VIP™ 7

esi VIP 7

JOHN D x2104
Available

Voice Mails
Contacts
Help
Call Log
Hold
Settings
Messaging

Name					
Bob Doe Available	✉	✓	📱	🏠	●
AA Roofing Co.	✉		🏢		
Jane Doe Available	✉	✓	📱	🏠	○
Julie Doe Unreachable	✉	✕	📱	🏠	OUT
SHIPPING Available		✓			○
Bank	✉		🏢		
ORDER DESK Available		✓	📱		●
Paul Doe	✉	➖	📱	🏠	●

RECORDING
HOLD
DND DO NOT DIST
CALL FWD
MORE

esi
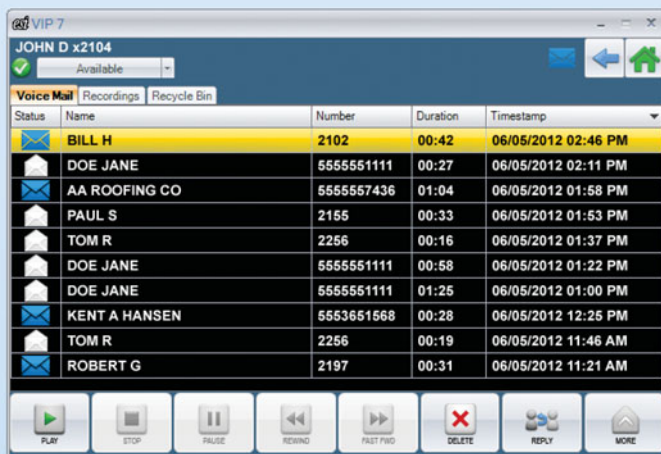
We Make It Easy To Communicate

VIP™ 7

Change forever the way you communicate.

ESI's **VIP 7** is a rich unified communications client that provides users with simple, intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and accessible — regardless of where they're working.

Working with the advanced capabilities of your ESI system, *VIP 7* lets you intelligently streamline communications: manage your telephone calls; sort and prioritize voice mail messages; and send instant messages to colleagues. In addition, *VIP 7* captures and logs call details for better call management, and lets you program your phone options.

- **Streamline communications** — Manage voice, voice mail, audio conferencing, instant-messaging, and communications history, all from a single interface.

- **Increase productivity** — View presence and availability of peers, along with contact options. Utilize visual voice mail, call logs, contact lists, conferencing, and access to a corporate directory for fast, easy, context-based communications.

- **Manage voice mail** — Because every voice mail message is displayed in *VIP 7*, you can quickly prioritize your messages, listen to those that are most urgent, and save the others for later. *VIP 7* lets you listen to the message, save it, or delete it. You can also reply to or call back the person after listening to the message. *VIP 7*'s **Save as .WAV** function saves the actual message as a .WAV file, so you can attach it to an e-mail or archive each message and recording to build a permanent record of your conversations.

- **Get more from your contacts** — *VIP 7* enhances your contact management capabilities. You can grow your contact lists every time you answer your phone. The *VIP 7* **Station List** is a complete, always-current directory of all the stations in your ESI system. You also can call from both *VIP 7* and externally based contact lists, because *VIP 7* can import your contacts from *Outlook®*, GMail™, and Yahoo!™ Mail, and synch *Outlook* and GMail contacts.

- **Keep a history of your call activity** — *VIP 7*'s **Call Log** is a complete, detailed record of every external call to or from your phone. Use this tool to document calls — or track your calling productivity. Do you need to call someone with whom you spoke a few days ago? Simply go to the Call Log and double-click the entry. The Call Log even offers a list of missed calls, so you can still call back those who chose not to leave messages.

- **Restore deleted voice mail messages** — Up to 10 of your most recently deleted messages on the ESI system are displayed in the *VIP 7* **Recycle Bin** and quickly restored with the click of a button.

- **Program your phone** — Programming the keys on your phone is easy. *VIP 7* lets you program your station from your PC screen. By giving you tabs and windows in the familiar *Windows®* format, *VIP 7* lets you easily select the options that best suit your requirements, and change those options immediately. You can always print a new phone template when you're finished. Administering your phone to its maximum potential is one of *VIP 7*'s many real benefits.

- **Stay connected** — *VIP 7* makes it easy to keep in touch. Communicate with others on your system via secure, friendly instant messaging. Monitor presence status for other stations on the system with the same color-coding as on an ESI desktop phone. Click familiar icons to call, e-mail, or instant-message your contacts.

The bottom line: *VIP 7* enables you to deal with your customers more effectively. So, if you're ready for a new and powerful way to manage your business, ESI is ready — with *VIP 7*. It will change forever the way you communicate. And that's true whether you use the standard *VIP 7* application or one of the other more specialized *VIP 7* applications covered elsewhere within this brochure.

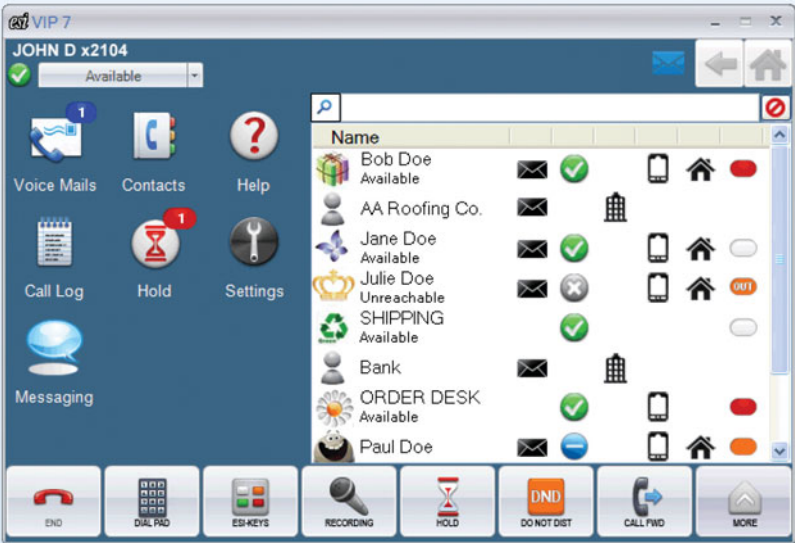| Status	Name	Number	Duration	Timestamp
✉	BILL H	2102	00:42	06/05/2012 02:46 PM
✉	DOE JANE	5555551111	00:27	06/05/2012 02:11 PM
✉	AA ROOFING CO	5555557436	01:04	06/05/2012 01:58 PM
✉	PAUL S	2155	00:33	06/05/2012 01:53 PM
✉	TOM R	2256	00:16	06/05/2012 01:37 PM
✉	DOE JANE	5555551111	00:58	06/05/2012 01:22 PM
✉	DOE JANE	5555551111	01:25	06/05/2012 01:00 PM
✉	KENT A HANSEN	5553651568	00:28	06/05/2012 12:25 PM
✉	TOM R	2256	00:19	06/05/2012 11:46 AM
✉	ROBERT G	2197	00:31	06/05/2012 11:21 AM

*VIP 7 lets you **prioritize your voice mail** by showing available Caller ID¹ data for each message. That way, you can quickly decide whether to listen to the message now, wait until later, or delete it. Different tabs separate your voice mail messages and your recordings. And the Recycle Bin gives you access to up to 10 of your most recently deleted voice mail messages, any of which you can restore. **VIP 7** puts your most-used ESI voice mail functions in one convenient spot. Play, pause, rewind, fast-forward through, and save messages on the ESI system. Call back someone who left you a message. You can even save voice messages as .WAV files for attaching to e-mails or for archival purposes.*

VIP 7 brings call control to your PC.

VIP 7 makes it simple to control your calls by showing you different *ribbons* of clearly labeled control buttons, so you're always seeing the appropriate set of buttons whether your ESI phone is idle, ringing, or in use. For each ribbon, you can customize the buttons to suit your particular requirements, making any of the ESI system's many functions easy to use.
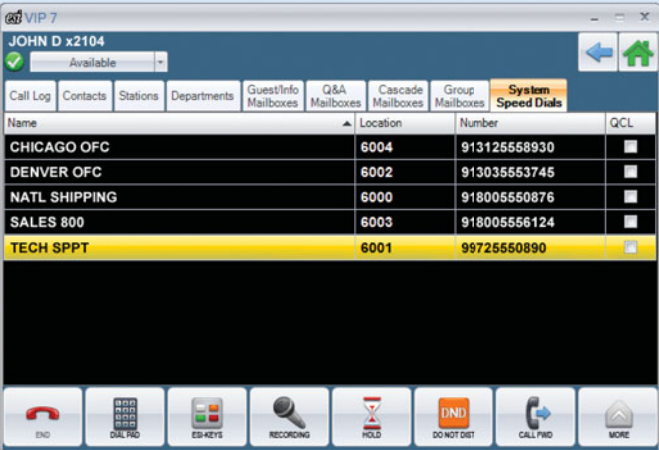
VIP 7 helps you stay in contact.

VIP 7's **Quick Contact List** is a shortcut listing of the contacts you call most frequently. Familiar icons in the Quick Contact List give you one-click access to each contact. *VIP 7* also uses color-coding to display station status.

Add names to the list from *Outlook*, GMail, or Yahoo! Mail; add other ESI station users from the *VIP 7* Station List. To dial any contact from the list, just double-click the icon.
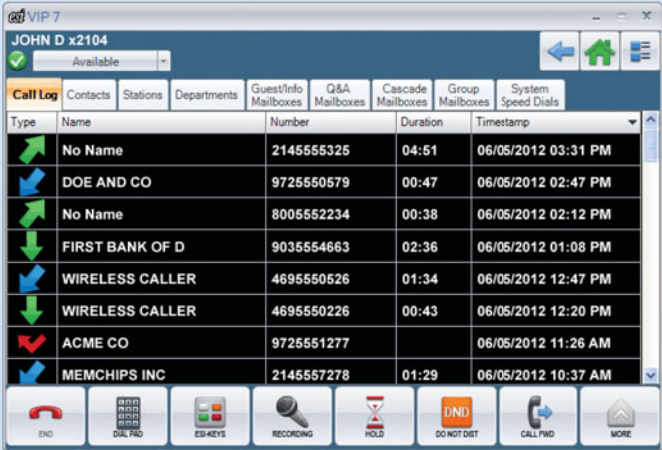
When your phone rings or you're on a call, *VIP 7* shows the name of an internal caller — or the Caller ID[1] name and number for an outside caller.

Need to save screen space? Simply minimize *VIP 7*. It'll stay hidden until you receive a call, at which time it'll pop up and give you its usual informative display.

*Dial from **multiple speed-dial lists**. VIP 7 gives you one-click access to dialing internal extensions, company-wide speed-dial numbers, and various voice mailboxes.*

*VIP 7's **Call Log** shows incoming, outgoing, transferred, and even missed calls.*

VIP™ 7

VIP 7 PC Attendant Console
Connect with your customers — expertly.

With **VIP 7 PC Attendant Console,** everything your attendant needs to handle your customers efficiently is just a mouse-click away. Multitasking is no task at all, even in high-traffic environments. With its built-in call-handling functions, *VIP 7 PC Attendant Console* makes it easy to manage outside callers, internal users, recalls, and callers on hold. *VIP 7 PC Attendant Console* works with your ESI communications system to provide a complete productivity package — including one-click call handling, contact and call management, and instant messaging.
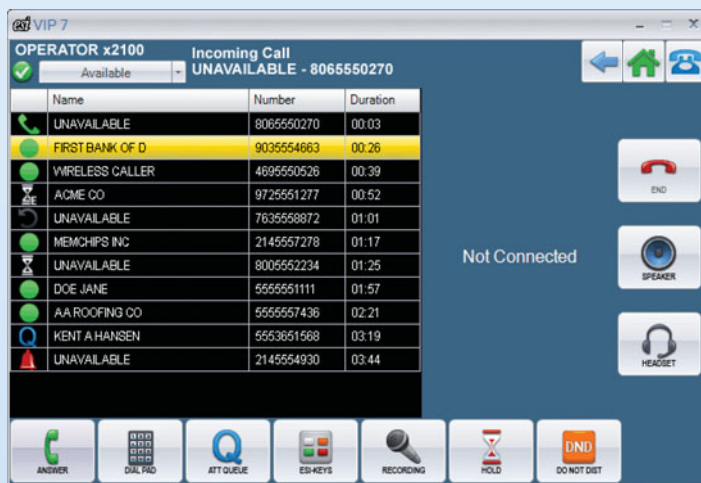
Build it your way.

The Esi-Keys feature lets you set up single-click access to stations, mailboxes, departments, and speed-dial numbers. Esi-Keys is built into every *VIP 7* application — and it comes in particularly handy in *VIP 7 PC Attendant Console*. This field of up to 144 on-screen buttons displays each station icon in the same color-coding as a similarly programmed key would have on an ESI phone, which allows easy, at-a-glance recognition of the station's status.[2]

All queued up.

VIP 7 PC Attendant Console has its own call-waiting queue to help manage heavy-traffic periods. If the attendant can't answer a ringing call within a pre-set time, the caller hears a pre-recorded message explaining the delay — for example, "All attendants are assisting other callers. Please hold." To retrieve the call from the queue, the attendant merely clicks the call. The attendant also can manually place calls into, and take them out of, this queue.

Free your attendant to really attend to your customers.

VIP 7 PC Attendant Console gives your attendant contact management, speed in handling all types of calls, complete call information at your attendant's fingertips, customized station views to assist in call processing, and multitasking views. Or, more simply: *VIP 7 PC Attendant Console* does more for your attendant, so your attendant is free to do more to help your customers.

VIP 7 Softphone
Use your ESI system from nearly anywhere.

Have you ever wanted to take your office phone and its features with you? Now you can. **VIP 7 *Softphone*** lets you take the advanced capabilities of your compatible ESI system wherever you go, particularly when you're on the road. You'll be delighted by the advantages *VIP 7 Softphone* has to offer.

Like other members of the *VIP 7* family, *VIP 7 Softphone* combines the power of your ESI business communications system and your PC. But that's just the start.
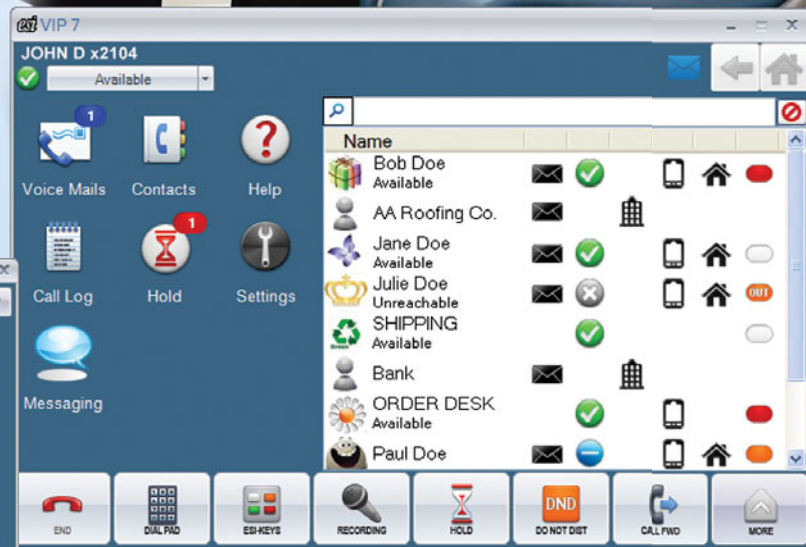
It's an ESI phone.
On your PC screen.

With *VIP 7 Softphone* installed on your PC, just plug in a USB headset. Now, right there on your screen, you've got the combined capabilities of an ESI desktop IP phone and *VIP 7*. Like other *VIP 7* applications, *VIP 7 Softphone* provides single-click, color-coded access to 144 extensions, voice mailboxes, departments, personal contacts, and speed-dial numbers. To dial any other number, simply type it in.

If you're a "road warrior," *VIP 7 Softphone* connects you right back to the ESI system. Have a question for a co-worker? Just dial an extension. Make and take other calls, including conference calls. Check voice mail and leave messages for others. Record important phone conversations. In short: you can perform nearly every task just as if using an ESI desktop IP phone in the office.

Softphone. Hard to beat.

VIP 7 Softphone puts on your PC screen the power of an ESI desktop IP phone and the fully featured *VIP 7* application — an exceptional combination.
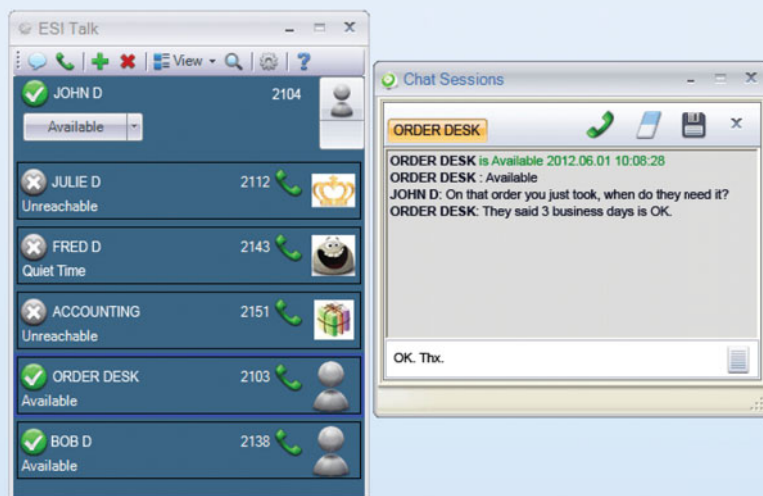
VIP™ 7

VIP 7 ACD
Take maximum advantage of your ESI system.

The automated call distribution (ACD) feature that's built into most ESI systems gives your business the ability to coordinate call-handling to the maximum advantage of both you and your callers. Now, ESI has amplified this advantage — with **VIP 7 ACD**.

For both agents and supervisors.

Designed to meet the specific needs of ACD supervisors and agents, *VIP 7 ACD* combines the capabilities of *VIP 7* with enhanced access to the power of ACD. Licensing determines whether *VIP 7 ACD* is installed as **VIP 7 ACD Agent** or **VIP 7 ACD Supervisor.**

When licensed as *VIP 7 ACD Agent*, the application lets individual agents easily log into queues and manage calls directly from their PCs. Agents also can receive assistance from their supervisor and each other via *VIP 7 ACD*'s built-in, secure instant messaging.

When licensed as *VIP 7 ACD Supervisor*, the application provides not only the features of *VIP 7 ACD Agent* but also real-time statistics and six management reports — including abandoned calls and agent and department activity — to help a supervisor monitor and manage ACD departments and improve customer service.

VIP 7 ACD Agent *allows agents to log into or out of department queues with ease. As on the* Supervisor application, VIP 7 ACD Agent *lists the selected department's agents, along with a color-coded indication of each agent's current status.[2]*

▲ VIP 7 ACD Supervisor *provides real-time statistics for the selected department, including the number of logged-in agents, call statistics, and current service level. Supervisors can select any one of up to four departments, to refresh the screen with up-to-date information on the newly selected department. You can see a list of agents currently logged into the department queue, along with a color-coded indication of each agent's current status.[2] Caller ID[1] information for calls in progress is displayed as well as call duration.*

Common *VIP 7* features

Making the best solution better still.

ESI systems and phones already combine to produce the best combination of simplicity and power of any business communications solution you'll ever use. Adding *VIP 7* applications to the mix sweetens the package still further, enhancing both ease-of-use and sheer communications power. All *VIP 7* applications share the capabilities highlighted here.

*Creating a **conference call** has never been easier. You can add or drop a participant as needed — and without fear. VIP 7 makes it possible to manage conference calls with tremendous effectiveness.*

*When you have calls on hold, VIP 7 makes handling them quick and easy. VIP 7 shows you all calls on hold, **before** you answer. Clearly displayed Caller ID[1] data simplifies identifying callers, so you know which call you want to take off hold. The display even shows how long each call has been holding. Just double-click the call you want.*

*VIP 7 also includes **secure intra-system instant messaging**. That means no more disruptive background announcements in the workplace, and no more interruptions from whisper-announce when on a call. Another VIP 7 user can send you an instant message that appears silently on your PC monitor. To respond, just type a reply in the convenient text entry box. For added convenience, a number of drop-down, user-programmable responses let you reply quickly with a single mouse-click. You also can save chat sessions as a handy reference.*

VIP 7 applications work in conjunction with most current ESI desktop phones (IP or digital) on selected ESI systems. For an up-to-date list of VIP 7-compatible ESI equipment, visit www.esi-estech.com/VIP.

VIP™ 7

Shared features

VIP 7 in general
- Visually Integrated Phone
- Highly informative interface
- Integrates with ESI desktop phone
- Uses familiar *Windows* interface you work with every day
- Perfect for any business that must manage call activity
- Easy one-touch callback
- Secure instant messaging between users of *VIP 7*, *VIP 7 PC Attendant Console*, *VIP 7 Softphone*, and *VIP 7 ACD*
- Provides single-click, color-coded access to 144 extensions, mailboxes, departments, and speed-dial numbers
- Station status
- Displays "OUT" status for off-premises users when used with optional ESI Presence Management

Call handling
- Provides ESI desktop phone features on-screen
- Allows you to take and make calls, including easy callback to those who've left voice messages
- Simplifies setting up and conducting conference calls
- TAPI support (Basic Telephony Service) for use with *Outlook* and other TAPI-compliant software, such as *ACT!*® and *GoldMine*,® to provide outbound dialing, "screen pops," and more

Message management
- Lets you manage voice mail messages directly from your PC
- Synchronizes automatically with ESI system's voice mail
- Shows Caller ID[1] data for each message
- Allows easy reply to/callback
- Plays back audio through ESI desktop phone (except on *VIP 7 Softphone*), maximizing privacy while avoiding requirement for headset use with PC
- Saves voice mail messages as .WAV files, but only when you choose — sparing your network the burden of moving large .WAV files whenever someone in your office gets a voice mail message

Call logging
- Call Log tracks external calls coming into and from your station
- Tracking of each missed call shows when callers hang up without leaving a message, so you can call back even those reluctant to use voice mail
- Recycle Bin keeps up to 10 most recently deleted voice messages — any of which you can restore quickly if you deleted it by accident

Contact management
- Imports contacts from *Outlook*, GMail, and Yahoo! Mail
- Synchs contacts with *Outlook* and GMail
- *VIP 7*'s Quick Contact list allows easy double-click dialing of frequently called numbers

Station programming
- Simple interface simplifies programming of your ESI phone features
- Ability to define Personal Call Routing[2] options on-screen

Features specific to certain *VIP 7* applications

VIP 7 PC Attendant Console
- On-screen management of phone system activity
- Lets multi-tasking attendant keep eyes on work, yet still handle calls

VIP 7 Softphone
- On-screen access to ESI desktop phone
- Audio via PC

VIP 7 ACD Agent
- On-screen agent status

VIP 7 ACD Supervisor
- On-screen, real-time department performance
- On-screen agent status
- Built-in management reports
- Ability to create custom reports[3]

Shared requirements

ESI hardware requirements
- *VIP 7*-compatible ESI system (visit **www.esi-estech.com/VIP** for an updated list) with installed Network Services Processor
- *VIP 7*-compatible ESI phone (visit **www.esi-estech.com/VIP** for an updated list)
- Highly recommended: Caller ID[1] service from telephone provider

Computer system requirements
- *Microsoft Windows*® *7*, *Vista*, or *XP*[4]
- Intel® Pentium® II 400 MHz processor or better
- 128 MB RAM
- Hard drive free space: 1 GB for *VIP 7* software (5 GB for *VIP 7 ACD Supervisor* due to database storage requirements) and 3 MB for temporary setup files

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For more details about the VIP 7 *family of applications,*
visit **www.esi-estech.com/VIP.**

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