



Phone system software for small business

SP2

See how easy a small business phone system can be.



There's an easy way to communicate — and now it's just got easier.

Microsoft® Response Point™ SP2 is 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.
- Click-to-call makes it easy to find and connect across all your business contacts.
- Integrates easily with Microsoft Office Outlook® contacts.
- Voice-enabled Automated Receptionist manages common requests smoothly and professionally.

#### Reach customers and colleagues easily—from almost anywhere.

Take and make customer calls away from the office.

- Voice Dialing enables hands-free voice-activated commands to dial, transfer, and retrieve calls, eliminating the need to memorize phone numbers. Now just say, "Transfer my call to Joe."
- Award-winning voice recognition software improved with DTMF detection to reduce speech misrecognition high-quality speech recognition.
- Optional gateways let you easily connect to TI, PSTN, VoIP and more.
- VPN access enabled so that people can use the phone system from remote networks.
- 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.

#### Increase productivity and savings using VoIP.

Automatically route calls on a Voice-over Internet Protocol (VoIP) line, helping you avoid exorbitant long-distance rates – and saving you up to 51% on your phone bills!

- 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.
- Flexibility to adjust to staffing peaks and valleys.
- Move office locations with minimal interruption in customer service.
- Intercom and Paging to connect to colleagues and customers quickly.

**Microsoft**

SP2



## Response Point features at a glance

### Adding New Employees

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

### Mobility

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

### Voicemail and Call Routing

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

### Customer Responsiveness

- Transfer calls easily between employees or departments.
- Pop-ups reveal details about callers.
- Voice-enabled Automated Receptionist provides fast, professional response 24 x 7.
- Click-to-call and voice dialing makes it easy to connect to customers.

## System requirements and recommendations

### Required

- A monitor screen resolution of at least 800x600 or higher
- A wired local area network (LAN)
- One computer running one of the following system programs:
  - Windows XP Professional or Windows XP Home Edition Service Pack 2 (SP2) or later
  - Windows Vista
  - Windows Server 2003 R2 SP2 or later
  - Windows Small Business Server 2003 R2 or later

### Recommended

- Internet access
- Access to an SMTP mail server
- Office Outlook 2003 or Office Outlook 2007
- A monitor screen resolution of 1024 x 768

*Discover how easy communication can be.*

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