



Wave ViewPoint Mobile

Never leave a customer waiting.



Never risk losing another sale because a customer walks out of your showroom or off the lot while waiting for an answer. The Vertical Wave IP is the industry's only platform that offers 100% mobility to everyone in your organization. With its built-in ViewPoint Mobile application, your sales people are always available to your customers while collaborating at the same time with your finance, service and other support staff to close the deal.

Improve customer service

ViewPoint Mobile enhances the customer experience and increases the chance for closing the deal through every step of the sales process.

Initial Contact – When purchasing a car, customers ask a lot of questions: Do you have it in blue? What would the sports package cost? Can we reduce the cost if I pay cash? To get the right answer, you often need to leave the customer to talk to the sales manager, check inventory, or contact the finance team. Every time you step away from the customer, there's the chance of losing them – and the sale. With ViewPoint Mobile, you can quickly and unobtrusively send those questions to the right person via secure Instant Messaging (IM) without talking on the phone or leaving the prospect's side. So there's no chance for them to run out or have second thoughts.

Follow-up – Because prospects don't always buy on the first visit, it's important to keep your dealership in front of the customer so when they are ready to buy, they come back. ViewPoint Mobile makes it easy for you to stay in contact with prospects and be available whenever and wherever they are when they're ready to sign on the dotted line. ViewPoint Mobile features:

- **Single-number contact** so prospects and customers can reach you anytime, anywhere – in the office, on the lot, or offsite;
- **Enhanced call-handling** features with the ability to set notifications and prioritize customer calls; and
- **Visual Voice Mail** where you can see all of your office and mobile messages in a single voice mail box right on your mobile phone, so you never miss a call.

Closing the deal – When you're ready to close the deal, you need to give that customer your undivided attention. With ViewPoint Mobile's presence management features, you can quickly set your status to Do Not Disturb so you won't get interrupted by other calls, and still ensure they're handled properly by directing them to voice mail or forwarding them to a co-worker.



Control costs

With ViewPoint Mobile, there's no need for the expense or interruptions from overhead paging or cordless phone systems. And because all of this functionality is delivered through the Vertical Wave IP, all communication inside and outside of your firewall is logged and routed back through your corporate network to control calling costs and keep business and personal calls separate.

ViewPoint Mobile features

With a simple swipe or tap of your fingertip, ViewPoint Mobile provides immediate access to secure corporate directory services, mobile messaging and real-time availability information for your entire organization – right from your mobile phone.



Simplified Contact Management

- Single view into corporate directory and personal contacts
- Personalized "Favorites" list for frequently used contacts

Real-time Presence

- See who's available throughout your organization at a glance
- Change your personal status from anywhere



Enhanced Call Handling

- Single-number contact for all inbound and outbound calls
- Integration with CRM and/or other corporate databases
- Effortlessly transfer, conference, record and manage multiple calls

Call History and Logs

- Add notes to your calls in real time
- Built-in call log with single view of inbound and outbound call activity
- Centrally monitor, track and report ViewPoint Mobile call activity
- Secure mobile messaging log and usage reporting

Secure Mobile Messaging

- Privately and securely message co-workers
- Ensure compliance with automated monitoring tools for keyword identification and tagging

Visual Voice Mail

- Single voice mail box for office and mobile phone messages
- Check your office voice mail right on your phone
- Respond to important calls first with a consolidated view of pending messages

Call Recording

- Record any call with a single click, or automatically record all calls
- Access recorded calls securely through a unified voice mail or email inbox
- Easily add notes to recordings

For more information on Automotive Solutions from Vertical Communications, call 1-877-VERTICAL, or visit www.vertical.com.

Corporate Headquarters

3900 Freedom Circle
Suite 110
Santa Clara, CA 95054
Phone: (408) 404-1600
FAX: (408) 969-9601

Sales & Service

1000 Holcomb Woods Parkway
Bldg. 300, Suite 300
Roswell, GA 30076
Phone: (770) 446-3100

RMA & Technical Support

4717 East Hilton Avenue
Suite 400
Phoenix, AZ 85034
Phone: (480) 374-8900
FAX: (480) 374-8852

