

Your inside look at...

Solutions With Impact™



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Impact Technologies, Inc.

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BUILDING ON A LEGACY

For years Impact Technologies has brought you the finest in phone training. In 2002, the first releases of PhoneGuide LIVE! revolutionized telephony training by providing customized, interactive, video-based training so end users could receive instruction whenever they wanted it. It was quite a step up from “here today, gone tomorrow” live training or making users thumb through quick reference



guides. With PhoneGuide LIVE! end users now had multimedia phone training at their fingertips.

In 2006, we dramatically simplified the installation of PhoneGuide LIVE! by converting the client to a browser interface. Now by simply installing PhoneGuide LIVE! on a web server and distributing a URL address end user training was underway!

With progress in mind, we

are proud to announce the release of PhoneGuide LIVE! 8.0. This version brings to the forefront the Siemens OpenScope Voice platform, including OpenStage phone information import capability. For more details on this exciting release, please read the Product Spotlight on page 3.



PRODUCT UPDATES



Impact's Integrated Services Manager (ISM) for IWSAlerts™ has achieved official Certification of Interoperability under AtHoc, Inc.'s Technology and Interoperability Alliance Program. ISM provides a bidirectional telecommunication gateway between DAKS and AtHoc's award-winning enterprise emergency notification system. With DAKS deployed as the notification and collaboration backbone of your private telephone network, integrated mission-critical solutions are now a reality.

Learn more about ISM in the next issue of Impact Insider. Or, contact us today for more details!



OnTraQ

Traffic Analyst OnTraQ is unleashing something that has never been seen before: 2nd line call analytics.

Now, you can track calls made to and from your ACD agents' second phone lines. If your company is having an outbound phone campaign, you can track whether employees are taking advantage of using their second lines so as to keep their ACD lines free. You can also see when your employees' second lines are bombarded with unnecessary personal calls. With OnTraQ, you get real-time results, for a fraction of the cost, with more perspective than ever before.

Call Accounting

Traffic Analyst Call Accounting is getting a facelift! In order to improve usability, we have added functionality to our Call Accounting reports.

- Group and sort results on the fly, instead of re-running reports.
- See high-level results, and then drill down to see more of the results you want to see.
- All customers with active service plans will receive these features at no charge.

INSIDER SCOPE

Want to be a part of something **BIG**? We're always looking for visionary customers to shape the future of our products. See page 3 for details.

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CUSTOMER NEWS

Robert Bosch expands Traffic Analyst Call Accounting as they roll out their new OpenScape Voice platform.

Veterans Administration expands their DAKS deployment to include e-mail and additional subscribers.

Newport News Police Department purchases Traffic Analyst OnTraQ to fill their

need for a cost-effective ACD reporting solution.

City of Hollywood deploys Traffic Analyst Call Accounting so they can track a call from start to finish. Other solutions provided only a narrow scope.

Iowa Communication Network increases their Traffic Analyst Network and

PhoneGuide LIVE! licenses to make room for additional capacity.

Florida Power & Light implements Traffic Analyst Call Accounting for the precision it provides, creating a formal record of each call coming into their switch.



What can we do that will have a significant positive impact on your success?

EDUCATIONAL OPPORTUNITIES

Keeping Call Centers OnTraQ and in Budget

Thurs., November 19, 2009
12:00 PM ET / 9:00 AM PT

Looking for an easy-to-use, customizable call center analytics package? Join us to find out how OnTraQ will exceed your expectations—starting at less than \$100 per agent!

Cost Effective Call Accounting for Siemens Platforms

Thurs., December 3, 2009
12:00 PM ET / 9:00 AM PT

Ineffective call center analytics got you down? Join us to discover how to turn CDR data into valuable, actionable information – at a price point that fits into your budget.

PhoneGuide LIVE! Training at Your Fingertips

Wed., December 16, 2009
12:00 PM ET / 9:00 AM PT

Looking for a simple, effective phone training solution? Discover why PhoneGuide LIVE! is the only effective web-based solution for training employees on how to use their phones and voicemail boxes.

W To register for any of our upcoming webinars, please visit www.impacttech.com/events.

MEET IMPACT

Mark Savage has been with Impact Technologies since 1993. He is the original technical architect for Impact products such as Traffic Analyst and PhoneGuide LIVE!. Mark graduated from the University of Missouri-Columbia (go MIZ-ZOU!) and had post graduate work at the University of Missouri-Rolla. His son, a starting sophomore Varsity Quarterback, is his high school conference's current passing leader. Mark's daughter is currently attending Missouri State University and has received a multitude of academic awards. He is very proud of both of his children.

CUSTOMER SERVICE CONNECTION

Have you been putting off your quarterly network analysis? Do you wish those reports could just be handed to you, no hassle involved? We can help!



We'll collect your data, conduct a detailed investigation into your network

performance and model changes in your network usage. Plus, you'll receive an inventory of routing plans and trunk groups, what-if modeling options with alternative routing plans, and optimization recommendations to improve performance and/or reduce costs.

Call Customer Service at 314.743.1420 for more information, including pricing.

PRODUCT SPOTLIGHT – PhoneGuide LIVE! for OpenStage Phones

You asked for it—okay, screamed for it—and now you've got it...

Responding to many requests from our OpenScape Voice customers and prospects, Impact Technologies has added OpenStage phone support to PhoneGuide LIVE!.



From simplifying a new switch cutover to providing a cost-effective option for refresher or new employee training, PhoneGuide LIVE! is the solution for training employees on how to use their phones and voicemail boxes. It eliminates the hassle and costs of scheduling instructor-led training and puts quality instruction at your employees' fingertips.



PhoneGuide LIVE! is the web-based training solution for all your OpenScape Voice, HiPath 4000 and HiPath 3000 users. The

multimedia instruction includes:

- Getting Started videos to introduce users to basic phone operation and features
- Feature tutorials including step-by-step instructions
- Customized training based on user's configured phone layout
- Detailed instructions for setting up and using Xpressions voicemail
- Helpful online documents including Quick Reference Guides, User Guides, Feature Step-by-Step Instructions and Decision Tree documentation

Exciting Updates in 8.0!

The release of PhoneGuide LIVE! version 8.0 brings the OpenScape Voice platform to the forefront. Advanced phone instruction for the OpenStage 80, OpenStage 60, OpenStage 40 and OpenStage 20 SIP model

phones is now supported. This includes step-by-step instructions for 20+ phone features! But, we didn't stop there; 8.0 includes all new Getting Started videos, in addition to customized My-Phone pages, for OpenScape Voice users.

When the user logs in, the phone is queried for updated information on button layout; if the user's phone layout changed since their last log in, the changes will be reflected in the My-

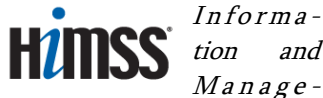


Phone application. Run your mouse over the buttons on the display, and as you see them highlight, you can click on a button to instantly link to feature help for that button.

IMPACT NEWS

Impact Technologies is planning on attending the annual HIMSS (*Healthcare Information and Management Systems Society*) conference, which will be held in Atlanta, GA from March 1st through March 4th.

Stay tuned for more information.



Impact Technologies will also be presenting our solutions at the Black Box Technology Showcase November 10th at Miller Park in Milwaukee, WI. We look forward to spending the day at the ballpark and showcasing our homerun solutions.



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INSIDER SCOPE

We're always looking for customers who are willing to work with us on new solutions. Currently we are planning to implement our Traffic Analyst Call Accounting for Nortel, Avaya and Cisco switches. If your enterprise runs on one or more of these platforms and you are interested in cost-effective call analysis, please contact us at 314.743.1430.

