



Discovery NetPhone

Server-based Telephone/Computer Integration

Discovery NetPhone is designed to interface with Windows® applications to provide capabilities such as:

- Outbound dialing from PC applications by double-clicking on the contact
- Displaying or “popping” a contact record from a database automatically when a call rings using Caller ID
- Opening call journals automatically to take notes on a call
- Logging call activity for a permanent record

Discovery NetPhone integrates with Vodavi's XTS and XTSc telephone systems.

The computer and telephone are vital to today's successful business. Imagine the possibilities for your business if the computer and telephone could work together...

- Dial or answer the phone with the click of your mouse.
- When a customer calls, have their contact record automatically “POP” up on your computer screen before you take the call.
- Conduct “Live Chat” among associates to boost customer service while interacting with a caller.

Your business can have all this and more when you use Discovery NetPhone!

Improve Customer Satisfaction

A well-cared for customer is a loyal customer. Discovery NetPhone allows customer data or call journals to “POP” on a user's PC screen based on Caller ID information. This allows your representatives to provide a higher level of customer service more quickly, every time the phone rings.

Built-in Chat comes standard with Discovery NetPhone, so your associates can broadcast group or individual text messages amongst themselves to provide customers the answers they're looking for more quickly.

Boost Business Productivity

The **Call History Log** provided by Discovery NetPhone is a valuable business tool. If you step away from your desk when that important call comes in, you'll know about it when you get back, even if the caller did not leave you a voice mail. Customers will be impressed when their unanswered call is returned immediately.

The **Power Dialer** feature allows calling routines to be easily set up and managed. Just drag and drop a series of contacts into the power dialer and the outbound calls will be made automatically. When each call is complete, users can decide if the call was successful or if it needs to be dialed again at a later time.

The **Personal Call Handler** feature allows users to set up their own rules for greater efficiency. Discovery NetPhone can automatically route calls based on Caller ID and user preferences. For example, calls can be automatically routed to voice mail, to a cell phone, or to an associate.

Many applications that marry the computer and the telephone require a hard-wired connection between the PC and phone. Since Discovery NetPhone is server-based, this hardware is eliminated, thus reducing desk clutter, along with the hardware expense.



DISCOVERY NetPhone



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Increase Employee Productivity and Satisfaction

Help your employees be their best by providing them with proper business tools. Employees will appreciate not having to physically dial their customer's phone numbers anymore. Even more valuable will be the ability to know who is calling before the phone is answered. That moment's worth of preparation can make a world of difference when it comes to providing high-level customer service.

Users also have the ability to customize the feature keys and interface options for Discovery NetPhone, providing even greater efficiency.

Integrate Incoming Calls With Popular Contact Management Systems

Discovery NetPhone can be programmed to automatically open any application in conjunction with the incoming call. For example, a call center could have incoming calls automatically pop open a browser window to a "Caller Survey" form that shows the answering agent all of the caller's information along with the answering script and survey choices the agent should use in interacting with the caller.



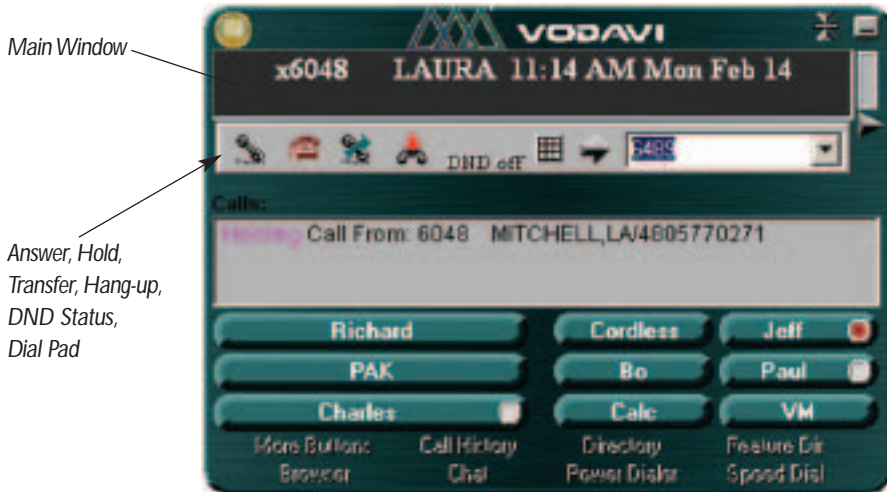
Let your customers know you are ready to serve them. Here's a sample call scenario using Discovery NetPhone with Caller ID and screen pops:

"Thank you for calling the Pizza Place, am I speaking with Ms. Smith?"
(YES)

Hi Ms. Smith, my name is Troy. Would you like to repeat your last order this evening?"
(YES)

"Great, my notes show your last order as a Large Sausage, Mushroom and Black Olive delivered to 234 West 1st Street. Is that correct?"
(YES)

Call Continues



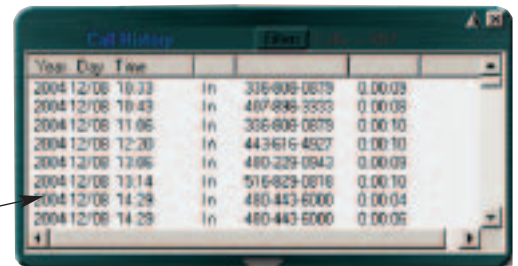
Main Window

Answer, Hold, Transfer, Hang-up, DND Status, Dial Pad

Extension Status Indicator



Key Button Setup Window



Call History Log

Integrations

Some of the contact management software packages supported by Discovery NetPhone include: ACT!, GoldMine, Maximizer, Outlook, Outlook Express, Telemagic, TigerPaw, and Clientele. Check with your Vodavi Authorized Dealer for additional integrations that may be available.

Recommendations

Discovery NetPhone works using TAPI 2.0/2.1 and Dynamic Data Exchange (DDE) which requires one of the following operating system software versions: Windows NT®, Windows 2000®, Windows ME®, Windows XP®.

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