

# Deliberately *Different*



## PARTNERSHIPS



INTERACTIVE INTELLIGENCE

ELITE PARTNER

**Microsoft**  
**GOLD CERTIFIED**  
*Partner*



## COMMUNICATION SOLUTIONS THAT WORK FOR YOUR BUSINESS

Automated Voice & Data Solutions (AVDS) designs, installs, and maintains software-based communications systems: IP\_PBX | VoIP | MS Unified Communications | IVR and other innovative solutions that deliver measurable results to government agencies, enterprises, and contact centers of all sizes. Founded in 1992 by Sharon Moon, AVDS has developed partnerships with our clients in order to identify and implement innovative solutions to meet constantly changing business challenges. A commitment to innovation is what motivated AVDS to change our product offering from strictly automated attendant, voice mail and interactive voice response systems to software- & IP-based communication systems.

**AVDS**  
Automated Voice & Data Solutions

*Deliberately Different*

# Deliberately *Different*



## Microsoft Unified Communications

AVDS earned the status of Microsoft Gold Business Partner in 2000. Since then, AVDS has become one of a very select and small group of less than 125 Business Partners in the USA, which has earned the distinction of Voice Specialized Partner. AVDS is also a Network Infrastructure Solutions Business Partner and an Advanced Infrastructure Business Partner of Microsoft. Because of our heritage, AVDS specializes in implementing Unified Communications. With the introduction of Exchange 2007 Release 2, AVDS can now implement Microsoft's Unified Communications Platform with Voice for your Enterprise from a small ten-seat voice pilot project to a large multi-seat implementation and anything in between.

**AVDS**  
Automated Voice & Data Solutions

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## Interactive Intelligence

AVDS and Interactive Intelligence, Inc. offer Contact Centers for companies of any size with two distinct all software-based platforms from Interactive Intelligence, Inc. The Enterprise Interaction Center (EIC) is designed for contact center environments with under 75 agents. EIC can also handle all your VoIP needs with an elegant and easy to use software based GUI client. The Customer Interaction Center (CIC) is designed for large, complex contact center environments with hundreds of agents. Both products integrate with Microsoft OCS.

In addition to these powerful, application rich platforms, AVDS can integrate additional off-the-shelf Interactive Intelligence, Inc. applications including unified communications, numerous contact center automation applications and tools, mountains of reports and workforce automation tools. AVDS can even write custom applications for our customers that are specific to your enterprise.

Interactive Intelligence, Inc. developed the all-in-one IP communications software suite that's scalable and standards-based, offering single-platform architecture. The benefit to you is, AVDS can greatly reduce the cost and complexity introduced by all other multi-product vendors.

## Altigen

With three types of solutions - VoIP | Mobility | Call Center - Altigen is poised with the right solution for your type of business. Selecting the right VoIP phone system is not one of the most important decisions facing businesses today. It will not only determine a company's ability to leverage the applications and technology currently supporting their business, it also determines the complexity and cost of implementing new technologies in the future. Mobility isn't just the new buzzword going around but all mobility is not the same. Mobility without accountability can be risky but with Altigen's unique mobility, your company can realize all the benefits without the risk. Just a few benefits of mobility are always staying connected no matter where you are, sales' spending more face-to-face time with customers, and office overhead is reduced with remote employees. With Altigen's call center solutions, you get benefits such as enhanced customer service, higher employee productivity, and improved management / control. All of these features add up to a greater bottom line. Just some of the features in their call center solutions include advanced routing; call recording; and call monitoring. No matter the solutions, systems and features you choose - pull it all together using Microsoft OCS. As a Gold Certified & Unified Communications - Voice Ready Partner, AVDS is your all-in-one solutions center for all your business needs.