



Wave Global Manager

Wave Global Manager revolutionizes the management of voice and data communications in branch offices and retail stores.

Unfortunately, traditional telephone systems were not designed to meet the challenge of managing incoming calls in a large, multi-store enterprise. The solution? Merge telephony with computer intelligence and real-time access to network resources.

Vertical's Wave Global Manager gives you the power to manage your business more responsively, productively and profitably. With Wave Global Manager you can schedule changes to occur automatically at the most convenient time. In addition, you can predetermine WAN bandwidth requirements for Wave Global Manager to make efficient use of the limited bandwidth at your network's edge.

Centrally manage your communications network

Wave Global Manager provides a simple, effective and efficient way to manage your Wave IP network. You can schedule, monitor, report and track system software configuration and application changes from a single location, greatly increasing your control over your Wave IP systems while lowering administration and management costs. You can organize and manage your systems according to geography, organization, time zone, or other logical grouping, and then apply changes in one or more groups.

In addition, centralized authentication protects access to your network of Wave IP systems. Wave Global Manager also allows you to schedule and execute updates and upgrades to your Wave IP system and associated suite of Wave IP voice applications – including auto attendant prompts – across a region or network of offices or stores. You can even customize marketing and promotional campaigns by region or location, and then roll them out across a network.



Manage your entire chain as one system

Wave Global Manager lets you proactively manage your entire network of stores from a single location for a higher degree of management and control and lower maintenance costs, with real-time reporting by store, district, region, and/or enterprise.



Better business decisions

Reporting and archiving features let you collect, aggregate and analyze information about telecommunications and business operations processes and practices. This centralized reporting enables you to better understand day-to-day operations at all remote locations. Reports include trunk and traffic statistics and call accounting. They can guide cost-sensitive operational decisions and help you provide higher levels of customer service and call handling.

Designed for the rigors of retail

Wave Global Manager is designed for the needs of fast-growing retail companies with widely distributed locations, supporting hundreds of simultaneous users and scaling to thousands of sites. Wave Global Manager is built on scalable Microsoft® technologies including the .NET architecture and Microsoft SQL Server. A database star schema facilitates faster queries and the flexible addition of new reports over time.

Translating insight into action

Wave Global Manager lets you implement actions across your entire network with surgical accuracy and speed to enable a continuous process of optimization.

- Wave Global Reporter analysis shows that callers are kept on hold too long in several stores. You revise the call-routing flow in only the affected stores using Wave Global Manager, and quickly and easily assess the result.
- Before introducing a new series of ads-on-hold, you deploy the ads in selected stores and regions with Wave Global Manager and test customer response with Wave Global Reporter. After analysis you fine-tune the content and then confidently roll out the program nationwide – all with the click of a mouse.
- Using Wave Global Manager, administrators can apply software updates, upgrades and patches selectively or enterprise-wide from one location, dramatically decreasing administrative time and eliminating the cost, disruptions and inconsistencies that occur when software is installed on-site, one site at a time.
- Wave Global Manager enables centralized, automated backup of data from local sites, ensuring full recovery of business data and store operations in case of disaster or network disruption.

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.

Corporate Headquarters

3900 Freedom Circle
Suite 110
Santa Clara, CA 95054
Phone: (408) 404-1600
FAX: (408) 969-9601

Sales & Service

1000 Holcomb Woods Parkway
Bldg. 300, Suite 300
Roswell, GA 30076
Phone: (770) 446-3100

RMA & Technical Support

4717 East Hilton Avenue
Suite 400
Phoenix, AZ 85034
Phone: (480) 374-8900
FAX: (480) 374-8852

