

## NewHeights, Calls In dtSearch For Desktop Assistant™ Convergent Voice, Video and Data Software

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NewHeights Software Corporation develops and sells convergent voice, video and data software products. The company is helping to bring the value of such convergency where customers will understand it and use it daily—on the desktop. The result is competitive differentiation and new revenue generating opportunities for telephony products and services, while providing customers greater flexibility, responsiveness and efficiency in their day-to-day communications.



NewHeights' Desktop Assistant™ adds value to IP PBX customer premises equipment and hosted IP Centrex telephony services. Desktop Assistant provides fully integrated telephone calling with information stored on a desktop computer. And it does this through an intuitive client interface that greatly simplifies the management of real time voice, video and data communications.

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Desktop Assistant softphone version has an embedded IP-based software telephone that replaces the need for a physical telephone set. Teleworkers and Roadwarriors, connected to the enterprise via a secure network connection, can make and receive calls from a remote location using their PC and a USB headset. Other features include: PC-based drag and drop call handling, caller line ID screen pops, visual conference call management, call history, call annotation and call recording.

In the most recent release of Desktop Assistant, NewHeights sought to enhance immediate access to information relevant to incoming callers. NewHeights wanted to instantly retrieve and display such information not only from phone call records, but from other sources as well, such as email messages. For example, if a call came in from a certain phone number or company, NewHeights wanted Desktop Assistant to instantly retrieve all the relevant information on that caller, even if the information resided in a document

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attachment to an email. To perform this function, NewHeights chose the dtSearch Text Retrieval Engine.

"After surveying the market, we discovered that dtSearch was the most efficient and flexible product of its kind," said Deborah Sterling, VP of Product Development, NewHeights Software. "We needed a solution that would retrieve information quickly, without interfering with the daily operation of the user's PC. The dtSearch APIs were easy to use and enabled us to integrate the product in a real-time environment, where a fraction of a second matters when you are dealing with an incoming call."

Mitel Networks® is now selling Desktop Assistant, rebranded 6600 Your Assistant, in connection with its hardware. The product adds value to Mitel Networks' 3300 Integrated Communications Platform, and is generally available throughout North America and Europe. For more information on 6600 Your Assistant, or Mitel Networks, please visit [www.mitel.com](http://www.mitel.com).

NewHeights Software Corporation is a privately held company founded in 1998 in Victoria, British Columbia, Canada. For more information, please call NewHeights' Business Development Team at 1-877-818-3777, or email them at [bdt@newheights.com](mailto:bdt@newheights.com). Or visit NewHeights on the Web at [www.newheights.com](http://www.newheights.com).

(You can also reach dtSearch's Canadian distributor, RCC Consulting, at 1-800-864-0227, [ron@rcc-cga.com](mailto:ron@rcc-cga.com), or at [www.rcc-cga.com](http://www.rcc-cga.com).)