

TeleVantage vs. Altigen's AltiServ

Summary:

Altigen is a proprietary phone system with a limited feature set. Limited features include, monitoring, call routing, phones, graphical user interface, TUI, and API.

- **No digital phones.** Very important to many customers.
- IP phone is not ergonomically designed. Many customer complain.
- Monitoring only available for call center and requires a special supervisor license.
- Additional board required for joining a call.
- Call monitor opens in separate window taking up much space on desktop.
- Poor TUI. Cannot manage multiple calls.
- Poorly documented API.

Feature Comparison

Specification	AltiServ	TeleVantage
Version	5.0	6.1
Release Date	June 2004	September 2004
Ports	192 trunks; 156 analog extensions or 200 IP extensions or 400 IP extensions with hyperthreading;	192 trunks; 720 extensions.
IP Protocol	H.323	H.323
OS	Windows NT/2000 Server	Windows 2003/2000 Server
Phones	No digital stations. IP phones are not ergonomically designed. Does not fit well between neck and shoulder and cannot grip it well resulting in dropped phones.	TeleVantage's open systems architecture allows customers to choose the between digital, IP, or analog phones. Many customers select less expensive analog handsets to keep the overall cost of their phone system down and also gain mobility through inexpensive cordless phones.
Graphical User Interface	Call monitor opens in separate window taking up much space on desktop.	TeleVantage sets the standard with an intuitive, easy to use graphical user interface. Its familiar Outlook-like interface can be used to manage calls, voice messages, call center queues and every other feature exposed by the system without learning cryptic codes. Users can choose to use both the Windows and web client.

Specification	Altiserv	TeleVantage
Monitoring	Must purchase a supervisor license to monitor. Monitoring is only available for the call center. Need a separate resource board for joining.	TeleVantage allows sophisticated monitoring of users with the appropriate permissions. Supervisors can monitor coach, join, and record calls.
Telephone User Interface (TUI)	Poor TUI. Cannot manage multiple calls.	Feature rich Telephone User Interface that allows for advanced function use by listening to prompts.
Call routing	Limited routing functionality. Only able to have one set of follow-me numbers.	Route calls by time of day, who is calling, or the status of the person being called. VIPs can receive special treatment. Set call rules based on how you run your business.
API	Altigen's API is poorly documented resulting in confusion on how to implement solutions. Few development partners as not open platform.	TeleVantage sets the standard for open architecture. Hundreds of third party applications and integrations are available to run on the TeleVantage platform due to the ease of writing applications on TeleVantage.