applications. It provides users with powerful call processing features and device control.

TAPI Gateway Features:

- Proxy service for hundreds of TAPI users
- Supports most TAPI applications
- Answer Call, Make Call, Disconnect Call

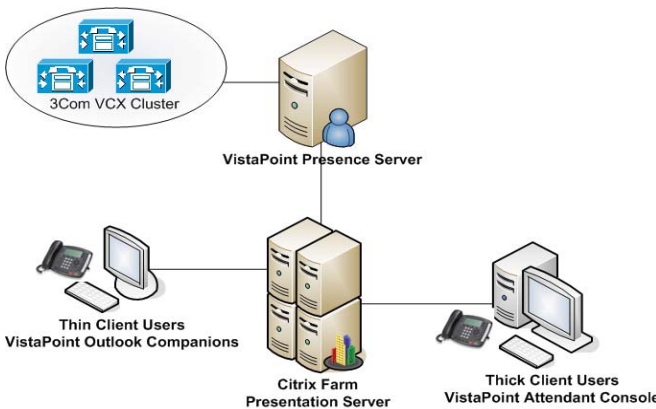


CRM and Salesforce.com Integration Module

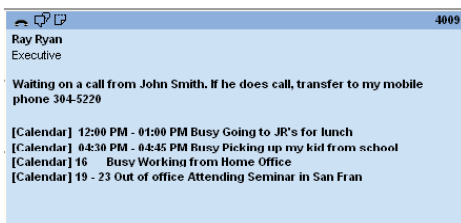
enhances the performance of service and support personnel by providing agents with click-to-dial and automatic display of caller's record to reduce call time and improve customer service. iQ's CRM and Salesforce.com interfaces can reduce the average inbound and outbound call times by 20-30 seconds.

Features Include:

- Click-to-Dial from within contact's record
- Automatically display Caller's Record using CallerID



Citrix Deployments. VistaPoint Enterprise is fully compatible with Citrix. We do however recommend that you install our Console software on a thick client so that peak periods of call processing are not affected by network delays.



Calendar Integration. Client applications such as the Console Companion can be provided with access to employee calendars.

VistaPoint Server Requirements:

- VistaPoint Enterprise Server Software
- Windows Compatible Server Meeting these Specifications
 - Windows XP Pro (max ten VP clients)
 - Windows 2000/2003 Standard, Adv, or Ent)
 - VMWare virtual server
- Processor: 2 GHz or higher
- Memory: 2GB memory
- Hard Drive: 100 GB free space
- 2GB Mbps Ethernet NIC
- Connected to same LAN as the VCX
- Logged on with Administrator Access Rights
- Assigned a Static IP Address
- Access to the Internet or e-mail (for licensing)
- Connects using ports 8001 and 8002

Recommended:

- Battery Back-up (UPS)
- Fault-Tolerant Sower Supply
- Anti-Virus Software

NOTE: In deployments where a single Console is needed, both the server and client software can reside on the same desktop computer running Windows XP Pro or Windows 2000 Server OS.

VistaPoint Client Requirements:

- VistaPoint Server Software Bundle
- VistaPoint Client Software (max 600 per server)
- Windows XP Pro or Vista OS
- Pentium processor or equivalent
- Memory: 1GB+ memory
- Hard Drive: 100 MB free space
- 100+ Mbps Ethernet NIC
- TCP/IP connection to iQ's server
- Monitor, mouse, keyboard
- Graphics card 1024x768 resolution/16-bit color

Compatible with:

- VCX ver7.1.14c or higher
- 3Com IP Telephony on IBM System i

Languages Supported:

- English, German, Spanish, French



iQ NetSolutions CA, Inc.

P.O. Box 159
Plymouth, CA 95669
Tel: 209-245-5500
FAX: 209-245-3036
E-mail: info@iqnsi.com
www.iqnetsolutions.com

For immediate sales assistance:

Tel: 209-245-5500 x1315
E-mail: sales@iqnsi.com

For technical support:

Tel: 209-245-5500 x1401
E-mail: support@iqnsi.com



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