

Business ConneCT



Topics

Employee benefits

Employee main screen

Functional walkthrough

- Making calls
- Using the Directories
- Handling incoming calls
- Presence Management
- Instant Messaging
- Mobile Messaging
- Call log
- Voicemail
- Group Display
- General settings
- Online help

Mobile Client

DT XML Client



Employee benefits

■ Adds call information to any telephone set, DECT and Mobile including:

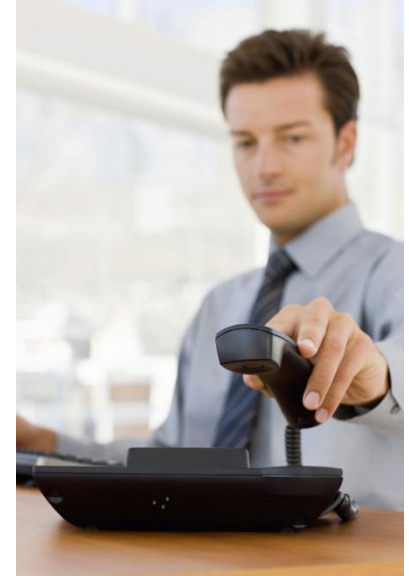
- Who is calling (including photo)
- How to find and call people, internal and external
- Is the person you want to call in the office and available?

■ Quick and easy access to

- Call log
- Voicemail
- Three party conference, etc

■ Full control with Presence Management

- Redirection destinations and greetings
- Presence schedule
- Group Display





Talk

Connected to...

01:39

**Bethany Baker (1001)**

Active Leisure Holidays, Arrangements

For

Cindy Charlton (1002)

Active Leisure Holidays, Ticket Booking

Out of the Office until: 17:00, Business Trip

No.



End

Hold / Transfer

Arrangements ▾

Key unique features

- Control your desktop phone
- *Adds functions* that are not (easy) available on the telephone set
- *Adds information*

Only visible when needed

- Automatic pop-up when called
- Icon in tray bar when idle (minimised)

Directory

a

Name	Number	Calendar
Alice Andrews	1000	Meeting until: 11:30
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Benett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

Latin America Sales ▾

- Benett Davis
- Pedro Ponzo
- Ramon Rodriguez

Asia Sales ▾

- Karen King
- Lea Livingston
- Terry Tanaka
- Ursula Ushi
- Nancy Nickolson

User Presence status



















PC states:

- Offline: the user has not started the Desktop Client
- Online: the user has started his Desktop Client
- Away: the user has started his Desktop Client and has not used his PC for over 15 minutes

Phone states:

- Idle
- In a call
- Ringing
- Forwarded
- Forwarded to Voicemail
- DND

States are visible for every contact in the Client.

		User Presence on PC		
User Phone		Online	Away from computer	Offline
Idle				
In a call				
Ringing				
Forwarded				
Forwarded to voicemail				
Do not disturb				



Talk

Connected to... 01:39

Bethany Baker (1001)

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Active Leisure Holidays, Ticket Booking

Out of the Office until: 17:00, Business Trip

No.



Call info

- who is calling
- for whom when diverted
 - with presence and
 - call state
- full call control
 - shuttle / transfer
 - three party conference
- last numbers redial

Arrangements

Alice Andrews

Bethany Baker

Gavin Gayle

Victor Västerås

Ticket Booking

Cindy Charlton

Call log

- Answered calls
- Missed calls
- Last dialled numbers
- Group Display/Busy lamp field
- Voicemail
- Buddy List / Personal Directory

End

Presence Mgt

- schedule
- reason
- return time

Presence

Meeting

Management Review

11:30

Cancel

Latin America Sales

Directory

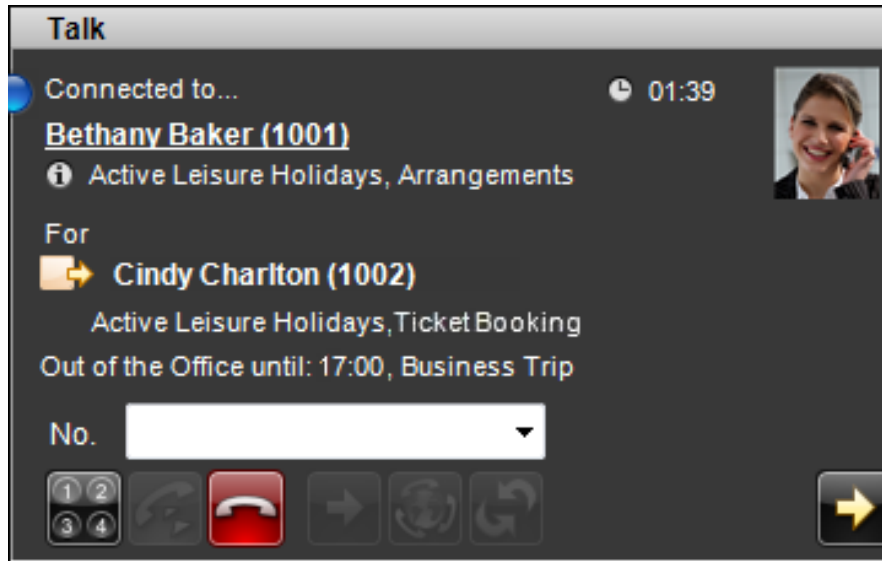
a

Name	Number	Calendar
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Extensive Directory

- company directory
- personal directory
- external directory
- Web Directory
- Presence State
- Call State
- Calendar State

The Talk Zone



Buttons to:

- | | |
|---|--|
|  Keypad post dialing |  Transfer |
|  Start/Answer call |  3-Party Conference |
|  End call |  Shuttle |
|  Transfer |  Put call on hold |

The name or number of the connected party

The name or number of the originally dialled party with presence and call state

Retry button

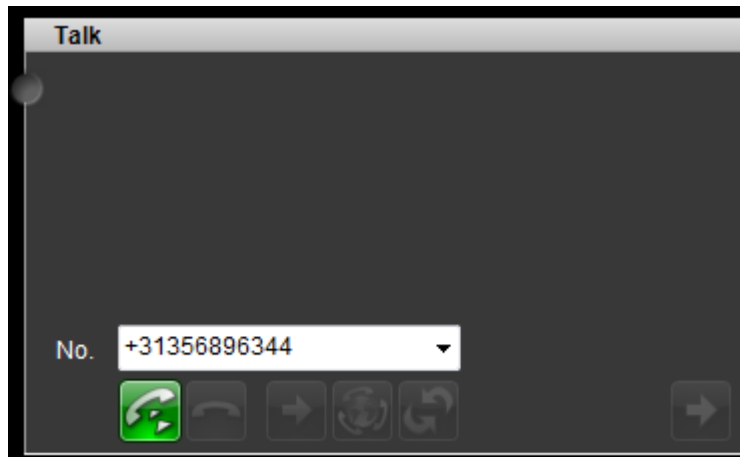
Last number redial

Additional info

Name of the Router

Make a call

There are many ways to start a call



1. Lift handset and dial number, or
2. Enter a number in number field, or
3. Use last dialled number in number field, or
4. Type (part of) a name in Directory, select name, or
5. Click on any number or name in Call Log or Group Display fields

The 'Directory' interface shows a search bar with the letter 'a' and a list of contacts. Each contact entry includes a name, a number, and a calendar entry. The contacts are listed in a table format.

Name	Number	Calendar
Alice Andrews	1000	Meeting until: 11:30
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Benett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

The 'Arrangements' interface shows a list of contacts with their names and icons. The 'Ticket Booking' interface shows a list of contacts with their names and icons.

Arrangements
Alice Andrews
Bethany Baker
Gavin Gayle
Victor Västerås

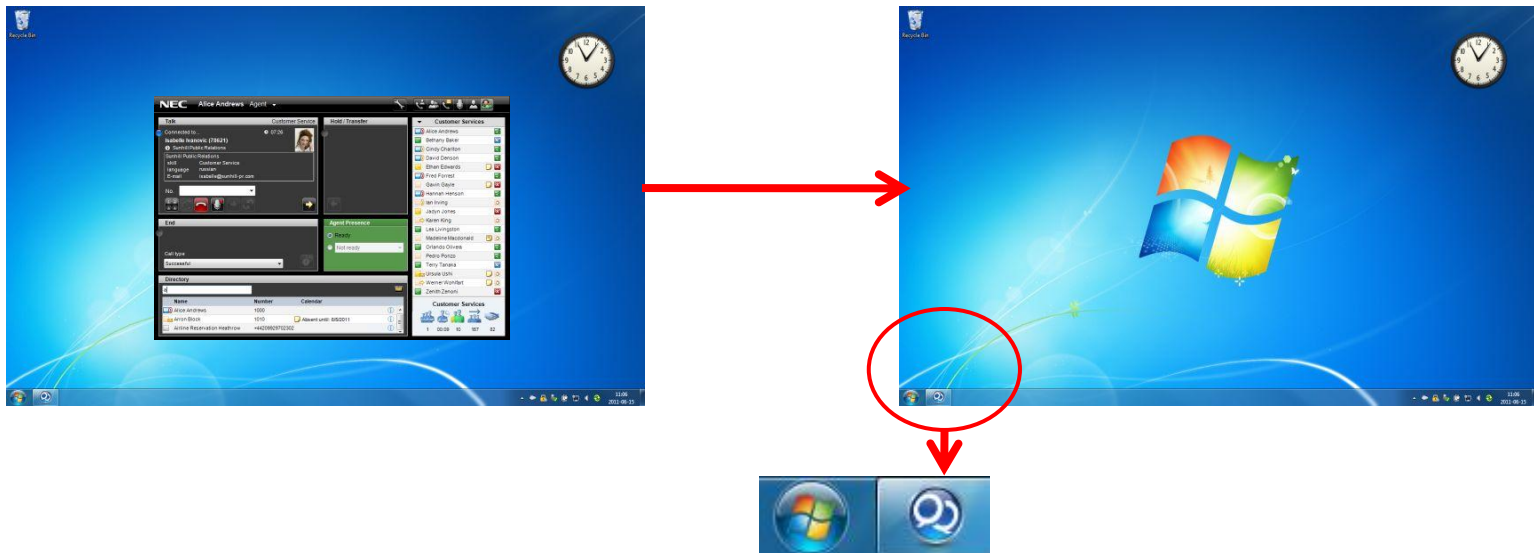
Ticket Booking
Cindy Charlton
David Denson

Login, Switch roles & settings

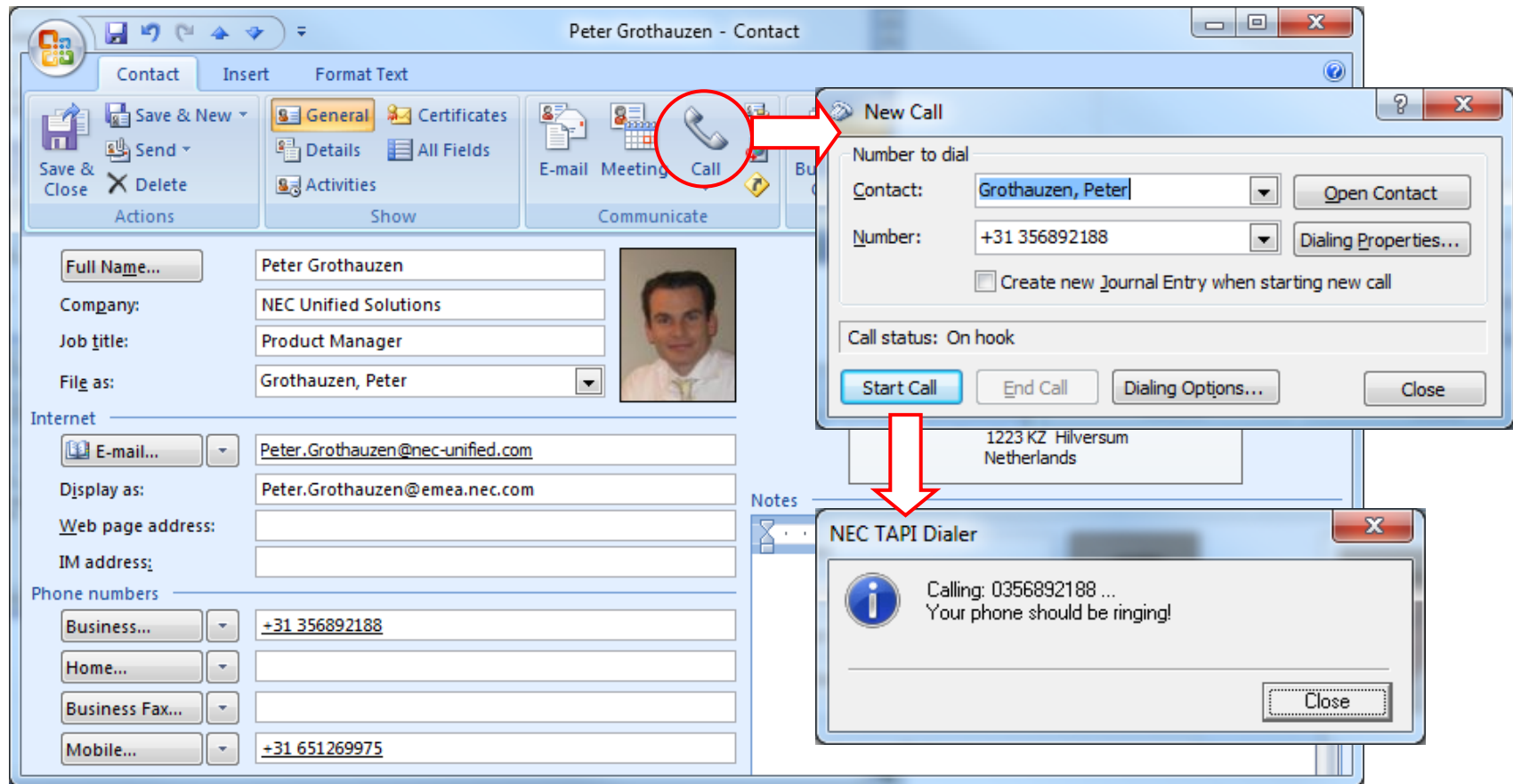
Pull down menu for easy role-switch.



Desktop Client can run in the background minimized to the taskbar.

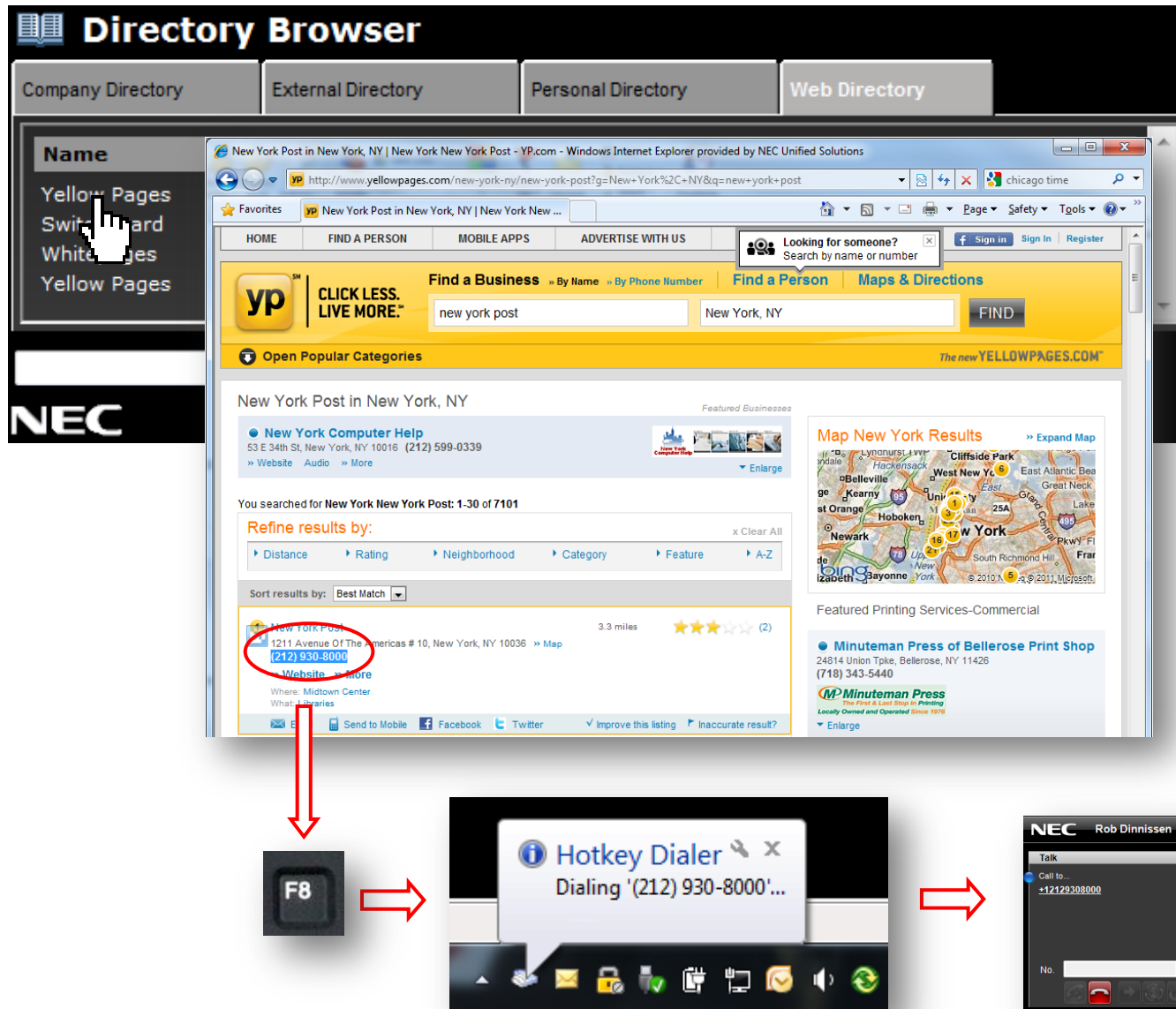


Outlook Integration: Dial from Outlook Contacts



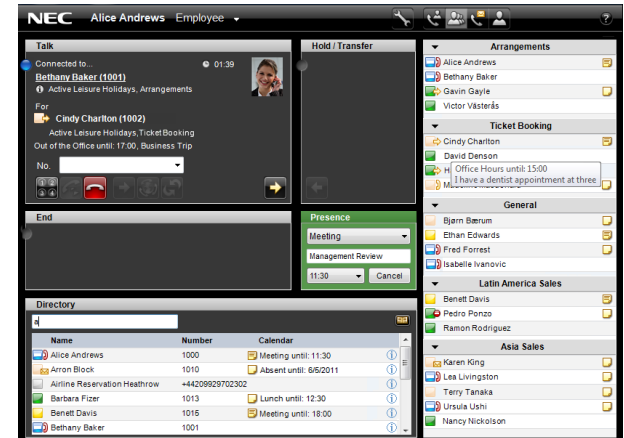
Or any other TAPI enabled application

Hotkey Dialer: dial from any application / web page



Directories

- Company, External and Personal Directory
- Name and number search
- Search while you type
- Accent insensitive search
e.g. ä à å ç ë è é ï ü æ
- Rich presence info
- Several ways to start a call, incl. Hotkey Dialer



Name	Number	Calendar
Alice Andrews	1000	
Arron Block	1010	Absent until: 6/5/2011
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User Presence and Telephone state

Calendar State

Presence Note

Access to search the Full Directory
(See also the next slide)

Retrieve all info about person

Full Directory including Photos

Directory Browser

Company Directory External Directory Personal Directory Web Directory

Last Name























Primary number  

Photo	Full name	Primary number	Email	Company	Department	Building	Mobile phone
	Alice Andrews	1000	Alice.Andrews@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 131	+31601034626 
	Bethany Baker	1001	Bethany.Baker@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 143	+31609388237 
	Cindy Charlton	1002	Cindy.Charlton@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 221	+31604885286 
	David Denson	1003	David.Denson@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 34	+31698882838 
	Ethan Edwards	1004	Ethan.Edwards@alolidays.com	Active Leisure Holidays	General	Building 3, Room 64	
	Fred Forrest	1005	Fred.Forrest@alolidays.com	Active Leisure Holidays	General	Building 3, Room 155	+31691232132 
	Gavin Gayle	1006	Gavin.Gayle@alolidays.com	Active Leisure Holidays	Arrangements	Building 3, Room 87	+31691232135 
	Hannah Henson	1007	Hannay.Henson@alolidays.com	Active Leisure Holidays	Ticket Booking	Building 3, Room 48	



NEC

- Free choice of search fields
- Free choice to display fields

Full Directory settings

The screenshot shows the 'Directory Browser' configuration window. At the top, there are four tabs: 'Company Directory', 'External Directory', 'Personal Directory', and 'Web Directory'. Below the tabs, the window is divided into several sections. On the left, there is a list of 'Available Fields' with a scroll bar. In the center, there are buttons for 'Add >>', 'Remove', and 'Remove All'. To the right of these buttons, there are three sections: 'Search on', 'Find as Result', and 'Personal Details'. Each section has a list of fields and a scroll bar. At the bottom right, there are buttons for 'Apply', 'Default', 'Undo', 'Cancel', and 'OK'. The 'Combine Search Fields' checkbox is located in the 'Search on' section. The 'Personal Details' section is highlighted with a blue background.

Directory Browser

Company Directory External Directory Personal Directory Web Directory

Available Fields

- Primary number
- Vip
- Title
- First Name
- Middle Name
- Last Name
- Display name
- Full name
- Home address line 1
- Home address line 2
- Home city
- Home state
- Home zip code
- Home phone
- Mobile phone
- Voicemail
- Pager
- Modem
- Fax
- Division
- Building
- Department
- Mail stop
- Location status
- Alternative number
- Return time
- Account code

Search on

- Last Name
- Primary number

☐ Combine Search Fields

Find as Result

- Photo
- Full name
- Primary number
- Email
- Company
- Department
- Building
- Mobile phone

Personal Details

- Primary number
- Title
- First Name
- Middle Name
- Last Name
- Full name
- Home address line 1
- Home address line 2
- Home city
- Home state
- Home zip code

Apply Default Undo Cancel OK

Separate search fields
or all combined in one

Specify what you want to
use as search fields

Result fields

Personal details(via the ⓘ)

List of fields configurable by the
administrator (115 fields available)

Directory: Profile Privacy and Company Privacy

Profile Privacy:

If checked, the contact details of this user will not be visible to any users (except to admin and users with “allow to configure rights”).

Company Privacy:

- When activated users can only see contact data (such as name, number, presence) of other users that belong to the same company.
- External Contacts can be related to an internal company

Company Privacy Override:

Overrides “Company Privacy” to allow specific users to see entries of all companies. For instance for Operators.

Note: DECT CDA users can see everyone (they are anonymous)

Outlook Contact Pop-up

Full Name... Peter Grothauzen

Company: NEC Unified Solutions

Job title: Product Manager

File as: Grothauzen, Peter

Internet

E-mail... Peter.Grothauzen@nec-unified.com

Display as: Peter.Grothauzen@emea.nec.com

Web page address:

IM address:

Phone numbers

Business... +31 356892188

Home...

Business Fax...

Mobile... +31 651269975

Settings

Voicemail Presence Delegation Groups General

View

☐ Disable Presence Settings from employee view

Email & Calendar integration

☒ When a call comes in, pop up contacts info from:

☐ Lotus Notes

☒ Outlook

☒ Enable Outlook calendar synchronization

Set personal details

Pop-up options:

- Desktop Client
- MS Outlook contacts

Contact: Daniel Burn - IBM Lotus Notes

File Edit View Create Actions Text Help

Address

Welcome Contact: Daniel Burn

1 Save & Close 2 Select Address Format 3 Chat with Contact

Daniel Burn Architect Director

First Daniel

Middle H

Last Burn

Title Mr. Suffix -None-

Email d.burn@burn.com

Business Personal Briefcase Advanced

Business

Company D.H.Burn Refresh Business Address

Job Title Architect Director

Business address

Street 21 Salle Blvd.

City Chicago State/Province I

Zip/Postal 610 Country/Region US

Additional business information

Contact information

Office phone (31) 555-437

Office fax (31) 555-887

Cell phone (31) 569-887

Pager (31) 555-469

Other email 1 d_burn@aia.com

Other email 2 dh.burn@burn.com

Other email 3 burn@yahoo.com

Cellular phone number.



Talk

Connected to...

01:39



Bethany Baker (1001)

Active Leisure Holidays, Arrangements

For

Cindy Charlton (1002)

Active Leisure Holidays, Ticket Booking

Out of the Office until: 17:00, Business Trip

No.



Hold / Transfer



End

Presence

Switch to
Personal Directory

Personal Directory

- Alice Andrews
- Anna King
- Bethany Baker
- Debora Danson
- Fred Forrest
- Home
- John Boger
- Stuart Johnson

Directory

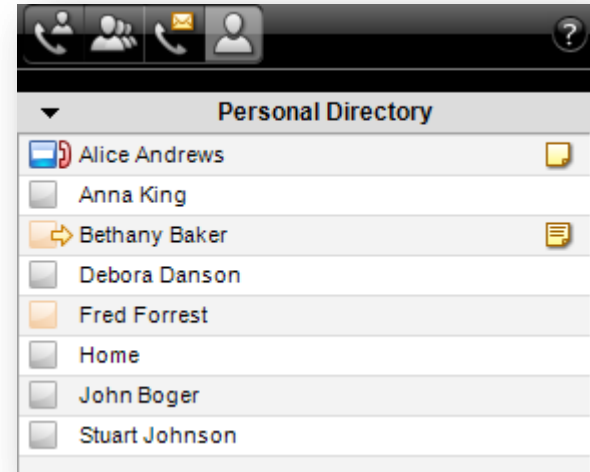
a

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Bethany Baker	1001	

Personal Directory

Every user can create a Personal Directory by:

- Dragging names from call logs into the Personal Directory
- Manually adding entries
- Importing a list via text CSV file



Directory Services



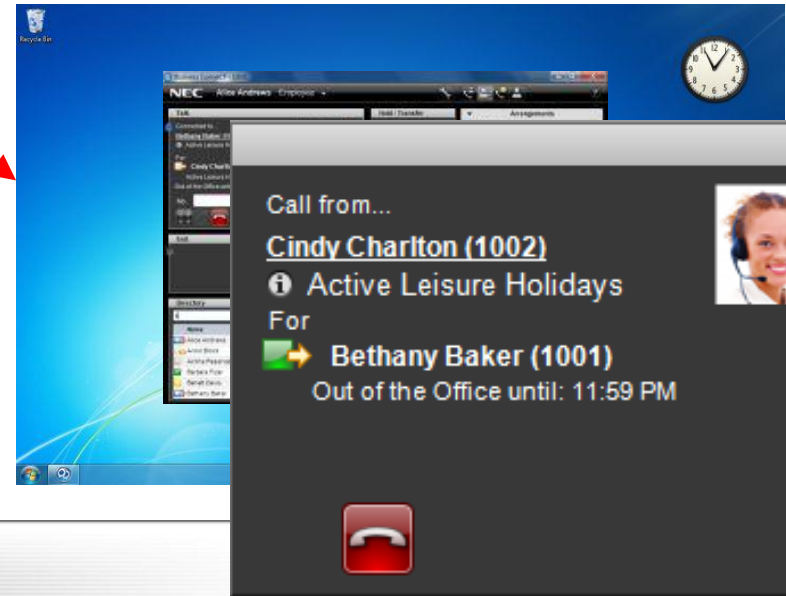
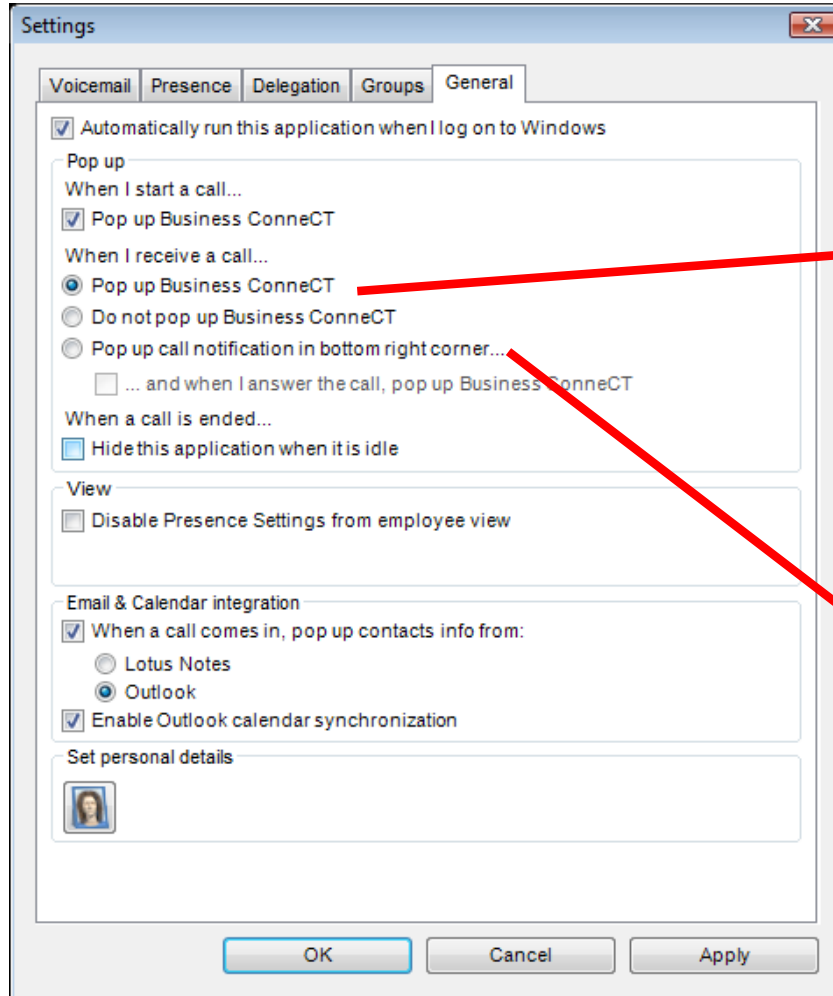
Directory		
a		
Name	Number	Calendar
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Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
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- Supported on:
- Mobile Smart Phone
 - NEC (IP-)DECT
 - NEC DT XML terminals
 - Polycom Terminals

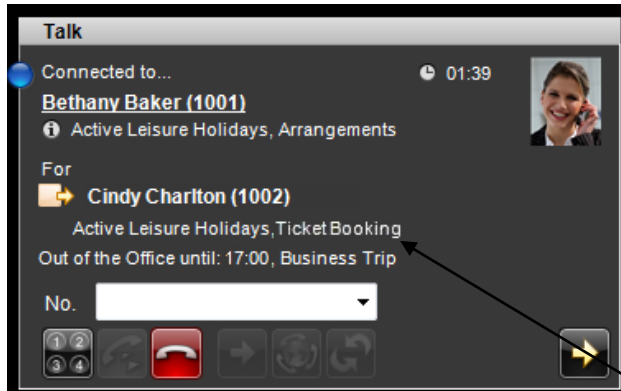


Incoming call pop-up

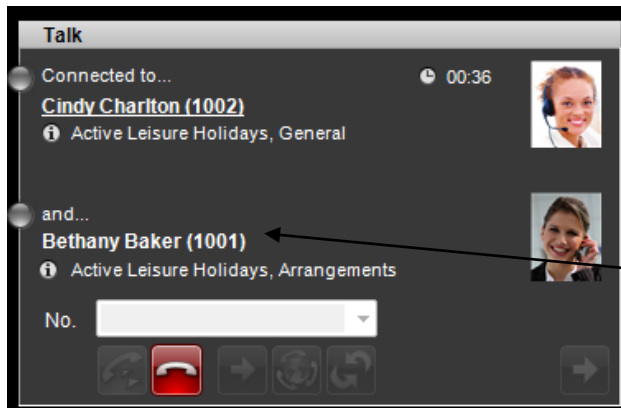
Each user can set his personal pop-up preferences



Answering a call



- The name of the connected party
- Call state of the connected party
- A picture of the connected party



- In case the call was forwarded, these fields give information of the originally dialled party
- With call and presence state
- In case a 3rd party is involved (3-party conference) this field gives name and picture of the this party.

Presence Management (1)

1. Enter the numbers you want to be reached on: Destinations
2. Configure Profiles:
 1. Fill in a Presence Reason (optional)
 2. Select the Destination for your calls

The image displays three overlapping screenshots of the NEC Presence Management software interface, illustrating the configuration process.

Left Screenshot (Destinations): The 'Settings' window has the 'Destinations' tab selected. It prompts the user to 'Enter all phone numbers you want to be reachable on ...'. The following fields are visible:

- Business Connect phone: 1000
- Mobile phone: +31692046262
- Working remote: +31204543553
- Secretary: 1009
- Other: +31357827739
- Voicemail: 1704
- Operator: 9

Middle Screenshot (Profiles): The 'Settings' window has the 'Profiles' tab selected. It prompts the user to 'Select a profile to define...'. A legend is shown with the following options:

- Office Hours (Green)
- Out of the Office (Purple)
- Meeting (Orange)
- Lunch (Red)
- Working Remote (Light Purple)
- Absent (Blue)

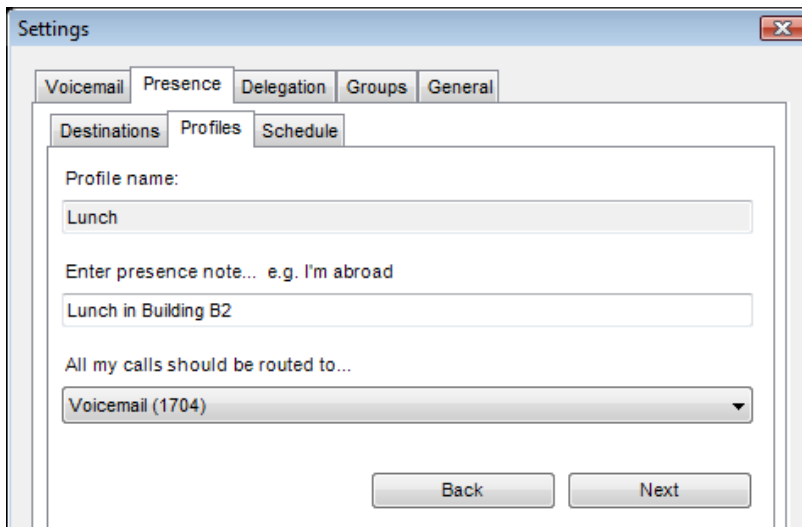
Right Screenshot (Profile Configuration): The 'Settings' window has the 'Profiles' tab selected. It shows the configuration for a profile named 'Lunch'.

- Profile name: Lunch
- Enter presence note... e.g. I'm abroad: Lunch in Building B2
- All my calls should be routed to...: Voicemail (1704)

Navigation buttons 'Back' and 'Next' are visible at the bottom of the rightmost window.

Presence Management (2)

3. For each Profile that has voicemail as the Destination it is possible to:
- Use a standard greeting (for all Profiles) or
 - Create a special greeting for each Profile and offer the caller several options via a “personal Auto Attendant”



Settings

Voicemail Presence Delegation Groups General

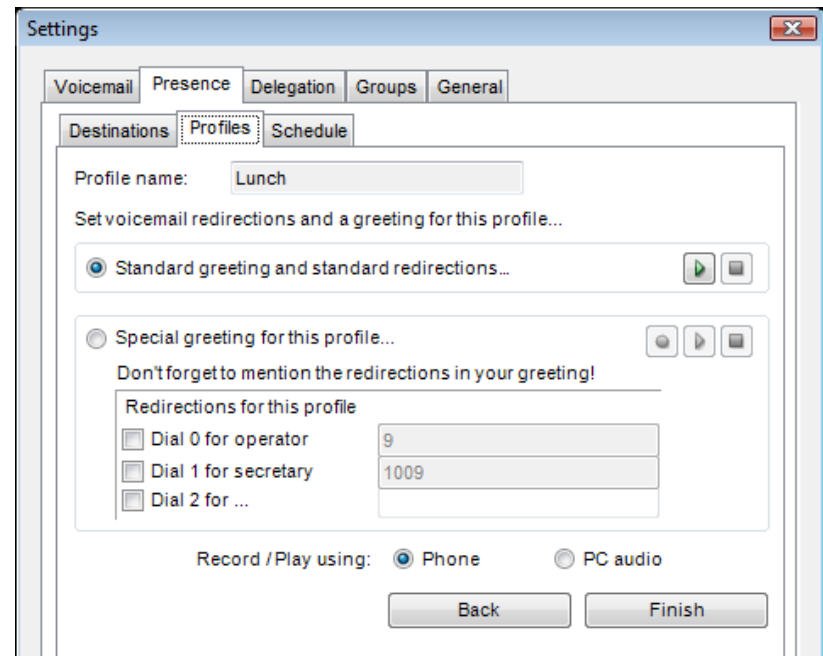
Destinations Profiles Schedule

Profile name:
Lunch

Enter presence note... e.g. I'm abroad
Lunch in Building B2

All my calls should be routed to...
Voicemail (1704)

Back Next



Settings

Voicemail Presence Delegation Groups General

Destinations Profiles Schedule

Profile name: Lunch

Set voicemail redirections and a greeting for this profile...

☒ Standard greeting and standard redirections...

☐ Special greeting for this profile...

Don't forget to mention the redirections in your greeting!

Redirections for this profile

☐ Dial 0 for operator 9

☐ Dial 1 for secretary 1009

☐ Dial 2 for ...

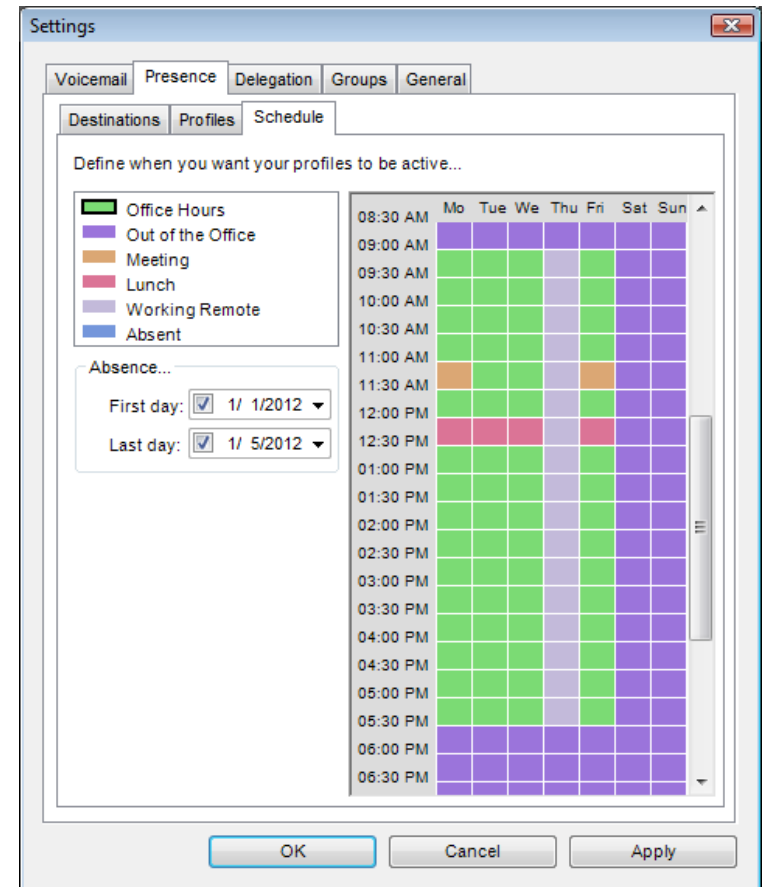
Record / Play using: ☒ Phone ☐ PC audio

Back Finish

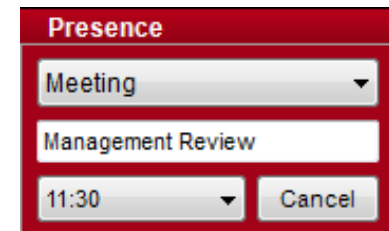
Presence Management (3)

4. Add the Profiles to the weekly calendar

- Business ConneCT will now automatically set your Presence.
- Also when the Business ConneCT client is not running



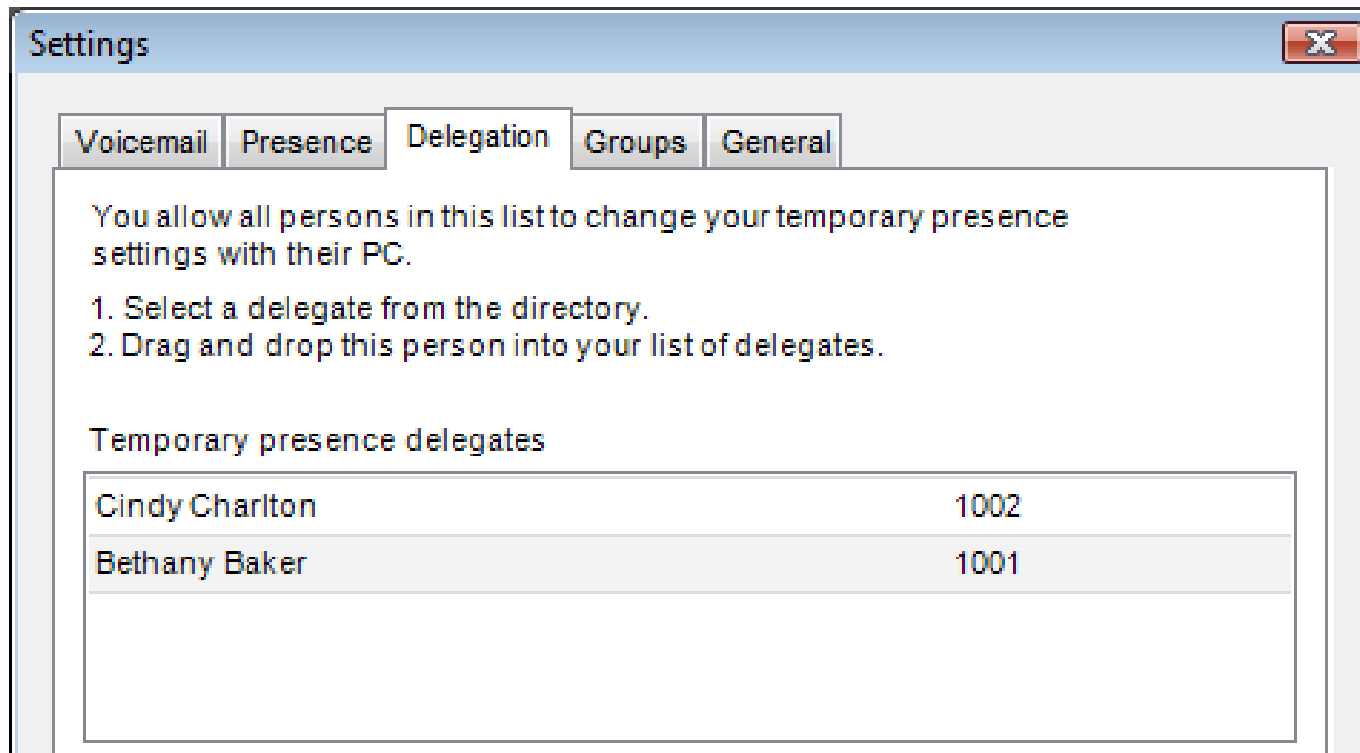
5. The calendar can be overruled at any time by the temporary presence setting:



Presence Management - Delegation

Via Delegation users can authorise other users to:

- Set their temporary presence
- Do a call-pickup of their phone



Presence Management – Outlook integration

Or control / sync your active presence profile from your Outlook calendar to make Outlook the single point of entry for your meetings

The screenshot displays the Presence Management interface. On the left, there are tabs for 'Voicemail', 'Presence', 'Delegation', 'Groups', and 'General'. Under the 'Presence' tab, there are sub-tabs for 'Destinations', 'Profiles', and 'Schedule'. A red message states: 'You can update this schedule in your external calendar.' Below this is a legend for presence states: Office Hours (green), Out of the Office (purple), Meeting (orange), Lunch (pink), Working Remote (light blue), and Absent (dark blue). There are also fields for 'Absence...' with 'First day' and 'Last day' set to 6/20/2011. The main part of the interface is a calendar grid showing a week from Monday to Sunday. The grid is color-coded according to the legend. To the right, a detailed view of the calendar for Adam is shown, with a time slot from 08:00 to 17:00. Events include 'Management Team' (blue), 'Budget meeting' (blue), 'Work from home' (orange), 'Lunch' (pink), 'Create Sales Campaign' (blue), and 'At Headoffice' (orange).

Presence Profiles used are: Out of office, In the office, In a meeting

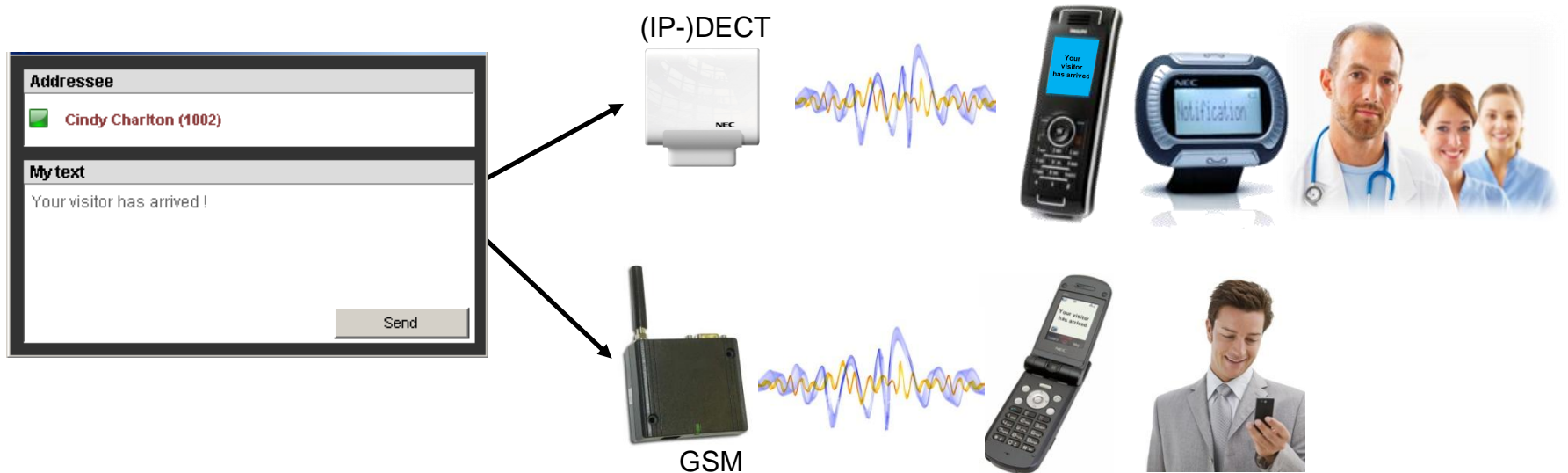
Also when Outlook is used as the calendar it can be overruled at any time by the temporary presence setting:

The screenshot shows a 'Presence' dialog box. It has a dropdown menu set to 'Meeting'. Below it, a text field contains 'In conference room 402'. At the bottom, there is a dropdown menu set to '4:30 PM' and an 'Apply' button.

Messaging – To Phones

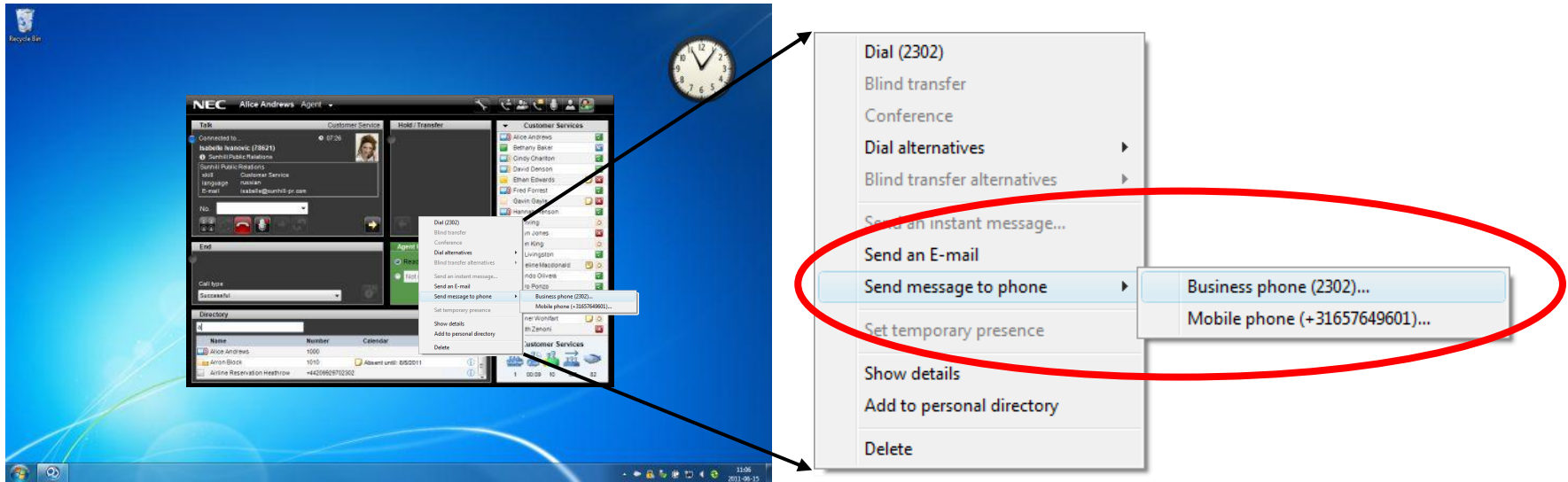
From PC to (IP-)DECT and Mobile Phones (SMS)

- Guaranteed message delivery
- Emergency Notifications
- Text Messaging costs less than call to mobile
- Less intrusive than calling by phone
- Reach people who are unable to answer the phone



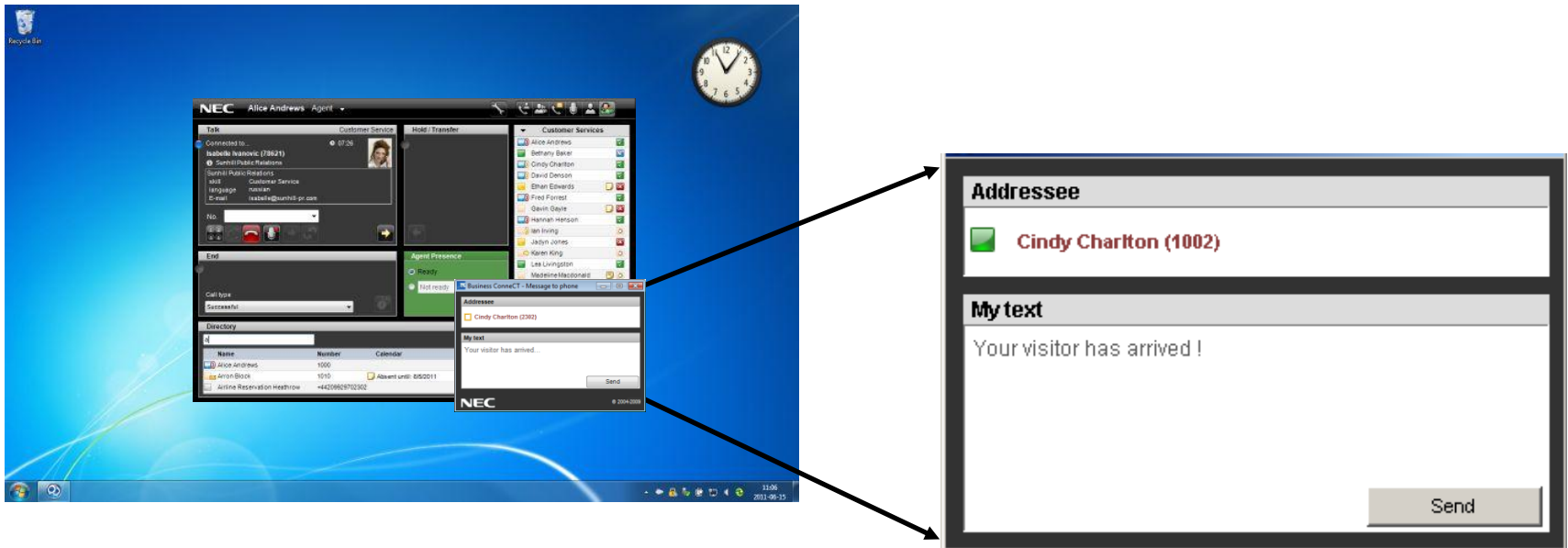
Messaging – To Phones

- Send messages to DECT phones
- Send SMS messages to mobile phones
 - Available to all roles: Operators, Employees and Agents
 - From anywhere in the client: directories, call lists, group lists...



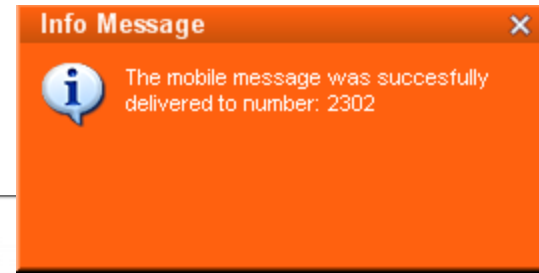
Messaging – To Phones

- Send messages to DECT phones
- Send SMS messages to mobile phones
 - Available to all roles: Operators, Employees and Agents
 - From anywhere in the Desktop Client: directories, call lists, group lists...



Messaging – To Phones

Small popup confirmation of successful delivery



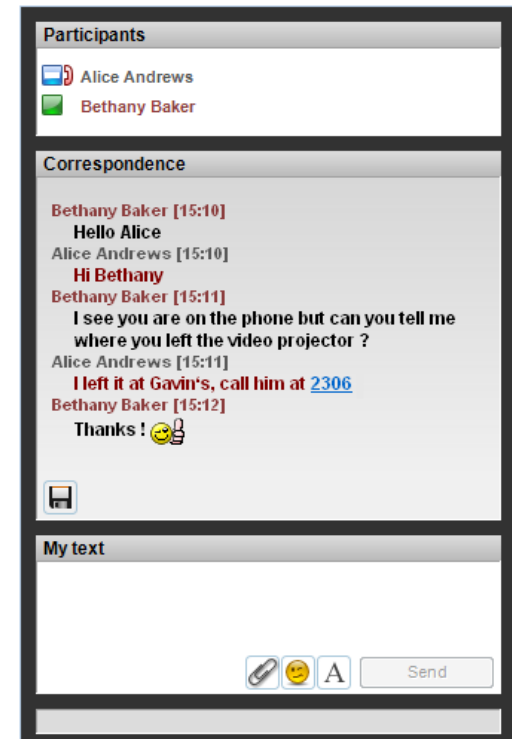
Messaging – IM

Secure Instant Messaging between Desktop Clients

- Less intrusive than calling by phone
- Alternative way to reach someone while person is busy on the phone
- Save telephone costs when communicating with home / remote workers
- Cost effective alternative for Microsoft Lync

Transfer Files between desktops

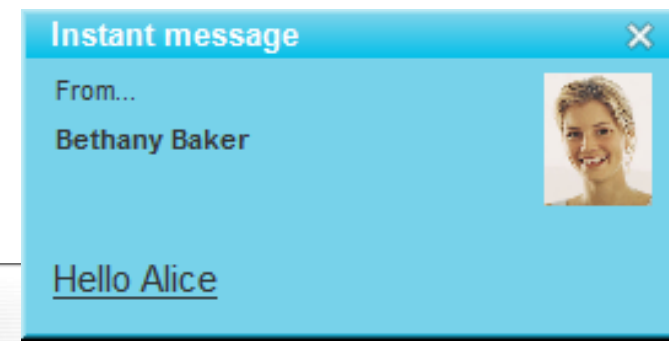
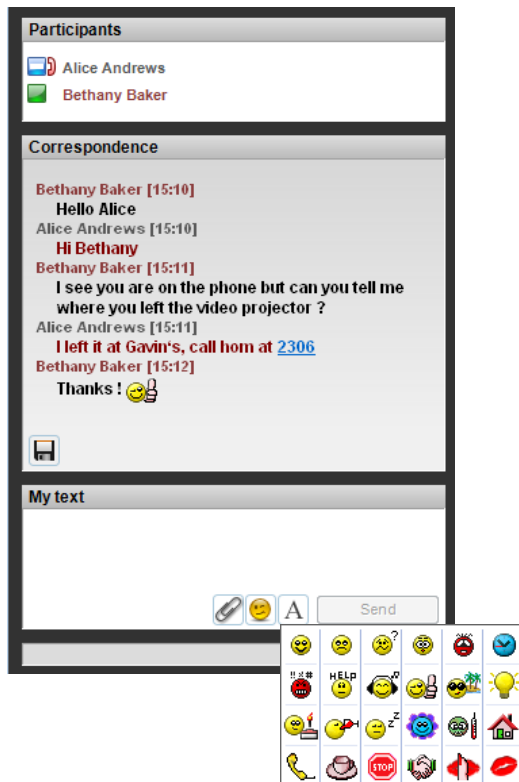
- Instant delivery
- Any type of file
- Instant delivery
- No need to use E-mail
- Well suited for sending Large Files
- Prevent unnecessary storage on the E-mail server



Messaging – IM

Instant Messaging and File Transfer between Desktop Clients

- Make use of emotion icons
- Conversations can be saved
- Small popup on incoming messages



NEC

Alice Andrews Employee ▾

**Talk**

Connected to...

01:39

**Bethany Baker (1001)**

Active Leisure Holidays, Arrangements

For

Cindy Charlton (1002)

Active Leisure Holidays, General

Out of the Office until: 17:00, Business Trip

No. **End****Hold / Transfer****Presence**

Meeting ▾

Cancel

Directory

a



Name	Number	Calendar	
Alice Andrews	1000		
Arron Block	1010	Absent until: 6/5/2011	
Airline Reservation Heathrow	+44209929702302		
Barbara Fizer	1013	Lunch until: 12:30	
Benett Davis	1015	Meeting until: 18:00	
Bethany Baker	1001		

Missed Calls

	Bethany Baker	6/20	2:09 PM
	Cindy Charlton	6/20	2:09 PM
	Gavin Gayle	2/4	11:32 AM
	Victor Västerås	6/14	5:08 PM
	1017	6/14	4:55 PM
	Ursula Ushi	4/15	4:14 PM

Last Dialed Numbers

	Benett Davis	6/20	11:31 AM
	Pedro Ponzoar	6/17	12:57 PM
	Cindy Charlton	6/16	2:51 PM
	1700	6/14	5:08 PM
	Bjørn Bærum	6/14	4:55 PM
	Ethan Edwards	4/15	4:14 PM
	Fred Forrest	4/15	4:12 PM
	Ursula Ushi	4/15	10:18 AM
	Terry Tanaka	4/13	12:41 PM

Answered Calls

	Karen King	6/17	12:59 PM
	Ethan Edwards	6/17	12:57 PM
	Terry Tanaka	4/14	1:57 PM
	1019	4/14	9:32 AM
	1017	4/13	4:55 PM
	Ursula Ushi	4/13	4:48 PM
	Nancy Nickolson	10/9	7:28 PM
	Fred Forrest	9/17	6:16 PM
	Arron Block	9/17	2:34 PM

**Switch to
Call Log**

Call Log

Missed Calls

Last Dialed Numbers

Answered Calls

Up to 30 entries per category
(first in, first out)

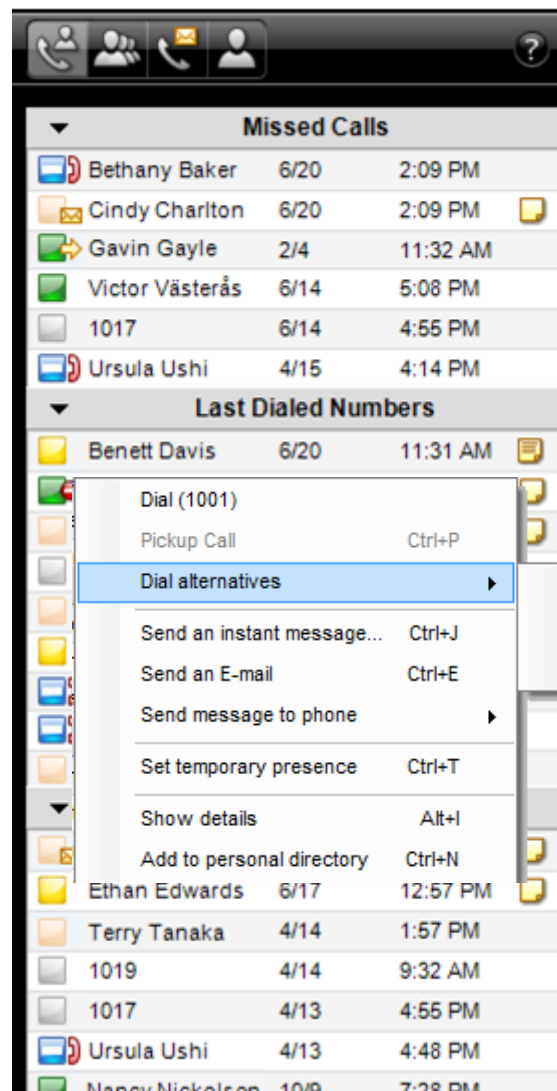
The logs are also updated when the
Business ConneCT client is not running

Double-click to dial

Right click for dial, transfer, delete;
Send e-mail, DECT message or SMS;
Start Instant Messaging;
Dial alternatives:

- alternative number
- mobile number
- home number

View real-time presence states



Create Outlook Contact from Call Logs

Answered Calls			
Karen King	6/17	12:59 PM	
Ethan Edwards	6/17	12:57 PM	
Terry Tanaka	4/14	1:57 PM	
1019	4/14		
1017	4/13		
Ursula Ushi	4/13		
Nancy Nickolson	6/9		
Fred Forrest	9/17		
Arron Block	9/17		

Dial (2313)
Blind transfer
Conference
Dial alternatives
Blind transfer alternatives
Send an instant message...
Send an E-mail
Send message to phone
Set temporary presence
Show details
Remove from personal directory
Add to Outlook Contacts

Contacts

Nancy Nickolson - Contact

1 2 3 4 5

Contact Insert Format Text

General Certificates
Details All Fields
Activities

Save & Close X

E-mail Meeting Call Business Card

Full Name: Nancy Nickolson

Company:

Job title:

File name: Nickolson, Nancy

Internet

E-mail...

Display as:

Web page address:

IM address:

Phone numbers

Business... 2313



Talk

Connected to...

01:39

**Bethany Baker (1001)**

Active Leisure Holidays, Arrangements

For

Cindy Charlton (1002)

Active Leisure Holidays, Ticket Booking

Out of the Office until: 17:00, Business Trip

No.



Hold / Transfer

End

Presence

Switch to
List of Voicemails

Directory

a



Name	Number	Calendar
Alice Andrews	1000	Meeting until: 11:30
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Bennett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

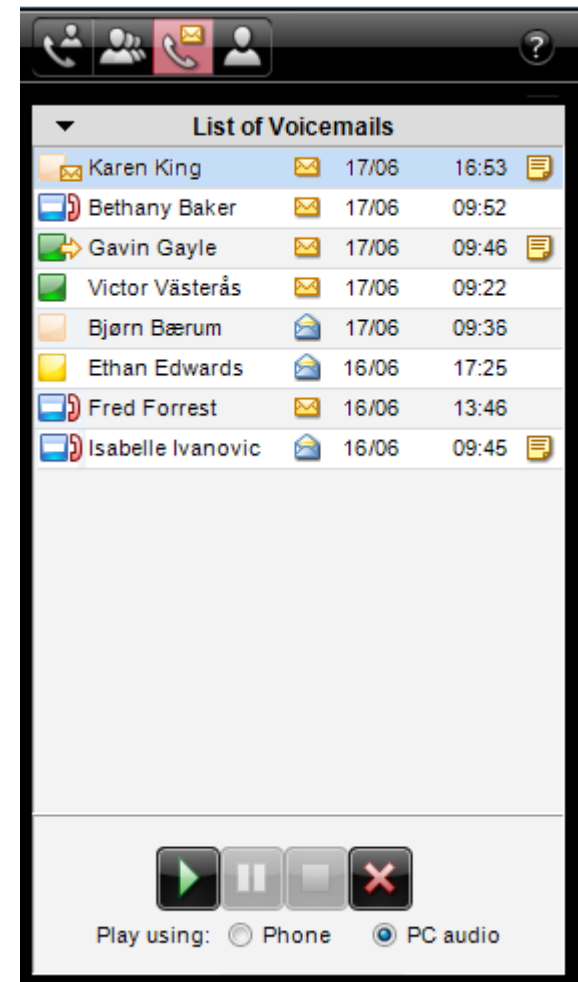
List of Voicemails

	Karen King		17/06	16:53	
	Bethany Baker		17/06	09:52	
	Gavin Gayle		17/06	09:46	
	Victor Västerås		17/06	09:22	
	Bjørn Bærum		17/06	09:36	
	Ethan Edwards		16/06	17:25	
	Fred Forrest		16/06	13:46	
	Isabelle Ivanovic		16/06	09:45	

Play using: ☐ Phone ☒ PC audio

List of Voice Mails

- Date and Time of Voicemail arrival
- Icon indicates if voice mail is new
- Messages can be played via the Phone or the PC
- Up to 30 entries per category (first in, first out)
- Select entry to play message
- Right click for dial, transfer, play, delete, send an e-mail and dial alternative numbers
- The list is also updated when the BCT client is not running



Voice Mail settings

Standard greetings

Settings

Voice Mail Presence Delegation Groups General

Set standard voicemail redirections...

Standard redirections

☒ Dial 0 for operator 9

☒ Dial 1 for secretary 1009

☒ Dial 2 for ... +31692046262

Don't forget to mention the redirections in your greeting!

... and record your greeting

Name and greeting

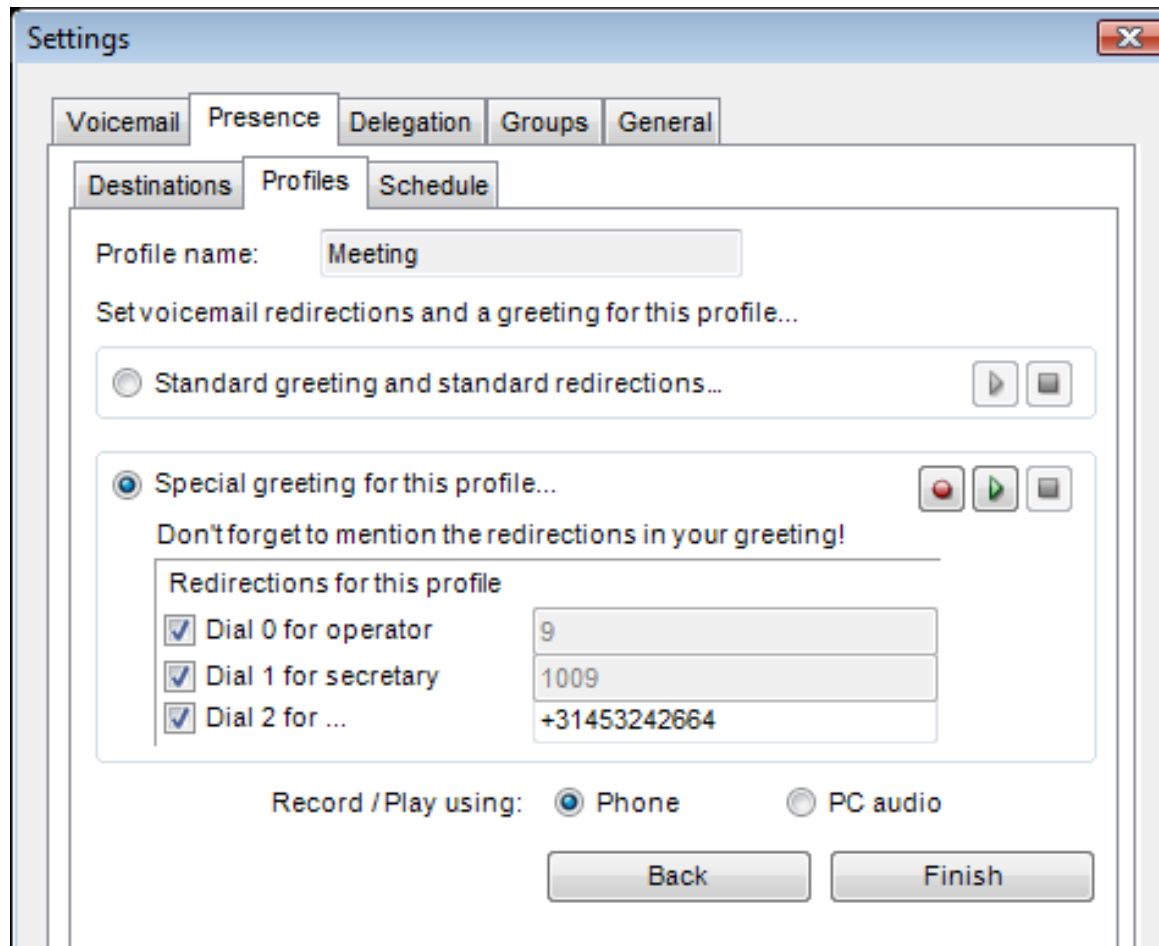
Your name [Red Circle] [Green Triangle] [Grey Square]

Standard greeting [Red Circle] [Green Triangle] [Grey Square]

Record / Play using: ☒ Phone ☐ PC audio

Voice Mail settings

- Special greetings per profile
- Offer the caller several options via a “personal Auto Attendant”



Settings

Voice mail Presence Delegation Groups General

Destinations Profiles Schedule

Profile name: Meeting

Set voicemail redirections and a greeting for this profile...

☐ Standard greeting and standard redirections...

☒ Special greeting for this profile...

Don't forget to mention the redirections in your greeting!

Redirections for this profile

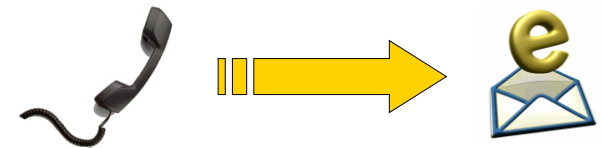
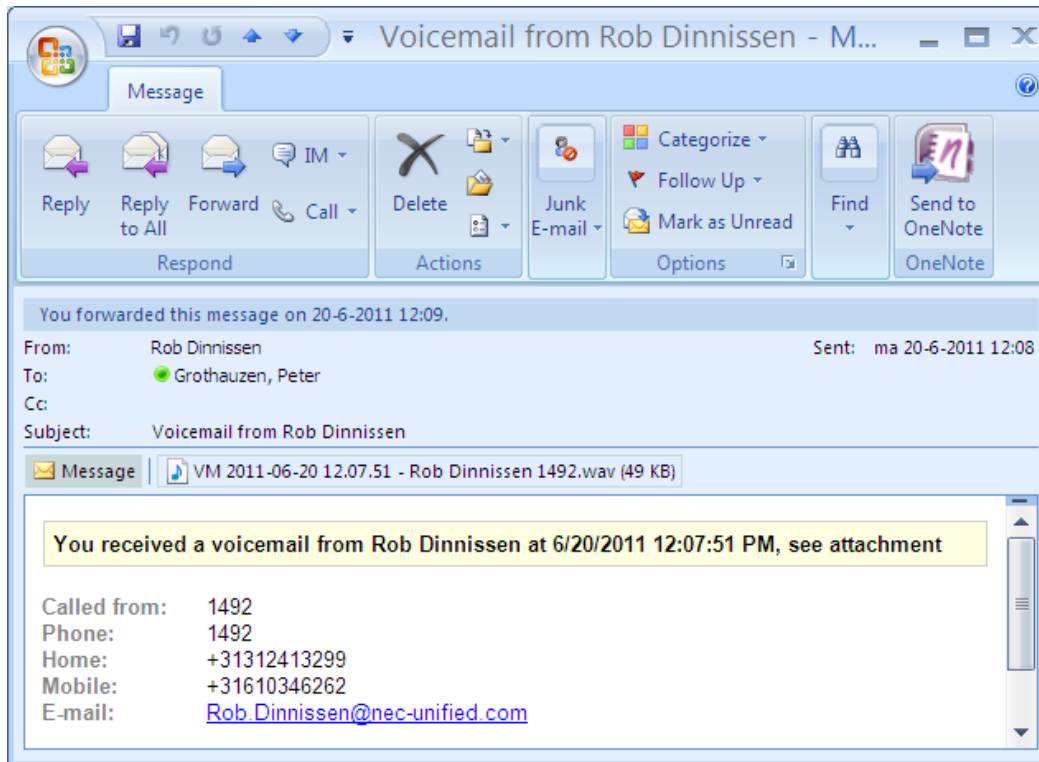
<input checked="" type="checkbox"/> Dial 0 for operator	9
<input checked="" type="checkbox"/> Dial 1 for secretary	1009
<input checked="" type="checkbox"/> Dial 2 for ...	+31453242664

Record / Play using: ☒ Phone ☐ PC audio

Back Finish

Voicemail to email

- A voicemail can be send as an email attachment to the mailbox owner.
- In this way the mailbox owner is notified of new voicemails and can listen to the message via e.g. Outlook or any device capable of receiving email and playing WAV files.





Talk

Connected to...

01:39



Bethany Baker (1001)

Active Leisure Holidays, Arrangements

For

Cindy Charlton (1002)

Active Leisure Holidays, Ticket Booking

Out of the Office until: 17:00, Business Trip

No.



Hold / Transfer

End

Presence

Switch to
Group Display

Directory

a

Name	Number	Calendar
Alice Andrews	1000	Meeting until: 11:30
Arron Block	1010	Absent until: 6/5/2011
Airline Reservation Heathrow	+44209929702302	
Barbara Fizer	1013	Lunch until: 12:30
Bennett Davis	1015	Meeting until: 18:00
Bethany Baker	1001	

Arrangements

- Alice Andrews
- Bethany Baker
- Gavin Gayle
- Victor Västerås

Ticket Booking

- Cindy Charlton
- David Denson
- H... Office Hours until: 15:00
I have a dentist appointment at three
- M...

General

- Bjørn Bærum
- Ethan Edwards
- Fred Forrest
- Isabelle Ivanovic

Latin America Sales

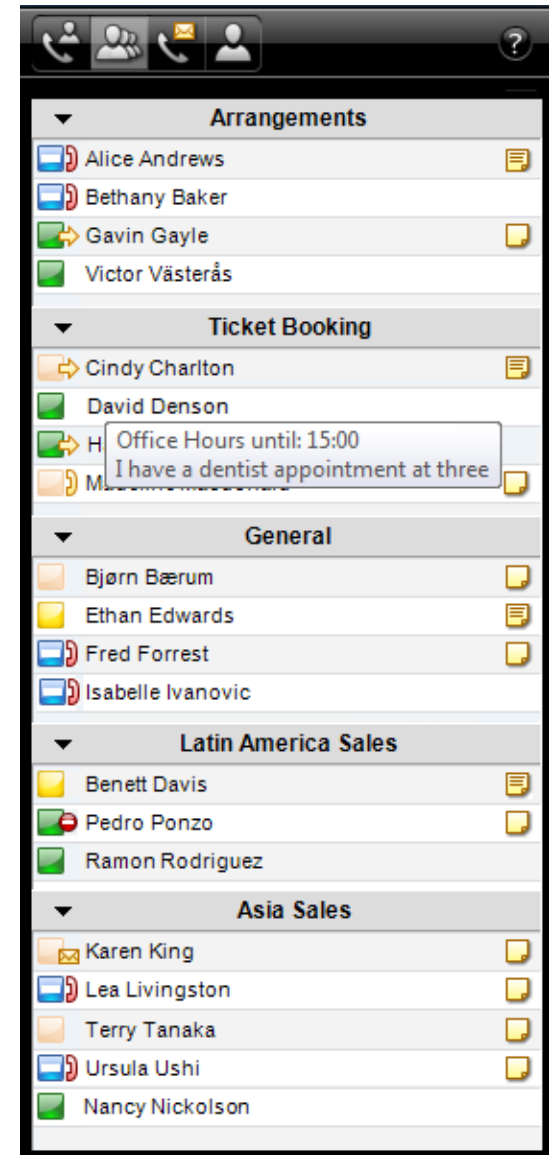
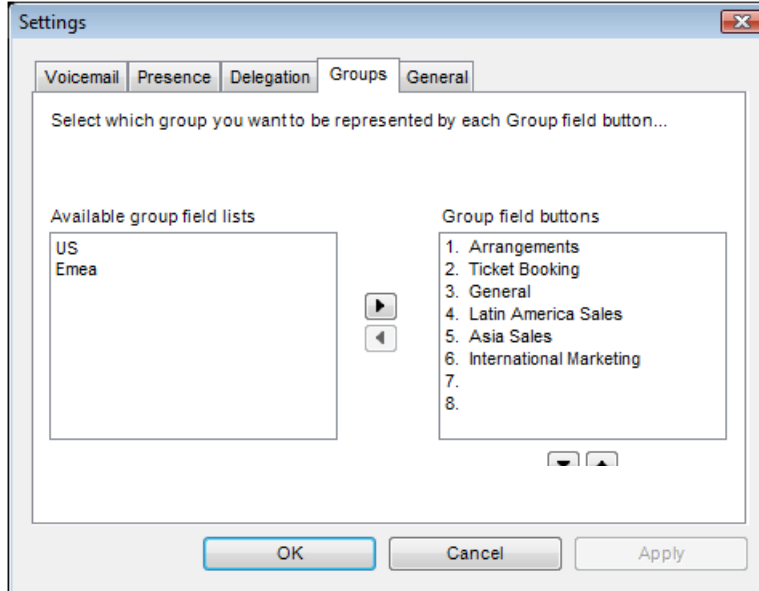
- Benett Davis
- Pedro Ponzo
- Ramon Rodriguez

Asia Sales

- Karen King
- Lea Livingston
- Terry Tanaka
- Ursula Ushi
- Nancy Nickolson

Group Display

- On-line call and presence states
- Click to dial
- Right click for dial, transfer, send e-mail, dial alternatives, etc.
- Up to 50 entries per group are displayed
- Each individual user can select up to 8 groups to be displayed



General Settings

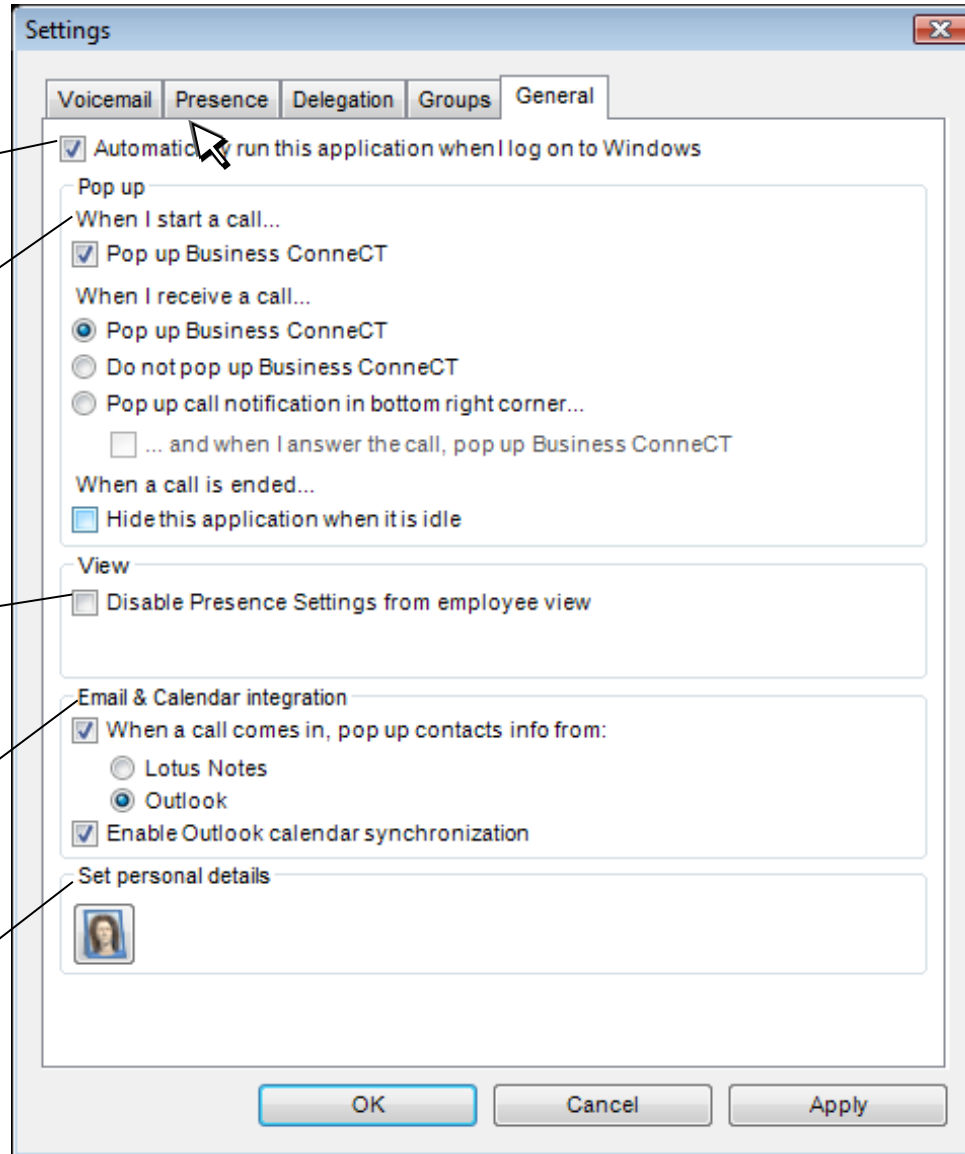
Control the startup of Desktop Client related to your Windows startup

Specify how the Desktop Client pops up and hides during calls

Control whether your presence functionality is provided in your Desktop Client

Specify your Outlook or Notes integration

Access to your 'personal details'



Settings

Voicemail Presence Delegation Groups General

☒ Automatic *run this application when I log on to Windows*

Pop up

When I start a call...

☒ Pop up Business Connect

When I receive a call...

☒ Pop up Business Connect

☐ Do not pop up Business Connect

☐ Pop up call notification in bottom right corner...

☐ ... and when I answer the call, pop up Business Connect

When a call is ended...

☒ Hide this application when it is idle

View

☐ Disable Presence Settings from employee view

Email & Calendar integration


☒ When a call comes in, pop up contacts info from:

☐ Lotus Notes

☒ Outlook

☒ Enable Outlook calendar synchronization

Set personal details

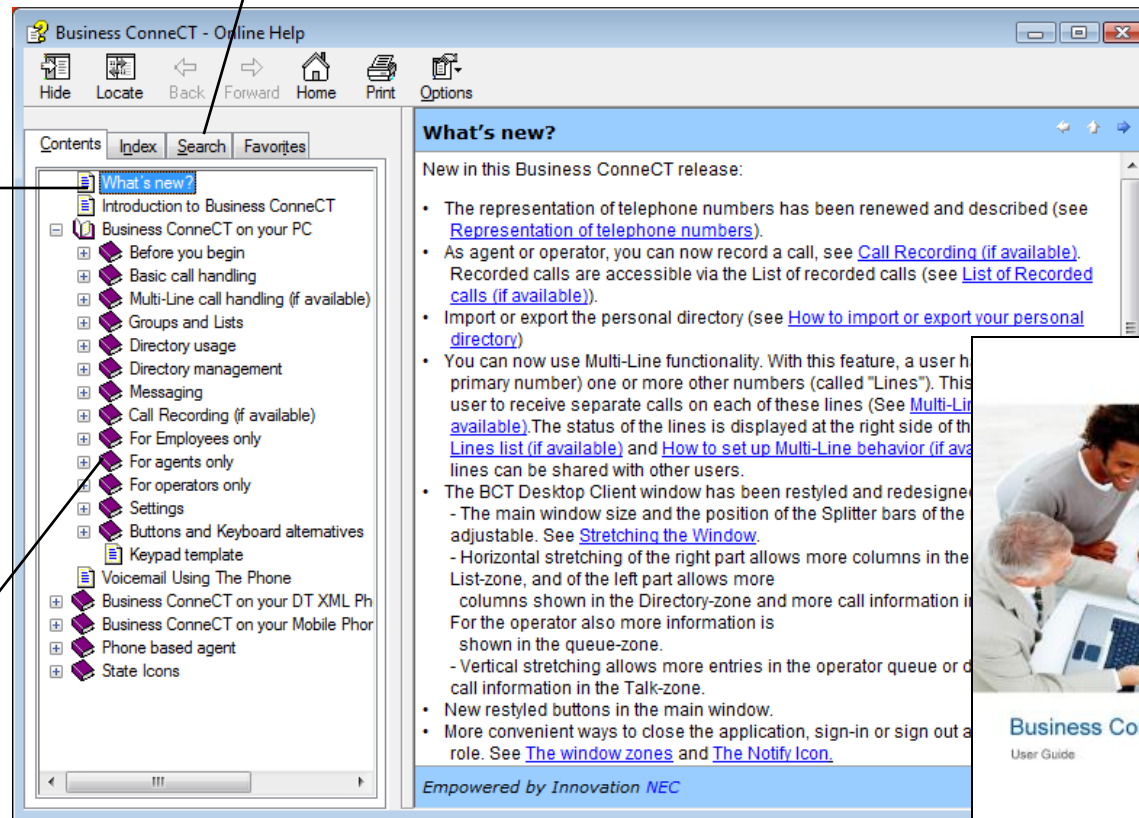


OK Cancel Apply

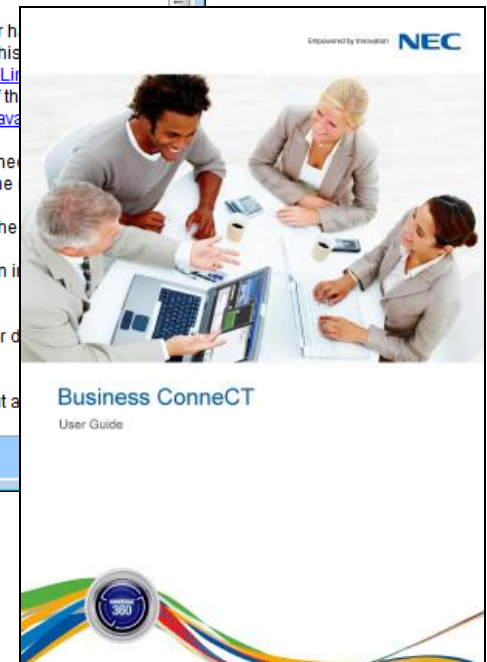
Online Help and User Guide

Search the online help

Includes a list of features that are new in the current release



Specific help for Agents and Operators



BCT on your Mobile Phone – Mobile Client

- For SV8100 (ME) and SIP@Net / iS3000 (MA)
- Set your Presence & Forwarding
- Access to Call log and Voicemail log
- Directory - Presence – Click-to-Dial

Benefits:

- UC on your Mobile Phone
- Secure – TLS
- No Software on Mobile Phone required
- On virtually every Mobile Smart Phone
- 1 Telephone number on your business card
 - Single company voicemail box
 - Operator knows if your are busy on your Mobile!
 - Call setup through enterprise PBX
 - Save money on mobile phone costs
- Ideal for home workers, managers, field workers
- Make mobile communication easier!



Mobility Access on SV8300 (1)

SV8300 R6 is the first release to support Mobility Access (MA) in combination with OAI to a level that can support applications like BCT *)

Ways to use SV8300 MA in combination with BCT:

1. MA only (MA-user does not use BCT)
 - Phone status of MA-user is visible to all BCT users
 - Operator support for MA-user
2. MA + BCT Mobile Client on a Smartphone
 - As above
 - See phone status and presence of other users
 - Access directory & call logs with click to call



*) For available features please check the BCT Boundary document & What's New in BCT 5.2

BCT on your XML Phone – DT XML Client (1)

DT710



DT730

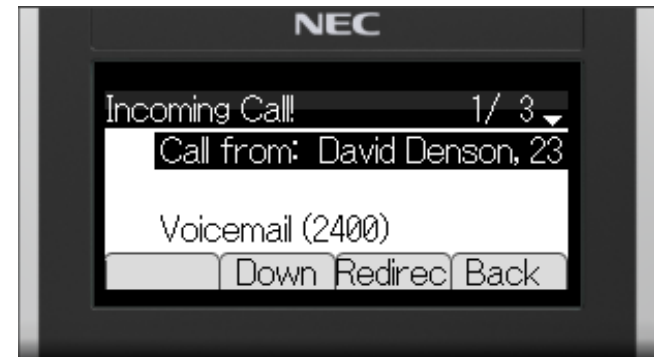


DT750



Enhanced Telephone Experience:

- Directory incl. Rich Presence
- Click-to-Call
- Call Logs, Voicemail Log
- Call Popup incl. Redirection
- Presence Management



BCT on your XML Phone – DT XML Client (2)

The BCT XML Client can be used in 2 modes:

1. Complete functionality:

- Directory, Call log, Voicemail log, Presence management
- Every user must have the Employee role.
- Works on SV8000 range on DT710, DT730 and DT750



2. Directory functionality only:

- Search for and dial contacts in the Company- and External directory
- No login is required, so can be used on all supported XML terminals
- Does not require a BCT license.
- Comparable with the BCT directory on DECT handsets (CDA)
- Works on SV8000 range on DT710, DT730 and DT750
- Works on SIP@Net on DT710 and DT730



Selection of mode 1 or mode 2 is system wide (cannot be mixed)

Functionality independent of place and device



Desktop Client



Mobile Client



DECT Client



XML Phone Client



In the car



Office *Paris*



Office *Madrid*



At home

Summary - Employee

Improve customer satisfaction

- 1 consistent professional face to the customer
- Personalized, accurate and qualified responses

Improve the reachability of your staff

- Control how and where staff wants to be reached
- Mobile Workforce: DECT and Mobile Phone support

Improved staff efficiency and productivity

- Fast Directory Searches
- Rich Real-time Presence information
- Different ways to communicate
- Office Application integration

Support flexible working models

- Multi-role
- Remote Office working



Empowered by Innovation

NEC