

## MAIN CUSTOMER MESSAGE

Easy to use and manage, Microsoft® Response Point™ is revolutionary phone system software designed to meet the needs of small businesses. The user-friendly Response Point Administrator empowers an average PC user to set up a phone or make system changes in minutes, with just a few mouse clicks. The unique voice-enabled user interface instantly connects employees and customers with the people or information they need. Delivered on intuitive hardware, with support for both traditional phone service and Voice-over Internet Protocol (VoIP), Response Point offers an entire phone system in one affordable package—a smart choice for any small business.

“On average, VARs that sell IP PBXs uncover \$0.80 of additional networking and computing sales opportunities for every \$1 in IP PBX revenue they generate.”

—AMI Research

## KEY PRODUCT FEATURES

System management features	User features
<ul style="list-style-type: none"> <li>• User-friendly administrator console</li> <li>• Telephone and phone line adapter auto discovery</li> <li>• Two-click backup and restore</li> <li>• Easy phone moves, changes, or additions with a few mouse clicks</li> <li>• Flexible adjustment of staffing peaks and valleys</li> </ul>	<ul style="list-style-type: none"> <li>• One-touch voice commands</li> <li>• Speech-enabled Automated Receptionist</li> <li>• Voicemail to e-mail forwarding</li> <li>• Microsoft Office Outlook® contact integration</li> <li>• Advanced call routing (forward, transfer, park, retrieve, etc.)</li> <li>• Built-in voicemail</li> </ul>

## TOP FIVE REASONS TO USE RESPONSE POINT

1. Response Point reduces phone system management costs by empowering average PC users to complete moves, additions, and changes—no special phone training required.
2. Response Point helps eliminate the need for many expensive phone system extras—expansion packs, hours of employee training, etc.—that typically add thousands of dollars to the cost of a small business phone system.
3. Response Point’s top-quality voice recognition lets users embrace phone features that were previously cumbersome or complicated. They can simply say “transfer my call to Joe” instead of memorizing the right call transfer keystrokes and Joe’s extension number. Employees can call anyone in the company, or any of their Office Outlook contacts, just by saying their name.
4. Response Point lets users better serve customers with a helpful, Automated Receptionist feature that is customizable and able to answer frequently asked questions about the business, such as hours and location. Callers need only speak their desired party’s name and they will be transferred to that extension.
5. Response Point helps users respond quickly and professionally to customer needs. Employees can see caller details in screen pop-ups and be able to specify which callers can ring them directly, bypassing the receptionist. With Response Point, callers receive VIP treatment every time.

## SYSTEM REQUIREMENTS AND RECOMMENDATIONS

Required	Recommended
<ul style="list-style-type: none"> <li>• A wired local area network (LAN)</li> <li>• One computer running one of the following system programs:               <ul style="list-style-type: none"> <li>- Microsoft Windows® XP Professional or Home Edition SP2 (32-bit)</li> <li>- Windows Vista® (32-bit)</li> <li>- Windows Server® 2003 R2 SP2 (32-bit)</li> <li>- Windows Small Business Server 2003 R2 (32-bit)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Internet access</li> <li>• Access to an SMTP mail server</li> <li>• Office Outlook 2003 or Office Outlook 2007</li> </ul>



## HOW TO BUY RESPONSE POINT

Response Point Provider	<b>Quanta</b>
Company Description	Quanta Computer today is the largest notebook computer ODM company in the world. With leading technology and strong R&D, Quanta has become a leader in hi-tech markets.
Response Point Package	The Quanta Syspine package includes a base unit with an integrated secure gateway and 8-phone-line ATA, both built-in, and four desktop phones.
Individual SKUs	Gray desktop phone—\$159 ea. MSRP White desktop phone—\$159 ea. MSRP
Bundle SKUs	4 phones, 1 base unit with built-in telephone line adapter—\$2,500 MSRP
Availability	Customers can purchase Quanta Syspine models through distributors. Please visit <a href="http://www.syspine.com">http://www.syspine.com</a> for more details.
Distributors	CMP, Inc.: <a href="http://www.cmpitel.com">http://www.cmpitel.com</a>

## ADDITIONAL RESOURCES

Microsoft Response Point  
<http://www.microsoft.com/responsepoint>

Response Point Blog  
<http://blogs.technet.com/rp/>

Response Point Partner Community  
<http://responsepoint.spaces.live.com>

Response Point Product Information  
[rpoint@microsoft.com](mailto:rpoint@microsoft.com)