

TeleVantage vs. Cisco's CallManager Express

Summary:

CallManager Express is a proprietary phone system with a severely limited feature set.

- No ACD functionality
- No GUI client
- No GUI administration. (Limited GUI administration for voice mail and auto attendants is available from Unity Express product. Cannot administer many functions without scripting.)
- No softphone
- Only 8 ports of joint voice mail/auto attendants.
- Voice mail only available on some routers.
- Expensive handsets
- No account codes.
- No authorization codes.
- No call recording.

Questions to ask:

- How many servers are required for the implementation?

Feature Comparison

Specification	CallManager Express	TeleVantage
Version	3.2	6.1
Release Date	September 2004	September 2004
Ports	120 stations; 240 trunks	192 trunks; 720 extensions.
IP Protocol	H.323, SIP	H.323
OS	Cisco IOS	Windows 2003/2000 Server
Phones	IP or Analog. No digital 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	No Graphical User Interface (GUI) is available.	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	CallManager Express	TeleVantage
Call Center	No call center package is available.	Simple ACD workgroup support provided at no charge. With \$250 per change charge full call center support provides real-time statistics for virtually every call center need including: 16 agent statistics, 8 overall queue statistics, 11 inbound queue statistics, 6 outbound queue statistics, and 6 combined queue statistics. Supervisors can configure their view to see exactly the data they require. Supervisors can monitor, coach, join, and record calls. Over 30 reports provide historical reporting on queue and agent performance.
Admin	No graphical user interface for administration. Necessary to write scripts. Unity Express has a GUI for voice mail and auto attendant configuration.	The TeleVantage administrator supports as many classes of service as you want. For example, allow certain administrators to manage call center features while others can only configure voice prompts.

Figure 1
Cisco Call Processing Options and Market Opportunities

