

Wave Client API

Leverage your investment in Wave IP® by customizing, extending and integrating with critical business applications.

Integration through Openness

Wave ViewPoint®, the intuitive client application standard with all Wave IP systems, offers businesses breakthrough simplicity and ease of use, with intuitive productivity features including desktop call management, mobility, secure Instant Messaging, integrated softphone, Microsoft® Exchange integration, visual voicemail, call recording, presence information and much more.

The Wave Client Application Programming Interface (API) allows organizations to extend current ViewPoint functionality, as well as integrate Wave IP functionality with 3rd party enterprise applications - CRM, call center reporting, hospitality management, click-to-dial, predictive dialing and more.

The Wave Client API contains the core objects upon which the ViewPoint application itself is built. You can extend existing applications such as Microsoft Outlook®, Goldmine®, Seibel® and Onyx®, or write your own applications from scratch.

Anything you can do in ViewPoint you can do in your enterprise application by utilizing Wave IP's comprehensive and easy to use API.

Customize, Extend, Integrate

The Wave Client API can be used by Authorized Wave IP dealers to create custom applications or to embed specialized functionality in Vertical's ViewPoint application. Examples include:

- A specialized operator's console designed to maximize an operator's ability to supervise the phone system.
- A GUI representing a softphone that looks and operates just like a real phone.
- An application that displays a list of people who are currently available to answer calls.
- A small application that changes your greeting everyday, just for when friends call, or for all callers.
- A call tracking application that sends you notification of every call made, making it easy to track calls in a way that fits your specific needs.
- An application that synchronizes your Wave contacts with contact databases.
- A small utility that resides in the system tray and that allows you to change your Wave personal status.
- A small, lightweight call monitor that resides in the system tray.
- A voicemail export application. The API can collect your voicemail and export it in WAV format. Your application can treat your messages just like any other WAV files, for example, archiving them, storing them in a database, or even converting them to MP3 format and downloading them to your MP3 players or PDA.
- A real-time monitoring solution for Wave IP Contact Center agents and supervisors that provides immediate data visibility to maximize agent productivity and caller satisfaction.

With Wave Client API there are no limitations to the customizations that are possible.

Standard Development Technologies

With Wave Client API organizations can develop applications using industry standard .NET development technologies.

Wave Client API provides:

- Compatibility with any .NET language (e.g., C#, Microsoft Visual Basic .NET, etc)
- Support for standard data binding
- Paging Support
- Enhanced developer control, with no hidden or confusing auto-subscription for events
- Integrated Intellisense and Online Help

Application Distribution: AppStore

Vertical's Wave Client API Development Partner Program has been established to develop and build productivity enhancing applications that integrate with Wave IP.

Applications developed can be sold via the AppStore on vertical.com.

For more information on how to take part in Vertical's Wave Client API Development Partner Program, please contact your Authorized Wave IP Dealer or 1-877-VERTICAL.

For more information or to place an order, contact your Authorized Wave IP Business Partner, call Vertical at 1-877-VERTICAL (1-877-837-8422) or visit www.vertical.com

