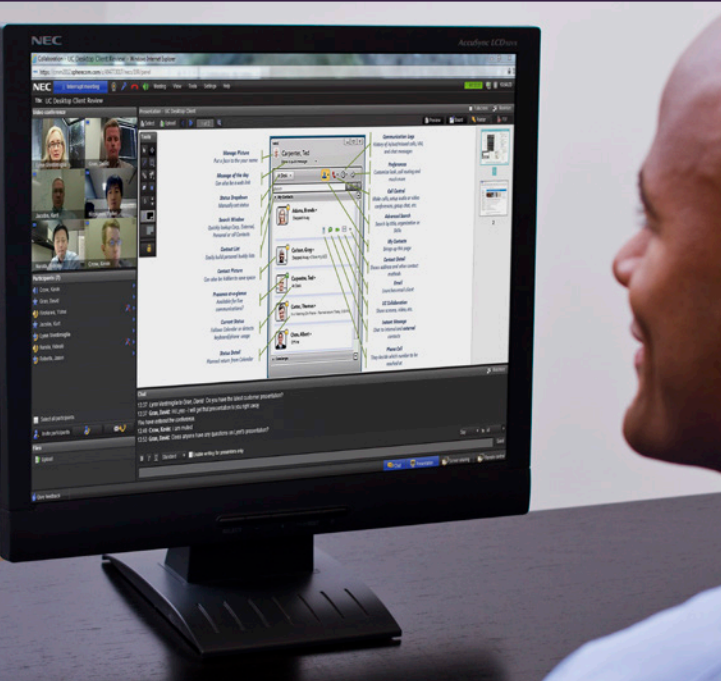UC for Enterprise Suite

UC Desktop Client (UNIVERGE® UC700)

UC Desktop Client is an innovative desktop application that enables
your employees to become more efficient, responsive, collaborative
and productive.

At a Glance

- Offers a complete suite of user-centric UC and collaboration applications for personal communications management

- Enables anywhere, anytime access for increased efficiency and productivity

- Provides intuitive call control, IM, group chat and audio/video conference management

- Offers federation with other UC applications/platforms to enable users real-time access to communications and presence data from various external systems

- Offers an easy to use integrated Microsoft® Office Outlook® toolbar, and presence integration

- Provides a browser-based application for Mac computer, thin client and work from home users

- Enables productivity gains and cost reductions through UC efficiencies

Overview

As an integral part of the UC for Enterprise (UCE) suite of applications, UC Desktop Client combines mobility, rich presence, communications history, instant messaging, call control, voice and video conferencing, and collaboration into one powerful, easy to manage solution.

This productivity-enhancing application allows your employees to easily communicate by accessing the same presence-enabled directories, contact groups, and communications history from their desktop, mobile, or desk phone. With UC Desktop Client you can tailor communications to fit each employee's role to truly empower your workforce. The technology is adaptable to an employee's daily activities, helping your organization become more efficient, responsive, collaborative and productive.

Solution

Rich Presence Information

UC Desktop Client enables you to determine the real-time status and availability of your colleagues with just a quick glance of your contact list. The Contact List uses intuitive status icons of different colors to indicate each contact's availability. The Contact List also shows colleagues your preferred method(s) of communication. If a contact is not logged in, on the phone, away from their desk, etc., you can set an alert to know when the person becomes available,

and click to call from the alert. Use compact mode to see even more contacts at a glance, or use the photo view to see user's pictures or avatars.

In any view, the details panel displays additional methods and information about the contact. Search for colleagues based on their organization, title and skills to quickly find the people you need to get the job done. With the availability of presence information, advanced searches and alerts, your organization's responsiveness can be significantly increased. Additionally, federation enables users to view the real-time presence of others from external systems and exchange instant messages and group chat with them for quick and easy communication.

**TelecomOptions**
CLEARLY YOUR BEST CHOICE

Integrated Microsoft® Office Outlook® Toolbar and Presence

You choose how you want to use UC Desktop Client - either as a standalone application, in the browser, or integrated with your Microsoft Office Outlook. By using the UC Desktop Client for Microsoft Office Outlook view, you eliminate the need to run a separate client. An intuitive toolbar makes changing your presence status, adding a personal contact, initiating an IM, returning a phone call, viewing another's status, and calling and conferencing contacts in your corporate and personal directory quick and easy.
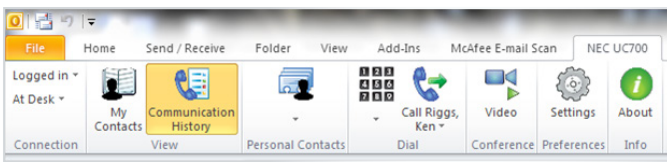
UCE's presence integration with Outlook enables you to see at a glance the status of colleagues in the messages that you receive. Simply click on their name to contact them via email, telephone, instant message or from their contact card.
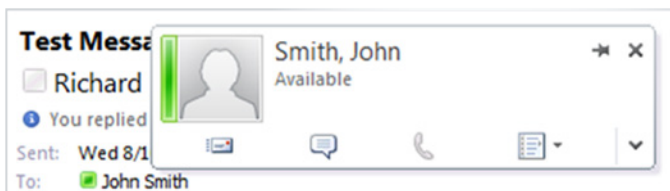

Browser-Based Application for Mac Computer, Thin Client and Remote Users

UC Desktop Client is available as a browser-based application for Mac computer, thin client, and work from home users. It provides access to the same presence-enabled directories and call logs that users have come to expect from UC Desktop Client. So if your preference is a Mac computer, you can still enjoy UC Desktop Client's efficiency enhancing features such as call control and presence via its web browser-based access. What's more, the user may initiate calls from any phone, not just the desk or cell, through a simple drop down menu or free form box, and the called party will still see only the enterprise caller ID. No longer are they tied to just desk phone or cell for dialing, perfect when working remote and when cell voice quality conditions are less than optimum.

Individualized Contact Rules

UC Desktop Client features Contact Rules that enable you to assign different call treatments for individuals and groups based on your set presence status. Users can select from one of the pre-defined status choices, such as Away from Desk, In a Meeting, Out of Office, etc., or create their own custom status message. Your status and rules can follow your Microsoft Outlook calendar and your desktop activity so you don't miss important conversations with designated callers while in a meeting, out of the office, temporarily away from your desk, or offline. Rich presence provides more information to your colleagues to enable them to make informed decisions about when and how to contact you.

Using these rules enables the person calling or messaging you to reach you the first time that they try. It increases productivity by reducing the amount of time waiting for a return call or e-mail.
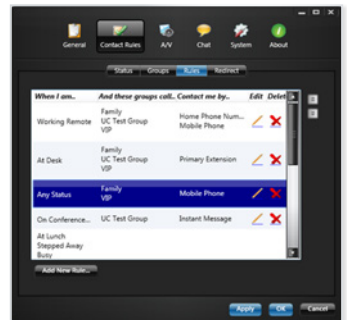
This advanced application places no limits on call treatments, allowing redirection to IM, a single number or ringing multiple internal and external devices while providing an intuitive interface for managing these rules.

Presence-Enabled Communications History
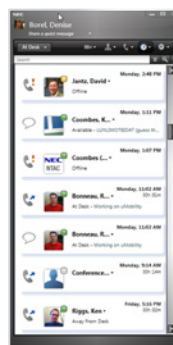
UC Desktop Client not only shows you calls you received and placed and their duration, it also displays your IM history and indicates if you have missed calls, IMs, and voicemails. What's more, the history shows you the presence of the related person so you can easily decide if they are available to return their call, saving you time in case they are currently on the phone, not at their desk, and not mobile.

Intuitive Call Control, Conference Management and Visual Voicemail

UC Desktop Client includes an easy-to-use graphical interface for call control with context-enabled icons, which enables any user to immediately take advantage of the benefits this solution offers. You can click to dial directly from your contact lists or automatically dial the appropriate number based upon the recipient's status. Additionally, you can a highlight name/number in any Microsoft Office application and see a contact's presence status and immediately initiate a call. With a click of the mouse, you can also launch a video/web conference plus escalate a group chat or audio conference to video using UC Collaboration (optional module). And best of all, the phone you use could be an NEC IP phone, a legacy TDM or analog phone, an integrated softphone, or even a standard SIP phone.

The interface also displays a small pop-up window for incoming calls that gives the user the choice of accepting the call, immediately sending it to voicemail, or redirecting the call to another destination – all with the single click of a mouse. It also provides you with the option of typing in a phone number you wish to transfer the call to.

If a caller happens to be redirected to voicemail and leaves a message, with optional UNIVERGE UM8700 integration, an icon appears in your UC Desktop Client's/Microsoft Outlook's toolbar. Simply click the icons to listen to the message. With this integration, callers can hear your current status and return time. No need to remember to change your out of office greeting!

Additionally, its Conference Manager provides a graphical interface that enables you to easily manage voice conferences. You can view attendees graphically as they join a meet-me call-in bridge or you can initiate an ad-hoc conference by selecting (drag-and-drop) participants and groups from a Contact List or directory. Once all participants have been selected, the Desktop Client calls each participant (using his or her contact rules) and moves the call to the audio conference bridge. Icons within the Desktop Client show who is attending.

Instant Messaging, Group Chat, Video and Collaboration for Efficient Communication

UC Desktop Client provides Instant Messaging for short, immediate communication with colleagues. Even if the person you need is not online, you can still leave an offline IM that they will receive the next time they log in.
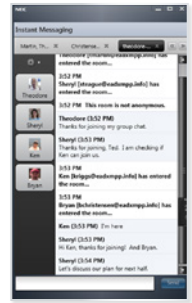
In order to ensure compliance with best security practices, these messages are encrypted and stored on the UCE server with the other call events.

In addition, if you would like to speak directly with the person you are messaging, you can call them directly from the IM window with a single click. Need additional input from team members? Simply drag and drop them into your IM to transform to a group chat. Group chat becoming too lengthy? Escalate to a voice conference to discuss more complex ideas. Need to share material? Simply click on the Collaboration button to transform to a video/collaboration session.

Quick Messaging for Social Networking with Colleagues

Users can add comments to their profile which adds a social aspect to UC Desktop Client. Share your thoughts for the day, a URL that you think colleagues should visit or anything else that you would like to share.

With UC Desktop Client, you can improve your communication's effectiveness and facilitate quicker decision making. As a result, your business expenses are reduced and both productivity and customer service are improved. It's a powerful tool for working with your peers and getting things done as quickly as your business demands.

Administrative Highlights

Administrators will love the fact that they can push the UC Desktop application to their users' machines with group policies. Up to 15,000 users are now supported! And they can utilize the same UC Manager (UNIVERGE® MA4000) to configure the application as they use to maintain the NEC voice platform, voice mailboxes and LDAP integration.

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