

# UNITY DESKTOP

#### Maximize the User Experience with Unity

Featuring an intuitive icon based interface, Unity provides point and click call control within the familiar desktop environment. Unity improves workgroup collaboration by bringing users closer to each other and simplifying internal and external communication. Unity is a Windows and Mac application that combines call control, Instant Messaging, telephony service configuration, click-to-dial and unified directories to enhance the user experience.

	<ul> <li>Unity Desktop: Jenna Wimshur</li> <li>File Messaging Tools Help</li> </ul>			- 🗆 X	
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	Cindy Bake Colin Swiatek	0208288124 0208288123 0208288124	Do not disturb	Jenna Wimshurst: Hey can you take this sales call please? Steve Tutt: yes no problem	
	<ul> <li>Colin Swiatek</li> <li>David Higgins</li> <li>Dean Marcan</li> </ul>	0208288124 0208288123 0208288124		Transfer call to extension	
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d	<ul> <li>Lee Higg</li> <li>Lewis Marcan</li> </ul>	0208288126 0208288126		Jenna winishurst. Hey wien you're back Sany wants to speak to you:	Doc
	<ul> <li>Paul Baker</li> <li>Steve Tutt</li> </ul>	0208288125 0208288125			Pane
	Steve Wardle Vas Farrant	0208288124 0208288125	Talking to Jenna Wimshurst - 00:03 Talking to 02079807000 (Support) - 11:03		
				Charlotte Quartly, Amy Earl  Charlotte Quartly, Hey! Just doing a live demo Charlotte Quartly, Hey	
				Amy Earl: Hey there!	

Unity Desktop UC is an enhanced communications application that lets users see who is on the phone, share notes about current calls and make better call handling decisions. With clean lines and an elegant interface, Unity centralises communication services into one place, making employees more productive.

The ability to do more with less is becoming critical in maintaining competitive advantage. Unity Desktop UC has the business logic to streamline call handling for the intelligent working of the modern workplace.

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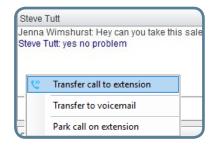
#### Contacts (Busy Lamp Field)

Unity will display up to 30 colleagues, visually displaying their telephone status.



#### Instant Messaging

IM any Unity colleague on their PC, Mac or mobile. Drag a call into an IM session to call the party.



# Click-to-Dial

Click a contact or drag their icon into the Call window to open up a new call. Need to conference? Drag in your colleagues and click Conference.

Name				
	Alasta	C	Call extension	
0	Amy E Chris		View user details	
0	Cindy	+	Add to contact gro	
0	Colin	×	Remove from cont	
	David			

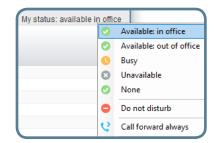
#### Drag & Drop

Drag and drop live calls, contacts and monitored users to perform call management within Unity.

C	Call extension
e	Transfer call to extension
	Warm transfer call to extension
	Transfer to voicemail
	Park call on extension

#### Presence

Set your presence to alert colleagues to your current availability. Predefine routing, such as diverting calls to your mobile if you are out of the office.



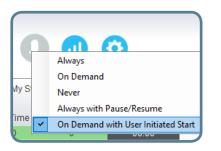
#### Visual VoiceMail

See your current voice messages in the order they were received and get alerted for new messages. Click to playback, call back or to save locally.

1265		Diana di Antonio di An
8330		Play
8330		Save
+44797066303	×	Delete
Unavailable		
8322	6	Call
		Copy number
		Reset column widths
	~	Show gridlines

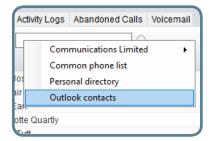
# Call Recording Control

Configure how your call recording behaves with options to Pause and Resume recordings to avoid capturing credit card details.



# **Outlook Integration**

Unity brings all your contacts together, including Personal and Group Outlook Contacts. Dial from Outlook without even opening it.



# Service Configuration

Unlock the full capability of the telephone system with point and click access to all services and settings.

Unity Settings	Specify how to be notified of incoming or outgoing [Direction], [CalIID] and [LoginID] placeholders whice	
Appearance		
- Skin		
- Contact Search		
- Contact Display		
- Current Calls		
Computer/Phone Integration	Show remote party phone number	
<ul> <li>Clipboard Integration</li> </ul>	On an incoming or outgoing call	
- Dialling Rule		
Custom Directory Integration	Override the contact name using the number	
- Configuration	perform auto answer when using click-to-dial	
Outlook Integration	perform accolariswer when using cick-co-dat	
Browser Integration     CRM	pop Unity	
- CKM - Cick To Dial	auto-hide Unity when call completes	
Desktop Integration		
- Cal Notification	pop summary notification	
- Unity Connect	for 5 seconds	
Ouick Keys	e seconda	
Key Combinations		
Commands	When call details clicked	
Startup		