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SpliceCom Delivers A Clear Vision For Business And The Workforce



28th June, 2009 SpliceCom today announced the release of Vision, a program providing Business Critical Information, when and where it is needed.

“Businesses today have to be able to see into the future as well as look at and learn from the past,” says SpliceCom’s Director of Marketing & Product Management, Robin Hayman. “Vision allows key business people to view the information that enables them to improve the way their company operates and the manner in which they serve their customers. Vision provides businesses with a dashboard through which they can ramp up the levels of their responsiveness, a critical requirement in today’s ultra competitive market place.”

Vision is a web-based application suite, developed from the ground up by SpliceCom to work solely with the British company’s award winning maximiser Pure IP Business Telephone System. Based on the latest AJAX and Web 2.0 technologies, Vision’s design means that, in conjunction with maximiser, it operates as ONE entity, providing detailed and intimate information upon which sound business decisions can be based.

As maximiser runs as a single system, no matter how many sites it is distributed across or how many home based, remote or mobile employees are connected, Vision is able to collect information on every Department and every individual – wherever they might be. Likewise real- time information can be delivered to department heads and managers totally independent of their location; via their PDA, PC web browser, SpliceCom’s PCS 60 IP Softphone/ Phone Partner or PCS 410 IP Screen Phone. And as for the workforce, Vision works hard for them too, by offering far greater managed flexibility over the way they choose to handle their telephone calls when they’re not in the office.

Providing a Business Dashboard for companies of all sizes, Vision delivers a comprehensive range of real-time information and historical reports to those that need it, irrespective of where they might be. Technical Support or Sales Order Processing, Customer Service or Accounts, Help Desk or Sales, whatever area of the business needs to be focused on, Vision has the answers.



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This allows issues to be identified and rectified before they become business-impacting problems, whilst resources can be optimized at all times for maximum productivity. Vision also provides the real-time information needed to ensure that operations run smoothly. Are we service levels being met on the Help Desk? How many abandoned callers have yet to be called back? Do customers have to wait in a queue longer than necessary because there is insufficient resource to handle all the auto attendant or IVR calls? These are the type of questions that can be effortlessly answered by Vision.

"The business telephone system or Unified Communications platform is the lifeblood of many companies' communications. It's therefore ideally placed to collect valuable data, from which in-depth information, telling you exactly how well your company and workforce are performing, can be extracted," states Hayman. "Because it's been developed specifically to work as a single entity in conjunction with maximiser, SpliceCom Vision offers unrivaled integration enhancing and extending Call Management into true Business Management. Vision can drill down deeper into the telephony platform for valuable information than ever before, delivering a wealth of relevant, business critical reports and a depth of real time information to Company Directors and Departmental Managers, exactly when and where it's needed," explains Hayman.

SpliceCom Vision offers information and control over four critical areas for business;

- * Historical Reports
- * Call Recording
- * Real-Time Information
- * Employee Mobility



. Vision Reports

The business telephone system holds vital information on how an organisation is performing, but how do you get it? Call Logging gives the raw information, whilst Call Management applications can drill a little bit deeper.../3

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But so often these third party applications don't always interpret the data from the phone system in an absolutely accurate manner. Vision Reports gives an in-depth company wide view of how a business is performing, when it's wanted, where it's wanted and how it's wanted. All reports can be accessed through a web browser from anywhere at any time and printed off or exported if required. Key reports can be scheduled by time and date and delivered to individuals or groups by email, whilst custom-reporting groups can also be constructed. Vision Reports is broken down into three main areas; Call Performance Profiles, Cost Analysis and Capacity Planning.



Vision Record

Vision Record seamlessly integrates the automatic and/or manual Call Recordings produced by maximiser into Vision Reports, allowing them to be easily managed, searched for and played-back when ever necessary. Details of the Call Recording – including the ability to “click & play” – are included with the full call logging record of each call.

Providing fully integrated Call Recording as a standard feature is one of maximiser's many strengths. Utilised for training purposes, to meet regulatory requirements or simply to keep a record of telephone conversations and transactions, maximiser's Call Recording capabilities are totally independent of the trunk type that the call is delivered over. There's no requirement for different interface cards to handle recording over SIP, PRI, BRI, DPNSS or H.323 trunks, because it's all handled within the central architecture, which can be centralised or distributed across multiple sites. Likewise, Call Recording is delivered independently of handset type; IP, analogue or GSM/3G mobile.

Because maximiser's integrated Call Recording application actually “understands” what's going on, it allows each leg of a call to be recorded separately, no matter how many times it is transferred. Vision Record then allows each 'individual leg' of a transferred call to be displayed in Vision.

Reports, where they're grouped together. This makes it extremely simple to just “click & play” and so listen to an entire call, regardless of how many people the call has been transferred to. And as Music-on-Hold isn't recorded on a transferred call either, there's no wasted recording space or time. .../4



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The provision of call recording as an integrated application within maximiser, managed through Vision Record and Vision Reports, delivers a sophisticated, flexible and easy to use solution. Offering full AES encryption, Vision Record is a considerably more cost-effective and efficient solution than that delivered by bolting-on expensive 3rd Party recorders.



Vision Live

Delivering real time information on business performance to those that need it, Vision Live allows potential issues to be identified and resolved before they can impact operations. Vision Live provides the information that enables companies to optimise their resources for maximum productivity, so facilitating a smooth running operation.

Each browser based Vision Live wallboard allows Departmental or individual performance to be monitored allowing multiple panels to be configured and displayed. These include;

- Statistic Panels
- Status Panels
- Report Panels
- Web Panels

In addition, configurable thresholds can be set for Warnings and Alarms, on individual variables. These thresholds can be set to "Greater Than" or "Less Than", with a user definable count or time setting causing the panel to flash once the threshold has been exceeded. The colours used to indicate the Warning and Alarm states are user definable, ideal for alerting any dips in service levels.

Vision Live allows "the information behind the information" to be accessed by clicking on a panel to drill down further, so allowing an immediate investigation and/or response to any abnormal occurrence. .../5

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Vision Mobility

Ideal for today's mobile working practices, Vision Mobility is specifically aimed at business users with notebook/laptop PCs, giving them more freedom and greater flexibility and control over the way they handle their telephone calls when out of the office. Accessed through a standard web browser, Vision Mobility doesn't need any PC applications to be loaded. There's also no requirement for complex routing or Virtual Private Networks (VPNs) for connectivity, so it's easy to set up, use and maintain, making it truly "IT Department Friendly".

Vision Mobility is divided into five main areas;

- ▷ Quick Settings allows the mobile workforce to instantly change and update their most frequently used call routing and availability options when they're out of the office.
- ▷ Messages provides a personal record of all calls made by and to an employee, including voicemail and SMS messages. If they're a member of a Department or Group, they'll have a similar record(s) for these as well. Distinctive icons clearly show which calls were answered - and more importantly which ones weren't. Voicemail messages can be played back and SMS messages read directly through the web browser.
- ▷ Web Phone provides telephony information and control via the web browser and works in partnership with a maximiser desktop, home or GSM/3G mobile phone. Caller Display, look-up and dial by Directory, Favourites - which combines Busy Lamp Field, Direct Station Select, Line Ringing & Call Pick-up facilities - are all provided.
- ▷ Settings allows all personal options to be changed and is a superset of those available through Quick Settings.
- ▷ Call Log lists full details of an employee's call history. Hyperlinks against transferred calls makes every investigation easy, whilst Call Recordings, providing the facility has been enabled, are available against call details and can be played back through the PC's web browser.

Vision Mobility for next generation mobile phones

Users of the latest intelligent mobile phones have a different set of needs and requirements for their ideal mobility solution than those wishing to use their laptop or notebook PC in conjunction with a phone. Here, access to Quick Settings, viewing missed calls and voicemail messages and seeing which colleagues are available become the critical features. As such Vision Mobility can automatically detect the device that it's being viewed from and adjust the optimum browser size and feature set delivery accordingly. The first two devices supported in this way are Apple's iPhone and RIM's Blackberry V4.6, with more to follow.

"Few organisations even begin to harness the true power of their telephone system," says Hayman. "Because they've both been developed by SpliceCom, the combination of maximiser and Vision delivers on this promise, all day, every day allowing Company Directors and business managers to really understand how their business is performing. And for the workforce, Vision Mobility offers similar levels of personal telephony management and control when employees are out of the office, making them truly location independent when it comes to business telephony," concludes Hayman.

If you are interested in knowing more about SpliceCom **maximiser** contact SpliceCom Australia via info@splicecomaustralia.com or phone 02 99220999 to obtain the name of your nearest

