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## FACT SHEET

### **Desktop Telephony and Voice Messaging**

Desktop Telephony functionality gives staff better control over their contact handling, allowing them to manage their internal and external calls, voice messages, faxes and chats with ease from their PC. Desktop Telephony also allows you to record conversations and administer all aspects of your voice mailbox from your PC.

Reaching someone's generic voice messaging greeting can be an irritating experience for many callers, particularly when the call is urgent. Zeacom's Voice Messaging can play personalized greetings and options to callers based on their Calling Line ID. When you can't be there to answer a phone call, it's nice to know you can leave your callers an informative greeting based on your current/expected availability or that you can automatically route the caller elsewhere so that they get the service they deserve.

#### **Key Benefits**

Desktop Telephony makes advanced telephony features and voice messaging functions easy to use. No more fumbling to transfer a call or time spent re-recording your greeting before you leave the office – these functions can be performed quickly and easily using your mouse or keyboard. Professional call handling shouldn't be limited to your Operator or Contact Center. With Desktop Telephony, every member of your organization can manage their calls and voice messaging professionally and efficiently.

#### **Key Functionality**

- Comprehensive call handling including transfer, conference and multiple call parking, from your PC screen using the mouse, keyboard or both.
- Integrated Phonebook with multiple online directories (including Outlook, Active Directory, LDAP and ODBC) give users immediate access to thousands of contacts
- An intelligent search function makes it fast and easy for users search for phone numbers using first letters of names or initials.
- View the status of other users in the organization using Presence, see who is on the phone, out of the office, in a meeting, and when are they expected back.
- Request an alert to notify you when a user gets off the phone or comes back to their desk.



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- Access to Phonebook entries using Presence buttons that require just one click to make or transfer a call.
- Sort and filter inbound, outbound and missed call details for your extension; access call history and voice messages left by internal or external callers.
- Calling Line Identification (CLI) provides the caller's number, a database match can display the contact's name, company name and any special notes associated with the entry.
- If you are too busy to take calls but there is a caller that you urgently need to speak with, you can automatically screen your calls based on who is calling
- Mobility lets you be available all the time by automatically redirecting callers to your mobile when you step away from your desk. Mobility is PBX dependent.
- Pre-record up to 98 different voice messaging greetings to handle standard scenarios such as 'out of office', 'in a meeting', 'in the office', etc.
- Password protected access to voice messages from any extension in the organization or from an offsite location.
- Play, rewind, save, delete or forward the voice messages as required; you can even recover voice messages inadvertently deleted from the system.
- Personal and global lists can be used for distributing voice messages system-wide, to departmental groups or to your own customized groups.
- Personal Setup Options allow users to administer greetings, forwarding options and voice messaging parameters to their individual requirements.

### Required Modules

To access desktop telephony and voice messaging functionality, each user requires one of the following applications: Executive Desktop or Console. Voice messaging comes standard with every Zeacom solution. To access personal faxes from within Executive Desktop or Console, each user requires Fax Messaging. For Desktop Telephony functionality within Microsoft Outlook, refer to Microsoft Outlook Integration.