



Business Communications Solutions

Vision 80/20 is a presence and availability-based communications solution for the whole organization, helping co-workers stay in touch by providing them with current information regarding colleagues, consumers, and the organization itself. This efficient and easy-to-use system will benefit network operators, users, and administrators alike.

Overview

Make a positive impact by differentiating yourself in a crowded marketplace. Vision 80/20 improves operator efficiency by reducing the time it takes to answer and connect a call. This means clients, partners and suppliers receive help quickly and go on to identify your company as being professional and customer-oriented.



All calls are answered and long hold times are eliminated, which improves the level of service and enhances customer satisfaction.

The Vision 80/20 system functions as an information hub for the operator, keeping him/her up to date with the latest information by way of a powerful search engine which presents data quickly and efficiently. The information in the system is kept current via connections with sources such as Active Directory, calendar systems, Microsoft Lync (OCS), and IBM SameTime.

Vision 80/20 is a simple and user friendly web-based tool which allows co-workers to quickly and easily find information regarding the organization, his/her colleagues, and even external contacts such as clients and suppliers. The web-based interface also allows users to set up call forwarding, retrieve messages, etc. This system was developed in conjunction with our end users, which has resulted in a quick-to-learn and easy-to-use solution.

Vision 80/20 Attendant Client

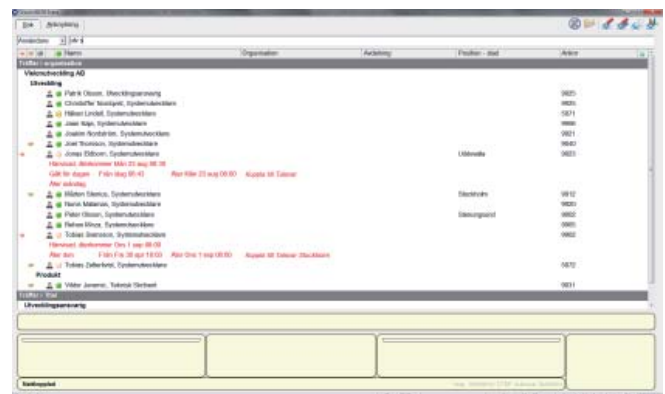
The operator's tool: Having the right information at the right time is vital in today's business world. We help to ensure that this is possible by guaranteeing that clients who call the exchange always get a prompt and friendly response, even if the person they're looking for isn't available. The operator will always have the right information on-screen via an easy-to-use interface and a powerful search engine. This makes the operator's job easier, giving her complete access to clear and concise information, resulting in a time savings that can be passed on to the customer.

Facts in Brief

- Always current information about the organization
- Easy to use
- Powerful search engine
- Global positioning for users
- Standard integration for many systems
- Simple, web-based, mobile tool
- Optimized for most major exchanges available
- Integrated automatic voice-controlled operator

If any external systems or contacts are integrated, these are also displayed to the operator. For those with telephone extensions, Vision 80/20 displays organization affiliation, call forwarding and messages, global position, key words, telephone availability hours, schedule, voicemail, other numbers and Tips, etc. By adding a tip you can help the operator answer calls directed to you. Example of a tip can be "Please forward all calls to my mobile phone".

Additionally, the operator and users can search for information on things such as instructions in case of an alarm or error report. Searching uses key words, which results in on-screen excerpts from the documents containing those key words.



Operator interface with powerful search motor. Search results additionally include global position of users.



Vision 80/20 Admin

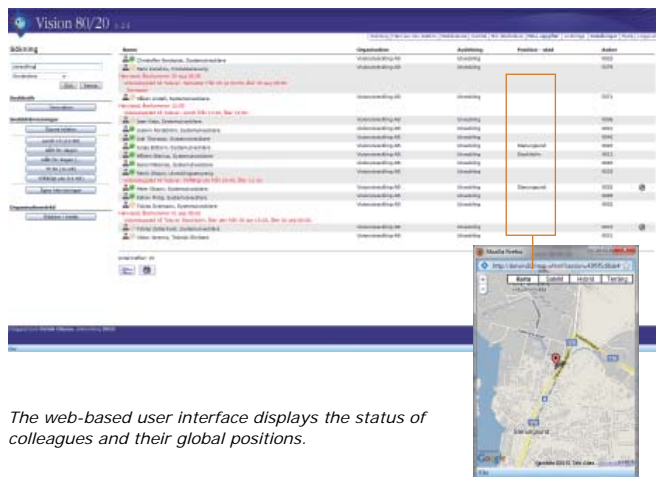
The administrator's tool allows the administrator to easily organize and change information, such as personal info, in the messaging/referral system. Change specifies, among other things, whether a contact is active (i.e., has access to the user interface, calendar, etc.) or inactive (i.e., still available via search and phone connection, but without call forwarding capabilities). License fee is calculated according to the number of active users. The system is extremely flexible and allows for operators and administrators alike to make quick changes to organizational information whenever the need arises .

Vision 80/20 Global Positioning

For the operator and users, the global position of users is displayed as text or on a map. The positions are delivered by Vision 80/20's mobile clients for iPhone and Android, which update Vision 80/20 with the correct current information. To save battery life, updates are only sent when the person's position changes. Users themselves can select whether or not they want their global position to be displayed.

Vision 80/20 User Web

Web-based tool for users, Vision 80/20 Inform allows the user to control his/her telephone via the computer screen. Users can search for information about the organization, its employees and their global positions, add and remove call forwarding and messages, manage their voicemail, create Tips (e.g., listing who can accept phone calls when the person him/herself is unable to do so), and change personal information. There is even a complete call log detailing dialed, missed and returned calls.



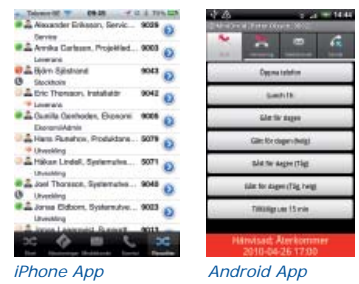
The web-based user interface displays the status of colleagues and their global positions.

Call redirecting/messaging and searching via email.

Simplicity is the key to improving business communications. In keeping with this, Vision 80/20 User Web allows users to set up call redirecting and away messages, as well as search for their colleagues via email. Simply send an email to a pre-determined address and right away you will receive a reply confirming the forwarding or detailing the result of the search. Quick and easy!

Vision 80/20 for iPhone and Android

New in version 2.5, iPhone and Android apps. These contain most of the functionality of the web interface, as well as the ability for co-workers to search for colleagues who are currently in a particular geographic location.



iPhone App

Android App

Vision 80/20 Mobile Web

Mobile web allows users to access the messaging/referral system via their mobile telephones. The mobile interface gives users access to the same features when they're out and about that they have at their computer, letting them perform searches for colleagues, redirect calls to their mobile telephones, and see their messages and call lists. Vision 80/20 Mobile Web empowers users to become truly mobile.



Mobile Web

Vision 80/20 Spoken Presence

Spoken presence frees up the operator and automatically delivers a quick and friendly response to callers regarding when the person they're calling will return, provides them with the chance to have their call redirected to the person's mobile telephone, the operator, or voicemail. Users can even record their own greetings.

Conference calls made easy. It is extremely simple to automatically invite colleagues or clients to a conference call via email. Vision 80/20 Conference call even allows the caller the ability to connect to a conference call. With Vision 80/20 User Web, ongoing conference calls and participants are displayed on-screen. Conference calls can be set up to require a PIN code, or even a moderator code which directs the conference call to begin only when the moderator has logged in. Conference calls are integrated with Vision 80/20 Spoken Presence.

Vision 80/20 Link

Vision 80/20 Calendar Link. Vision 80/20 Calendar Link provides the operator and co-workers with access to colleagues' calendar information. Callers can quickly get the up-to-date information they need about when the person they're looking for is finished with a meeting, for example, and the operator can see a co-worker's schedule for the coming days in order to notify a client when that person is due back from a business trip. Because Vision 80/20 integrates with most well-known calendar systems and directly allows schedule changes to be made by the operator and co-workers, keeping track of activities is simple and efficient. The two-way calendar integration is valid with Microsoft Exchange 2007, 2010, and Lotus Notes.

Vision 80/20 AD/LDAP-Link. Vision 80/20 can connect to Active Directory in order to receive regularly (or at desired intervals) updated information regarding employees. With Vision 80/20, updates can occur in real time, guaranteeing the operator always has the correct information.

Vision 80/20 Presence Link for MS Lync (OCS) allows the operator and co-workers to see a user's status in real time, e.g., available or busy. The status "Do not disturb" will automatically forward calls.

Vision 80/20 Presence Link for IBM SameTime allows the operator and co-workers to see a user's status in real time, e.g., available or busy. The status "Do not disturb" will automatically forward calls.

Vision 80/20 Twitter Link displays a user's Twitter status in real time, which can be a useful complement to a user's availability information.

Vision 80/20 CRM Link for SuperOffice allows the searching and dialing (Click-to-call) of contacts from the sales support system via the computer, which improves productivity and effectiveness of the sales team.

Vision 80/20 Statistics

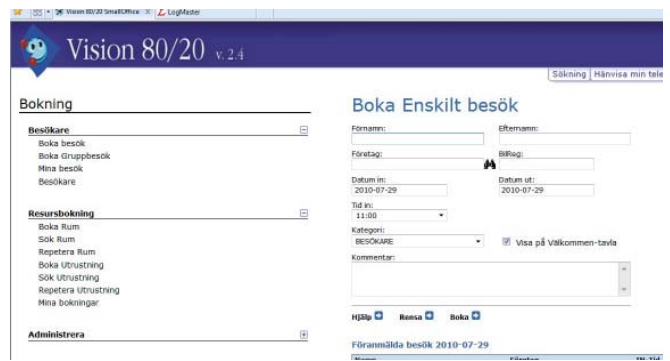
Call statistics of calls per operator, call length, etc., are saved and the results can be tailored to the needs of any organization in order to optimize business communications.

Vision 80/20 Invoice Management

Costs. Vision 80/20 Debit compiles talk time and cost and presents it at the level of each connection for both mobile and landline telephones. Reports can be sorted according to extension, name, cost center or organization. EDI invoicing from the telephone company permits a detailed breakdown of all extensions with relation to one particular extension's talk time. This compilation of cost data means the financial department always gets the correct breakdown of costs, saving them time. Department heads also get more information about the telephony costs per employee as well as which services are charged per subscription (e.g., parking costs and SMS voting). (This function is dependent upon the PBX.)

Vision 80/20 Visitor Management

Visitors. Frequently, organizations consider visitor management to refer to visitors scribbling their names in a paper book. Vision 80/20 offers a unique, user-friendly visitor management system which allows you to welcome your visitors in a professional and polite manner. Your company will also be able to see who has visited in the past as well as who will visit in the future and who is visiting right now. Visitor management consists of the receptionist client and the self-registering module and can manage several receptions at once regardless of where they are located.



The web-based user interface with integrated visitor management and resource booking systems.

Vision 80/20 Resource Management

Booking of resources. Vision 80/20 Resource Management system is easy to use yet powerful enough to handle the most complex booking procedures. It is a complete resource booking system incorporating ordering catering, cars and audio visual equipment along with booking and managing conference rooms, events spaces, presentation facilities, etc. Booking resources with Vision 80/20 eliminates the risk of double bookings and scheduling conflicts, and eliminates the hassle of planning for that important presentation.

Vision 80/20 Easy MEX

Until now, MEX solutions required expensive multi-domain authentication (MDA) between exchanges and mobile operators. Vision 80/20 replaces traditional MDA-based MEX and supports:

- Calls initiated from the company exchange via the Vision 80/20 Web User, iPhone and Android apps, and the mobile web interface.
- Displaying the busy/available status via an internet interface to mobile networks. This enables operators and co-workers to see if you're busy or available right on their mobile telephones.

Vision 80/20 Auto Attendant

Automatisk talstyrd telefonist. Vision 80/20 Auto Attendant answers your telephone and offers callers a range of choices that you configure to suit your needs, from having calls redirected to speaking with a live operator. Your clients, suppliers and partners receive consistent, professional treatment when they call, and your company and its employees save the time and money which would otherwise be spent answering and directing calls. With Vision 80/20 Auto Attendant, you are always available, all calls are answered, answer times are reduced, and more calls can be managed, all resulting in a considerable cost savings. This system is user friendly and boasts the best available speech recognition functionality, as well as an easy-to-use graphic dialog editor which simplifies the creation of new voice- and touch-tone-operated dialogs. Additionally, there are a number of useful add-ons and complements to Vision 80/20, simplifying the task of answering the phone for operators and employees alike, such as voice operated calendar and email functions as well as the RSS to Voice feature.

Vision 80/20 Auto Attendant can be managed via Vision 80/20 Admin.

When you choose Vision 80/20, you get:

All-in-one. Let Visionutveckling manage the majority of your organization's business communications needs—get everything you need with just one supplier.

Simplicity. Because our solutions are developed in conjunction with our users, they are a snap to set up and use.

Open solution. It's easy to integrate Vision 80/20 with your company's existing system. With several standard integrations, Vision 80/20 covers a large part of our customers' needs. Additionally, our system is developed with open specifications making it highly configurable, either by Visionutveckling or your own developers, to suit exactly your needs.

Customer Premises Equipment (CPE), Hosted communication, or Communication as a Service (CaaS)

Visionutveckling works with you to create the custom communications solution that is best for you. We cooperate with most major distributors and operators, making it easy for you to get the professional and effective telephony solutions you need.

Other Products

You can supplement Vision 80/20 with:

Contact Center - inbound which manages communications for organizations with many agents and telephone queues, such as companies or departments handling incoming orders, support, or customer service.

Contact Center - outbound manages outgoing communications with dialers or predictive dialers.

For companies with up to 40 extensions we offer Vision 80/20 Express, designed for smaller businesses.

About Visionutveckling

We ensure you receive the best communications solution for your organization.

With more than 1200 CPE installations throughout the private and public sectors, Visionutveckling is a player to be reckoned with. The fact that Vision 80/20 is easy to use and integrates with existing systems has paved the way for our success. Our customers cover a variety of businesses in all sizes, from small companies of no more than 10 employees to large enterprises with more than 80,000 users, all desiring the same thing: professional and effective communications solutions.

Established in 2002, we have offices in Stockholm, Göteborg, Malmö, Copenhagen, and Oslo, and are preparing for expansion to the rest of Europe.

Originally built to specification with the help of our users at the telephone exchange of Sahlgrenska Hospital, we continue to keep to this method of cooperative product development. Cooperation brings to light the best way to make information available and improve communications.

Our technical developers gather information from operators, receptionists and customer service and IT personnel.

As our customer, you can rest assured that your communications will be handled in a professional and efficient manner. We work hard to make your journey throughout a project comfortable and easy, from the planning stages to the final delivery and customer follow-up. We will be there to help with every step of the way so you always know where to turn for support.

Contact Us

Feel free to contact us for further information regarding our products or visit our website at: www.visionutveckling.se.

Vision 80/20 v. 2.5

Calendar System

The following calendar systems are supported:

- Lotus Domino/Notes, version 6.0, 6.5, 7, 8
- Novell GroupWise, version 7.03
- Microsoft Exchange 2000, 2003, 2007 och 2010
- First Class
- Google Calendar
- iCal

Presence

The following presence awareness systems are supported:

- Microsoft Lync (OCS)
- IBM SameTime

CRM

The following CRM systems are supported:

- SuperOffice

Mobile integration

- TDC, Sweden
- TDC, Norway
- Telenor Bedriftsnet, Norway
- Telenor Proffnet, Norway
- Telenor, Denmark
- Cirque, Denmark

PBX

The following exchanges are supported:

- Aastra Ascotel
- Aastra (Ericsson) MX-One
- Aastra (Ericsson) MD110
- Alcatel Enterprise
- Alcatel OmniPCX
- Avaya IP Office
- Avaya Communication Manager
- BroadWorks
- Cisco Unified Communications Manager
- Mitel
- Nortel BCM
- Nortel Meridian
- Panasonic KX-TDE-series
- Phillips IPS 2000
- Phillips IS 3000
- TeliaCentrex
- 3COM

Note that some functions are PBX-dependent.

