

# The VoIP Phone System for Exchange Server 2007



As The VoIP Phone System for Exchange Server 2007, AltiGen enables companies to have a complete, pre-integrated real time voice and messaging platform – all based on the Microsoft platform.



## Integrating Communications

AltiGen's IP-PBX integration with Microsoft Exchange Server 2007 aims to break down the traditional walls between disjointed messaging systems. Exchange Unified Messaging offers a revolutionary advance in the way we communicate and collaborate. Communications have finally become truly integrated.

While traditional communications systems delivered messages into several different types of stores—voicemail systems, e-mail servers, and stand-alone fax machines—with Exchange Unified Messaging all types of messages are stored in one system. Voicemail messages, for example, are delivered directly into your inbox. You see them right beside your e-mail when you open up Outlook, offering powerful new ways to collaborate more effectively. For example, you can forward a voicemail or fax. You can even take notes in your voicemail message or search for old voicemail messages.



Built on industry standards such as Intel servers and the Microsoft Windows and Exchange Server operating systems, AltiGen's IP PBX seamlessly interoperates with your current data infrastructure – thus avoiding costly network upgrades, while offering a low total cost of ownership.

AltiGen's integration with Exchange Unified Messaging is based on many significant technological advances. However, at the end of the day it's the simplicity, flexibility, and convenience it offers that makes it so beautiful. You, not your messages, get to choose the ways you access your messages.

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## True Mobility for Your Workforce

Many manufactures are touting "Mobility" as the latest buzzword. However, all mobility solutions are not the same. And more importantly, mobility without accountability can be risky. With AltiGen's unique mobility solutions, your company can realize all of the benefits without the risk.

### Benefits of Mobility:

- Current or prospective customers can always reach employees.
- Traveling employees stay connected to the office.
- Sales spend more face to face time with customers.
- Key employees that move can be retained full or part time.
- Company can search for employees outside local area if necessary.
- Office overhead reduced with remote employees.

### AltiGen VoIP Phone Systems offer Transparent Mobility Options:

A customer calling in doesn't need to know your employee isn't sitting at a desk in the office. Using Extension Anywhere or Voice over IP, you can transfer, intercom and conference even when you're not in the office.

- **Extension Anywhere** - Activate any phone (cellular phone, etc.) as a fully capable office extension.
- **One Number Access** - Allows specific callers to reach you at up to four different telephone numbers.
- **Voice over IP Remote Extensions** - Deploy AltiGen VoIP Phones in Remote Locations
- **Outlook Voice Access** - Check your voicemail, email, calendar over the phone from any location

### Outlook Voice Access: Anywhere Access with a Phone

To these many great access methods, AltiGen's VoIP Phone Server combined with Exchange Unified Messaging adds another: Outlook Voice Access (OVA). Whereas before when you called into a voicemail system, all you got was your voicemail, with OVA you get full access to all your communications. You can still access your voicemail, but now you can access your e-mail messages and calendar as well.

In addition to simply giving you access, OVA allows you to collaborate and take action from your phone. Let's suppose you're stuck in traffic on your way to a meeting. You call into OVA and check your calendar. You can even send out notifications to all attendees that you will be late to your next meeting and make an estimate of how late you might be. If things get really bad, you can cancel the meeting entirely or even clear your calendar for the whole day. As you wait for the traffic to clear, you can have your e-mail messages read to you, deleting or replying to each message as appropriate.



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AltiGen's focus is on delivering world class VoIP communications solutions which meet all of your business requirements. AltiGen's IP PBX servers are a completely integrated unified communications platform for businesses looking to stay ahead of the technology curve.

## Benefits of AltiGen's VoIP Server Technology

- Easily scaled in both size and capability with support for 5-5000 users
- Simplified extension and multi-site administration
- Unified corporate appearance over multiple locations
- Industry standard Intel® servers and Microsoft® operating systems
- Concurrent support for legacy analog and newer VoIP SIP phones
- Investment protection from available Service Plan options

AltiGen's distributed architecture applications can be deployed in a single location or distributed across multiple offices with centralized administration – providing a single unified appearance of your system with complete feature transparency.

AltiGen's powerful communications solutions offer the following capabilities:

- IP Desktop Phones
- Meet Me Conference Bridge
- Windows Soft Phone Client
- Auto Attendant
- IVR
- Voicemail/Unified Messaging
- Call Center applications
- Automatic Call Distribution
- Call Recording
- Outbound Dialer
- Call Reporting
- Audio Conferencing
- Operator Console
- Windows Administration

## Integrated Call Center

AltiGen's cost effective yet powerful call center application automatically route inbound calls to the right person or department – first time, every time. Route calls by Caller ID, DNIS, Agent Availability, Customer Priority, and more. The integrated Call Center Supervisor module allows you to stay in control, monitoring lines, queues and workgroups – even monitor, coach and join calls to maximize the member service experience.

## Why AltiGen

With more than 10,000 customers worldwide, and SMB market focus, AltiGen is the clear leader in SMB IP PBX's exclusively deployed on the Microsoft platform. Today our customer value proposition is even stronger, with the AltiGen VoIP business phone system's tight interoperability with Microsoft's Exchange Server 2007. The integrated AltiGen and Microsoft solution enables companies to truly enjoy a complete, integrated Unified Communications experience. No matter how a company's customers and employees choose to communicate, AltiGen and Microsoft have the solution.

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