



# TeleVantage<sup>®</sup> Persistent Pager

*An Artisoft<sup>®</sup> TeleVantage Add-on Solution*

Easily extend the capabilities of your TeleVantage phone system with TeleVantage Add-on Solutions. These easy-to-implement, off-the-shelf applications are designed to meet the unique requirements of call centers, marketing and sales organizations, and customer support personnel.

The TeleVantage Persistent Pager is an ideal solution for businesses that place an emphasis on timely and failsafe responses to customer requests. Use the TeleVantage Persistent Pager to ensure that no customer message is ever overlooked and that all customers get a quick response.

With the TeleVantage Persistent Pager, mailboxes are polled periodically, checking for unheard messages. Once a new message is detected, the TeleVantage Persistent Pager will send a page, and keep sending pages until the message has been listened to. This way, no message goes unheard. The TeleVantage Persistent Pager is ideal for providing after-hours technical support or providing timely responses to MIS requests. In fact, it's perfect for any business where messages require immediate response.

The TeleVantage Persistent Pager can be used to monitor one or more TeleVantage mailboxes. It even allows you to specify the days and hours to monitor each voice mailbox, providing flexibility to schedule coverage as it is most needed. The system administrator can create shifts specific to your business needs. Each shift contains a list of representatives to page, the paging order, the paging interval and other customizable features.

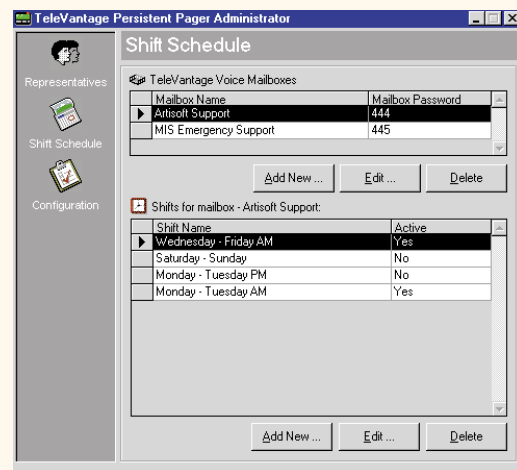
## What is included?

- TeleVantage Persistent Pager Monitor
- TeleVantage Persistent Pager Administrator Utility
- Installer
- Installation and configuration documentation

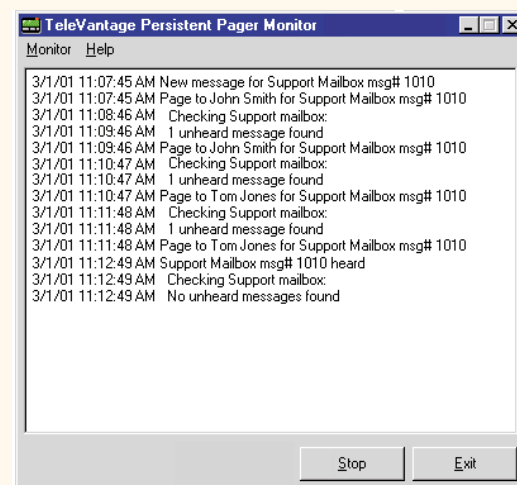
## Configuration Details

- TeleVantage 4.x or higher is required
- One TeleVantage Client license
- The TeleVantage Persistent Pager Monitor must reside on the TeleVantage server
- The Administrator Utility can reside on any networked PC

An easy-to-use Administrator Utility is provided to set up the system. Use it to define your representatives and shifts. This utility can be run on the TeleVantage server or on any networked PC, allowing easy management of schedules. Create schedules weeks in advance for easy maintenance.



Keep track of system activity with the TeleVantage Persistent Pager Monitor. A complete log of the activity is shown onscreen as it occurs. Easily see how many pages were sent for each message and to whom each page was sent. Customize the monitor to show as many or as few details as you'd like to see. A log text file stores all the TeleVantage Persistent Pager's activity for tracking purposes.



The TeleVantage Persistent Pager is the perfect tool for messages that simply need to be heard. Get the TeleVantage Persistent Pager today to help make your business the best it can be.

## About Artisoft

Artisoft Inc. is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Artisoft's innovative products have consistently garnered industry recognition for technical excellence, winning more than 30 awards. The company distributes its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website at <http://www.artisoft.com>.

## About TeleVantage

Artisoft's TeleVantage is feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available. TeleVantage delivers greater functionality, flexibility, and value than proprietary PBXs to a variety of customers, from small offices to large enterprise organizations with sophisticated call centers. Built on open-systems architecture and supported by world-class Intel hardware, TeleVantage provides more value today while safeguarding investments for the future.



Artisoft, Inc.  
5 Cambridge Center  
Cambridge, MA 02142  
800-914-9985  
[www.artisoft.com](http://www.artisoft.com)