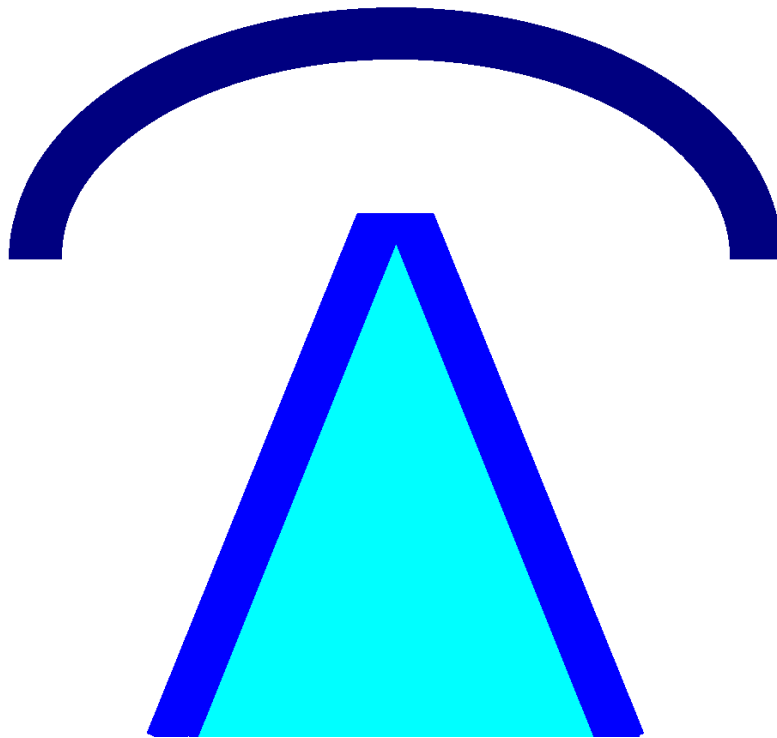

Facet**Phone**TM

*The Complete Business
Communications System*



Facet**Corp**



Facet**Phone** is an exciting state-of-the-art phone system that puts your telephone user interface right where it belongs ... on your desktop computer!

Facet**Phone** stands apart from other phone systems. Facet**Phone** is designed and built from the ground up as an IP-based phone system. Facet**Phone** is feature rich phone system, but affordable for small to medium size businesses. And while most other phone systems are built upon a Microsoft Windows operating system, Facet**Phone** runs on the reliable, scalable and cost effective Linux / UNIX platforms.

Facet**Phone** Includes:

Telephone User Interface (TUI)

The Facet**Phone** system uses standard telephones. From the telephone instrument, users may dial, answer, put calls on hold, transfer calls, park calls, pickup parked calls, page, conference call and manage their voice mail.

Graphical User Interface (GUI)

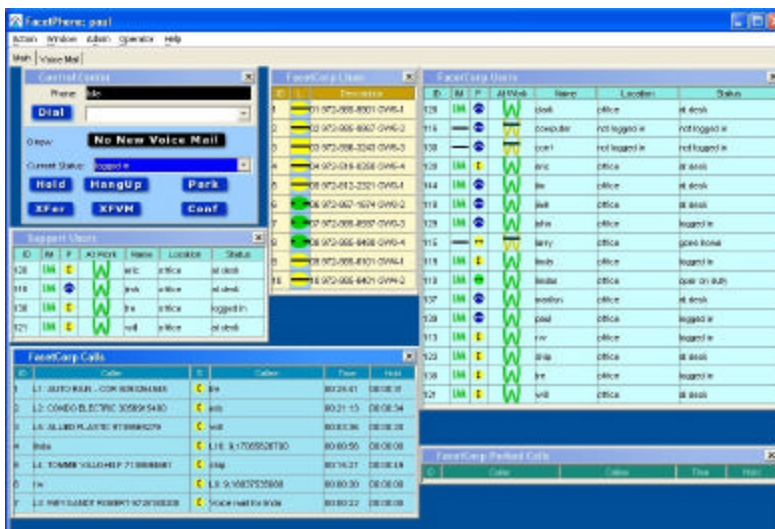
The Facet**Phone** GUI provides a useful and powerful desktop PC interface into the phone system. Presence and availability management, graphical call control, instant messaging, graphical voice mail management, call recording, conference calls and graphical administration are all provided through this interface. However, Facet**Phone**



is designed for people to use a standard telephone for voice communications. The Facet**Phone** GUI interface is compatible with Windows and virtually every other desktop device.

Voice Mail & Unified Messaging

Facet**Phone** supports all the standard voice mail features through the telephone. But through the graphical computer user interface, voice mail becomes particularly useful and easy to manage. The GUI allows users to visually sort and manage their voice mail messages. Each voice mail message has the Caller ID information, date and time of the message, text notations associated with the



message, and the message duration. Users may listen to their messages on the phone or on their computer speakers. Users may also choose to be notified by email of new voice mail messages, or they may have the voice mail sent to email as an audio attachment.

Presence & Availability Management (PAM)

Using the graphical user interface on the desktop computer, Facet**Phone** provides an instantly informative display detailing which employees are available, on the phone, busy, at lunch, out of town, etc. Facet**Phone**'s PAM functionality is available not only to operators but to all users. Operators and users may "see" the availability status of people within a department, the entire company, or any other group the administrator allows.

Automated Attendant

Utilizing Facet**Phone**'s powerful and flexible Interactive Voice Response (IVR) system, the auto attendant feature is available for use by both the main reception lines and departmental groups. Auto attendant is also supported at the user/extension level through the voice mail system. All greeting prompts are completely customizable by the company and group.

Automatic Call Distribution (ACD)

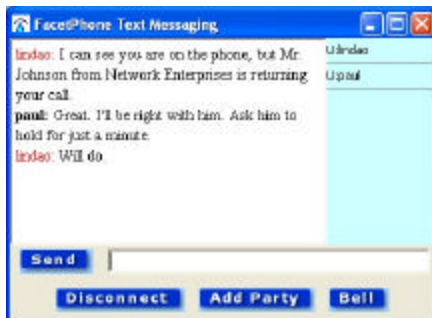
The Facet**Phone** ACD provides for automatic call routing to the next available agent in a group or department. It includes call queue management when all agents are busy, on-hold messages, and caller opt-out of queue options.

Computer Telephony Integration (CTI)

Computer Telephony Integration is the ability of the phone system to interact with the company or employee computer system(s). An IP-based phone system is particularly well suited for CTI. Facet**Phone** uses CTI to communicate with the customer's Windows, Linux and UNIX applications. Interaction with Outlook®, Goldmine® and Act!® for dialing and Caller ID-based "screen pops" is specifically supported by Facet**Phone**.

Branch Office & Telecommuting

Facet**Phone** fully integrates users that are in a branch office or are telecommuters via the Internet. Remote locations become simple telephone extensions, so users may dial inside extensions or outside numbers just as they would from their central corporate location. They get complete access to the Facet**Phone** GUI and TUI interfaces. Operators and other users on Facet**Phone** can see their remote status through the presence management screen.



Enterprise Instant Messaging (EIM)

Instant messaging, or text chat, can be conducted between two or more users who are logged into Facet**Phone**. This feature is particularly handy for those quick co-worker communications where someone doesn't want to intrude with a phone call or wait for an email response. It is also very useful for short, quick communications during a phone call.

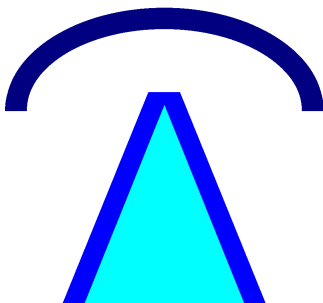
Facet**Phone** EIM excludes all parties that are not on the corporate network resulting in a more secure, productive work environment.

The screenshot shows a window titled "FacetPhone: paul" with a menu bar (Action, Window, Admin, Operator, Help) and tabs (Main, Voice Mail). Below the tabs is a window titled "FacetCorp Users" containing a table of user information.

ID	IM	P	At Work	Name	Location	Status
100		X		admin	not logged in	not logged in
128	IM			clark	office	at desk
130		X		confroom	not logged in	not logged in
120	IM			eric	office	at desk
199		F		fax	not logged in	forward to fax
125		X		jack	not logged in	not logged in
144	IM			jim	office	at desk
110	IM			jimh	office	at desk
183		X		joel	not logged in	not logged in
129				john	office	at home
115				jarry	office	gone home
118				linda	office	out of office
110	IM			linda0	office	oper on duty
182		X		lois	not logged in	not logged in
137				marilyn	office	in storeroom
180		X		martha	not logged in	not logged in
139	IM			paul	office	logged in
113	IM			rw	office	logged in
123	IM			ship	ship	oper on duty
181		X		sue	not logged in	not logged in
138				tre	office	at lunch
121	IM			will	office	at desk

Feature Summary:

- Automated Attendant
 - Reception, primary or backup
 - Group / Department
 - Dial by extension
 - Dial by name
 - Dial by group
 - Voice mail
 - Informational
- Automatic Call Distribution
- Branch Office Support
- Call Detail Recording
- Call Forwarding
- Call Recording
- Call Waiting
- Caller ID Support
 - Telephone display
 - GUI display
 - Voice mail CID stamp
 - Call waiting support
 - Screen pop—Windows applications
 - Screen pop—Linux/UNIX applications
- Computer Telephony Integration—Dialing and Caller ID screen pops
 - Windows applications (TAPI)
 - Outlook
 - Goldmine
 - Act!
 - Linux / UNIX applications (UTAPI)
 - FacetWin
 - Others
- Conference Calls
- Customer Administration
- Distinctive Ringing
- Enterprise Instant Messaging
- FacetWin Interface
- Graphical User Interface (GUI) for:
 - Presence & availability management
 - Call control
 - Voice mail management
 - Enterprise instant messaging
 - Conference calls
 - Visual line monitoring
- GUI (continued)
 - User and system administration
 - Redial
 - Slider volume control
- On-hold messages
- Paging
 - PC speakers
 - Overhead system (3rd party)
- Presence & Availability Management
 - User login status & location
 - Display phone status, IM & work status
- Remote Office Support
 - Branch offices
 - Telecommuters
- Roaming Extensions
- System Administration
 - User controls
 - User status
 - Voice mail greeting settings
 - Unified messaging directives
 - Manager controls
 - Users
 - Groups
 - Lines
 - Stations
 - Gateways
- Telecommuter Support
- Telephone User Interface (TUI) - Hold, park, transfer, voice mail, conference, forward, paging, etc.
- Voice Mail & Unified Messaging
 - Security via PIN
 - Voice mail waiting indicator phone light
 - Multiple greetings
 - Visually sort and manage messages
 - Add text / comments
 - Playback on phone or PC speakers
 - Voice mail forwarding to email
 - Voice mail notification via email
 - One-click return call
 - Distribution lists
 - Informational only mailbox
 - Complete access via telephone



Tel: **1.877.FacetGo**
1.877.322.3846
1.972.985.9901
Fax: **1.972.612.2035**

Email: info@facetcorp.com
Web: www.facetcorp.com

FacetCorp

