

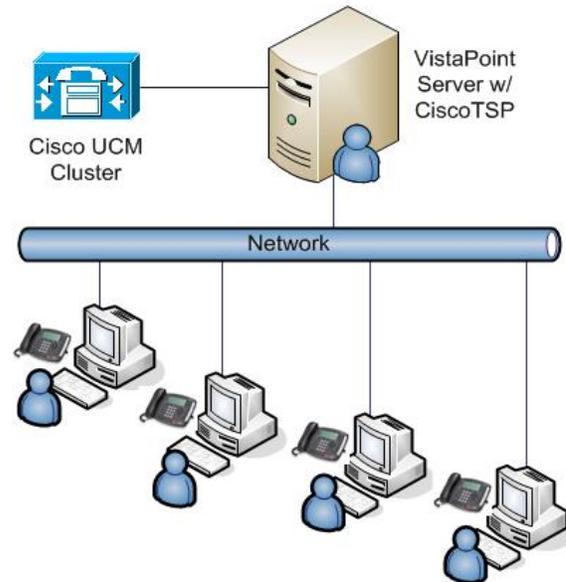
Benefits of the Client-Server Architecture



Why Client-Server Model?

VistaPoint Consoles can be deployed with or without a server.

- **VistaPoint “Lite”** Console does not require a backend server and is meant for those customers that only need a handful of attendant consoles.
- **VistaPoint “Enterprise”** addresses the needs of customers who need the benefits of a server-based solution.



Making the Correct Choice

Deciding which model is best for your organization should be fairly simple. By answering a few questions the choice becomes clear.

1. Will you be deploying more than one or two consoles?
 - a. If no then the “Lite” may be your best option
 - b. If yes, do you need concurrent licensing allowing you to install and use the software on different machines?
2. Do you need to queue, greet caller, and distribute calls when call volumes are high?
3. Do you need historical reports showing call and operator activity?
4. Do you prefer a browser-based console over one that is installed on the operator’s PC?
5. Do you need operators to be alerted any time someone dials 9-1-1?

If you answered yes to more than two of the above questions, the Enterprise version is your best choice. Keep in mind that while the “Lite” Console was introduced to provide customers with a server-less console, the “Enterprise” model supports concurrent licensing, call queuing, reporting, scalability, failover resiliency, and many other features not available in a server-less console..

In fact, our customers who purchased “Lite” and later wanted the Enterprise version, were able to trade-in their Lite consoles for Enterprise and receive these benefits:

- Versatility – choice of client or web-based consoles
- Reliability – HA option available
- Scalability – each Enterprise server supports hundreds of consoles
- Centralized Administration – WebConsole mitigate the need to touch the operator’s PC
- Maintenance/Support – Able to quickly isolate issues with minimal impact to each user
- Reduced TCO – Lower IT and support contract costs for Enterprise deployments
- Call routing, queuing, and reporting w/silent monitor, whisper coaching, and barge

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VistaPoint Enterprise – Versatility

Today, iQ NetSolutions' VistaPoint Enterprise is the most flexible and competitive solution for meeting diverse attendant console needs. The VistaPoint Console can be deployed as a stand-alone attendant console or as a client-server model to support hundreds of “concurrent” console users.

Additionally, the server is “aware” of each logged in console and can make use of resources to quickly balance the handling of calls when conditions require an immediate change to call routing/queuing. The existence of a server component also allows for the client to be “thinner”, processing a limited amount of information as well as sharing of information and technologies such as presence and availability.

Field Proven and Tested – Reliability

When first introduced in 1996, the VistaPoint server was originally designed to support legacy PBXs. This original design allowed for support of thousands of devices and multiple disparate communications platforms. One would argue that one of the disadvantages of a client-server model is the possibility of a single point of failure. To address this, we offer an HA option to allow for automatic failover to a secondary “Hot Standby Server” should the Primary server fail or need to be taken out of service for repair. Also keep in mind that the failure of our server (or client application) will not impact the Cisco phone's ability to answer and process calls. At no time would our software ever take a phone out of service.

Single CiscoTSP – Scalability

VistaPoint's architecture uses a single CiscoTSP connection to the Cisco UCM to support several hundred “concurrent” console users. This dramatically reduces the load on the CallManager so that call processing can continue without delay during peak traffic periods. This is why 98% of the PC-based Consoles on the market today use a client-server model. The server acts as a proxy to pass state changes and call control commands from the desktop applications to the UCM efficiently and without impacting the CallManager's ability to process calls or perform routine operations.

Increased Productivity – Centralization/Security

In addition to a centralized database, the server supports a number of services to include licensing to manage the number of users. Concurrent licensing allows any PC with the client software installed to connect to the VistaPoint server for greater productivity. Users can log on from any PC to quickly become a resource to call queues.

Management – Maintenance/Support

The client-server model makes it possible for administrators to quickly diagnose problems, run backups, schedule software updates, obtain system logs, and run user reports. Remote access to the VistaPoint server makes it easy for iQ's support team to assist with trouble-shooting issues and assisting with upgrades. Remember, when you upgrade your Cisco UCM you only

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need to upgrade one (1) CiscoTSP, not dozens, as would be the case if you deploy consoles in a peer-to-peer model.

Very Competitive Price Point – Reduced TCO

iQ uses concurrent licensing. This alone should make you realize the overall value of the client-server model. You deploy the software where needed. Users log on and off as they are available. You purchase a permanent “right-to-use” license and then, if you choose, purchase support based on 20% of the software’s retail value. All software updates are free of charge!

Call Routing, Querying, and Reporting

The optional ACD Module iQ uses concurrent licensing. This alone should make you realize the overall value of the client-server model. You

Benefits of Choosing VistaPoint

- Stand-Alone Console Deployments – all software can be deployed on the operator’s PC
- Support for Cisco Native Call Queuing
- Supports shared lines
- Monitor and control Extension Mobility phones
- Multi-Console Deployment – Hundreds of “concurrent” Consoles per VistaPoint Server
- Multi-Cluster Deployments – Up to five UCM Clusters per VistaPoint Server
- Enterprise model offers optional HA deployments
- Client-server model allows console users to work in tandem for greater efficiency
- Reports provide overview of all console user activity
- Enterprise Server supports 32 or 64-bit 2008/2012 OS
- VMWare ESXi 4-6.5 or Hyper-V are supported
- Windows client can run in Terminal Services, Citrix XenApp, VMWare View
- Finesse Widgets for UCCX/E WebConsole deployments
- Optional ACD Module offers call center-like features:
 - Automatic call distribution to logged in operators
 - Queue calls when operators are busy handling calls
 - Supervisors can toggle between Silent Monitor and Whisper Coaching
 - Reporting tool to view queue, operator, and extensions statistics

Client-Server Call Routing Capabilities

By making use of a combination of Unity’s time-of-day routing, Call Handlers, VistaPoint’s ACD engine, and AutoPark™ (iQ’s enhancement for Call Park DN’s), you can setup multiple call routing plans to meet your organization’s call queuing needs.

For information or to schedule a web-based demo, contact Sales:

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