



See how easy a small business phone system can be.



There's an easier way to communicate.

Introducing Microsoft® Response Point™, innovative phone system software designed to meet the needs of small businesses. Response Point can save you time and money with a breakthrough voice-activated user interface, simplified setup and user management, and effortless mobility.

Respond quickly to customer needs.

Automatically route calls to the right person, whether they're in the office or on the road. Employees don't have to wait by the phone, and all callers and customers receive the same VIP treatment, every time.

- See caller details with screen pop-ups.
- Specify callers who can ring you directly, bypassing the receptionist.
- Integrates easily with Microsoft Office Outlook® contacts.
- Voice-enabled Automated Receptionist manages common requests and increased call volume smoothly and professionally.
- Monitor and maximize customer service with the call history function, an upgrade included in Response Point Service Pack 1 (SP1).

Reach customers and colleagues easily—from almost anywhere.

Take and make customer calls away from the office. Calls can be automatically routed on a Voice-over Internet Protocol (VoIP) line, helping you avoid exorbitant long-distance rates.

- Route calls to the right employees whether they're in the office or on the road.
- Send voicemail to e-mail for easy access.
- Ring all the phones in a particular department for quick access.
- SP1's click to call feature makes it easy to find and connect with all contacts.

Add new phones and users quickly.

An average PC user can add and manage up to 50 users—with no special phone training or additional license fees.

- Add and change users with a few mouse clicks.
- Adjust staffing peaks and valleys flexibly.
- Session Initiation Protocol (SIP) trunking, included in SP1, helps streamline the setup process with VoIP service providers.
- Move office locations with minimal interruption in customer service.



Response Point features at a glance

Adding New Employees

- Scales to 50 employees (with no additional license fees).
- Setup configuration wizards make changes easy.
- Auto discovery of new phones.

Voicemail and Call Routing

- Ring all the phones in a particular department for quick access.
- Manage call logs effortlessly through e-mail.
- Park, retrieve, and forward calls.

Mobility

- Call forwarding for employees on the go.
- Voicemail to e-mail forwarding.
- Office Outlook contact integration.

Customer Responsiveness

- Transfer calls easily between employees or departments.
- Pop-ups reveal details about callers.
- Voice-enabled Automated Receptionist provides fast, professional response 24x7.
- Monitor and maximize customer service with SP1's call history function.
- Click to call feature in SP1 makes it easy to connect with all contacts.

VoIP

- SP1 supports both VoIP and analog phone lines.
- Avoid exorbitant long-distance rates.
- Add new VoIP lines in minutes with the intuitive VoIP setup wizard.

System requirements and recommendations

Required

- A wired local area network (LAN)
- One computer running one of the following system programs:
 - Microsoft Windows® XP Professional or Home Edition SP2 (32-bit)
 - Windows Vista® (32-bit)
 - Windows Server® 2003 R2 SP2 (32-bit)
 - Windows Small Business Server 2003 R2 (32-bit)

Recommended

- Internet access
- Access to an SMTP mail server
- Office Outlook 2003 or Office Outlook 2007

Discover how easy communication can be.

Check out the product demo and additional details at: <http://www.microsoft.com/responsepoint>

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