

UC for Business Feature Summary for 5.0 SP3, 5.0, 4.1, and 4.0



Empowered by Innovation

UCB 5.0 Service Pack 3 Enhancements (September 2009) - (All prior versions of UCB and Q-Master can take advantage of these features with the UCB "Get Current" promotion – Associates should reference Dear Associate letter UC-09-063a for promotion details).

General

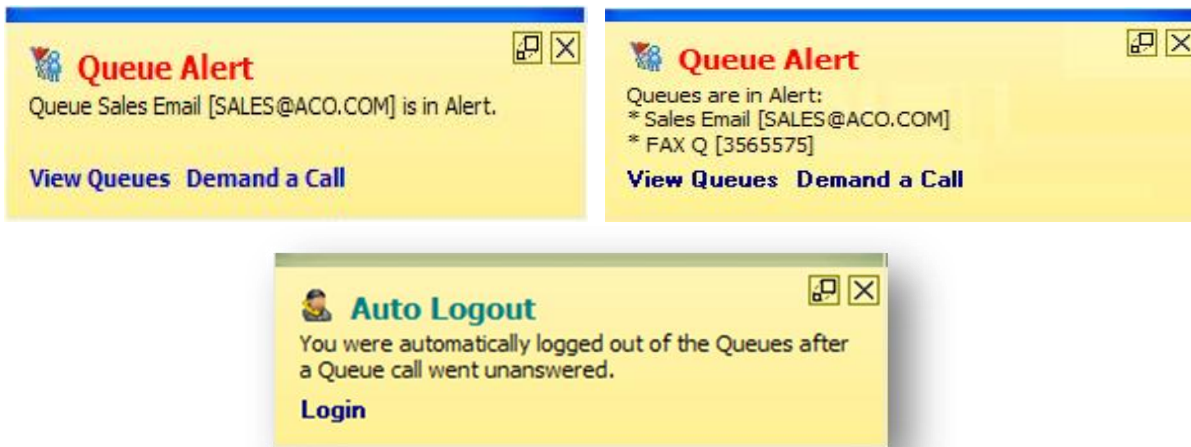
- "What's New" toaster pop the first time that a user logs into each application.



- **Central Preferences Administration** - User Preferences can be copied from a single user to many and can be exported to and imported from simple text (.cfg) files. **Administrators can restrict users from altering their Preferences in Desktop, Executive Insight or Console.**

Agent Desktop

- **Queue Alerts & Agent Notifications** – Agent Desktop users can be informed of queues that are in alert via a notification popup in the right-hand corner of their screen.



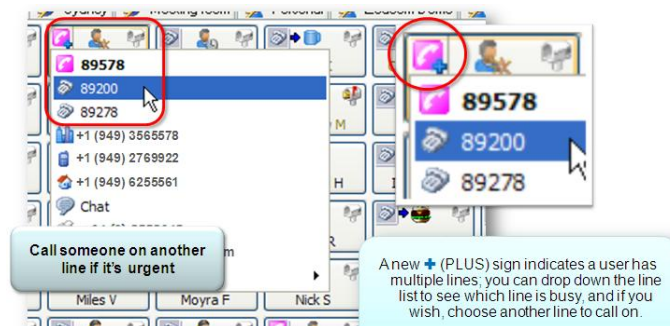
- Non-intrusive Toaster Pops – screenpops that don't interrupt until the user is ready.



- **Demand pending callbacks** – by clicking on a specific call.

Presence Pages

- **Presence view** - Users may configure different view settings for individual Presence Pages. They can have one Presence Page with Small Buttons, and another with Large Buttons, or they can configure pages with rows, and others with buttons. **Users can arrange Presence buttons** alphabetically in rows or columns.
- **Multiple line appearances** - are indicated on Presence Buttons. When a user with multiple line appearances is on a call on one line, but is available on another appearance, a **blue +** symbol is displayed on his or her Presence icon. Clicking on this icon displays the other numbers the user can be contacted on.



- **Add a short “Note”** to Presence Status to provide co-workers with additional information on current activity and availability.

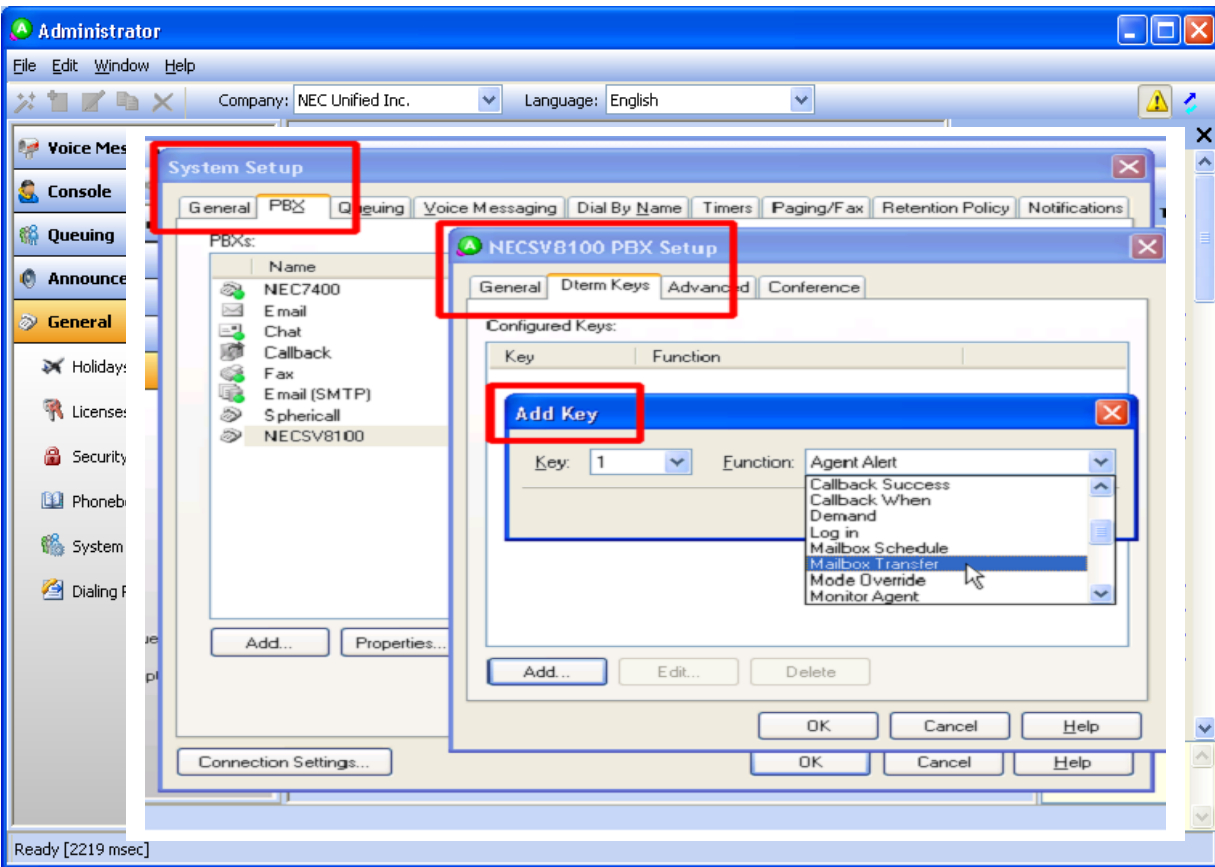


- **Projected availability** - Information on a user's projected availability is displayed when holding the mouse over his or her Presence Button. This information is based on both the Mailbox Schedule and, if a Unified Messaging for Exchange or Lotus license is present, email Calendar availability. For example, if a user's next meeting is scheduled in their calendar for 11am, “**Free Until: 11:00 am**” will be displayed.



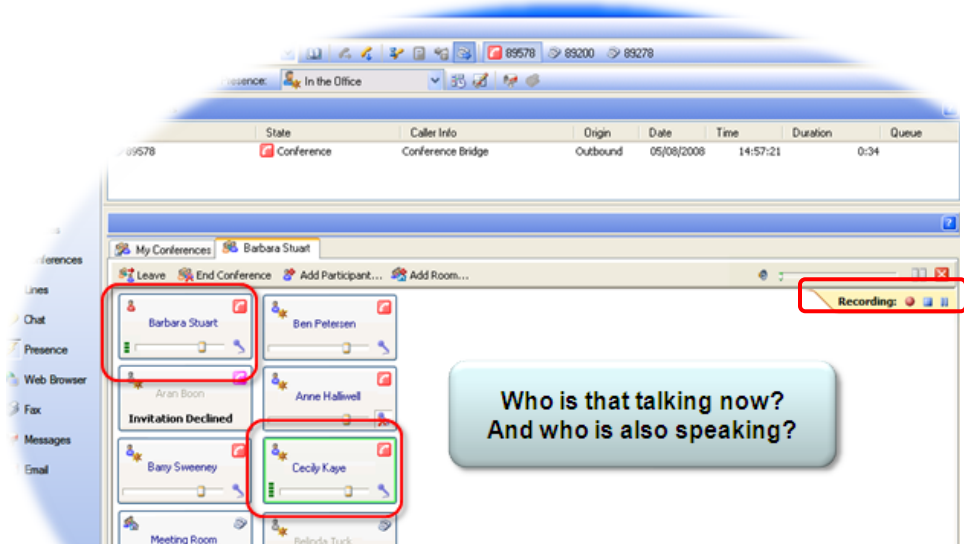
It's the Mailbox Transfer (multifunction Dterm®) LED Key, providing...

- **Message Waiting Light** (flashing light)
- **Dial Voicemail Pilot** when phone is idle
- **Redirect currently connected fax** call to own mailbox
- **Redirect currently ringing call** to own mailbox
- **While transferring, send call** directly to destination mailbox (don't have to wait for answer)
- “**Mailbox Transfer**” key now provides consistent functionality with InMail



Executive Conference

- **Show current speaker** – in a live conferences, the current speaker is indicated by a green border around his or her participant button. A dynamic meter image also indicates the speech level for the current speaker AND the participant whose volume is next highest after them.



Record conference calls - automatically or on an ad hoc basis. Recordings are available as MP3 downloads from the Conference history tab.

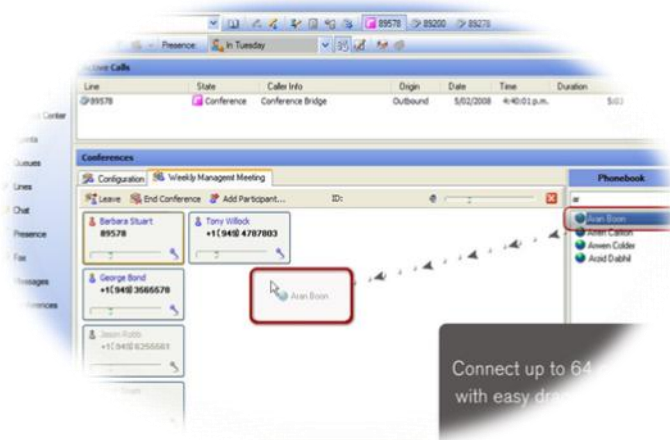
User Security settings

- Display the Conferencing tab within Desktop, Console and Executive Insight;

- Create **Meet Now** conference
- Convert an existing call to a conference,
- Reactivate historical conferences,
- Create conferences via the **Add Conference** wizard,
- View all conferences within the database
- Make changes to conferences originally scheduled by other users
- Play/download recordings made by other Executive Conference users.
- **User Option settings**
 - Set Conference size limits for each user
 - Set no predefined limit,
 - Define the maximum number of participants that can be invited to a conference
 - Allow users to schedule conferences via a touchtone phone using a personal

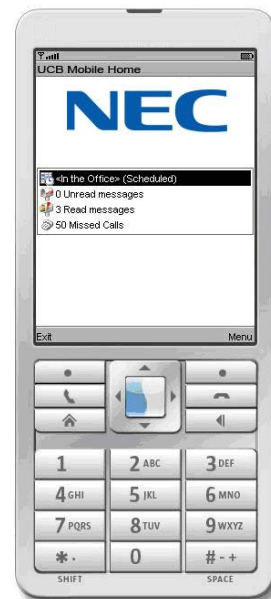
UCB 5.0 Enhancements (April 2009) - (All prior versions of UCB and Q-Master can take advantage of these features and the above with the UCB “Get Current” promotion)

- New Modules – Executive Conference and Executive Mobile



Executive Conference - integrated within Desktop, Console and Executive Insight with record ability and Microsoft Outlook® integration.

Executive Mobile - offering key UC functionality and easy communication wherever you are and your favorite Desktop functions available from your cell phone or any browser.



Web Portal

Below is a brief summary of your current details:

Current Profile : <In the Office> (Scheduled)

Voice Messaging : 2 New messages

Missed Calls : 25 missed calls

The following mobile phone types have been tested and appear to work to specification:

Sony Ericsson P990

Okta Boss, Agent and Touch (also known as HTC, including HTC YyTN II)

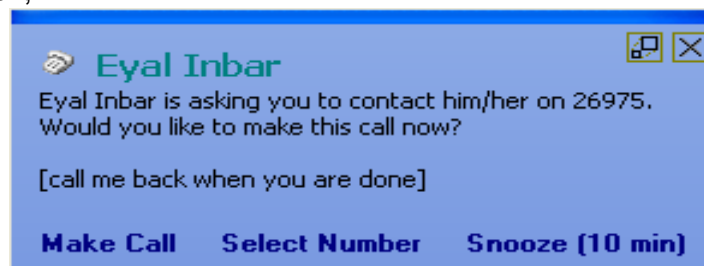
Windows Mobile v5 and 6, Palm Treo

BlackBerry (with Enterprise Server) – Note: all models may not be supported

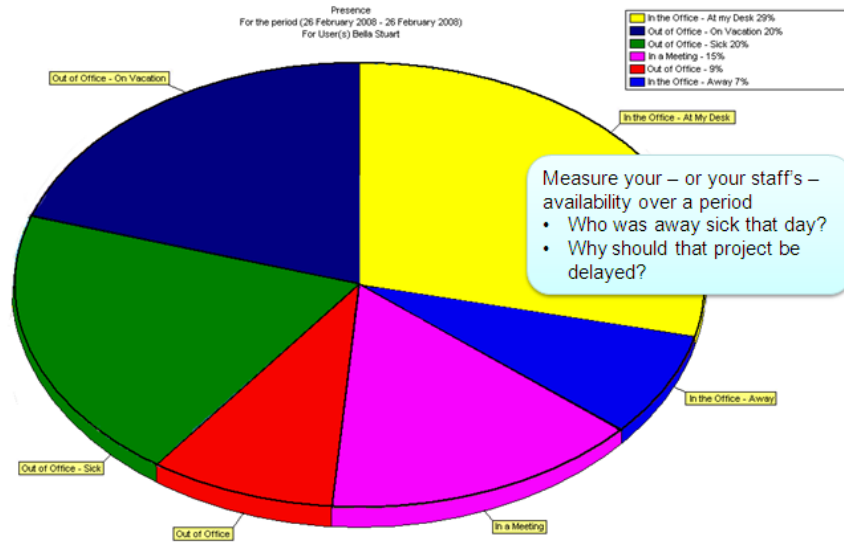
Nokia N95, E51 and 6121

Samsung SCH-1760 Smartphone

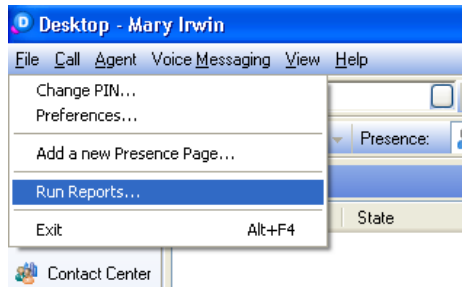
- “Call me” option with message, as the new alternative to “Notify Me” - putting notice on the other contact to call you back;



- “Call me” request pops with message when user is free
- Conversation Recording available for Agent Desktop users with a UCB mailbox
- Desk-to-desk Chat within Executive Insight
- Mobility “One Mailbox” allows calls to mobile phone to reroute to UCB mailbox, providing single point of message management, plus UCB features for mobile callers, e.g., current Profile greeting and return time, and one-touch options
- Networked Presence and Networked VM available as part of core functionality
- Large file support , corruption detection and rollback option
- Presence/Productivity Reporting for all users (requires Unified Messaging)



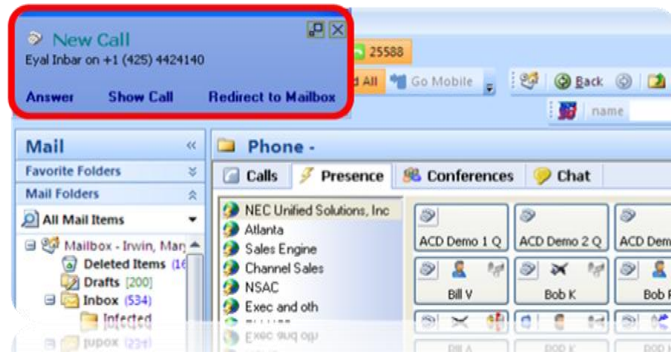
- Run Report option added within Desktop



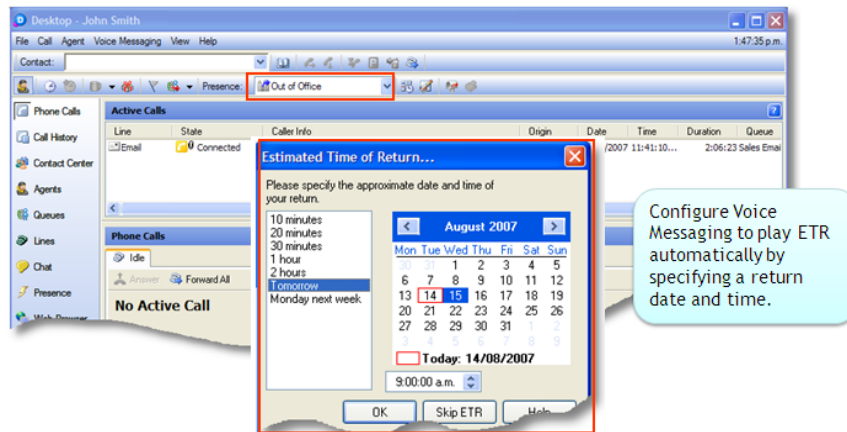
- Share one-touch with direct dialing option in Voicemail auto attendant
- Work time “Reason” allocation and reporting now available, distinguishing breaks from work time when not taking calls

UCB 4.1 Enhancements (August 2007) - (Q-Master versions 3.1 & 4.0 can take advantage of these features plus the above features with “UCB Get Current” promotion)

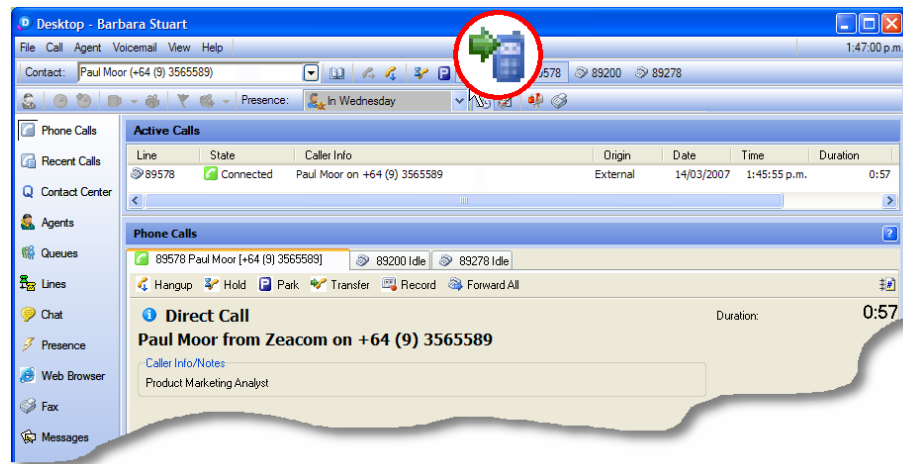
- Name change from Q-Master to UC for Business
- Call Screening



- Calls are logged when Desktop is closed and/or the phone is forwarded
- Expected Time-to-Return



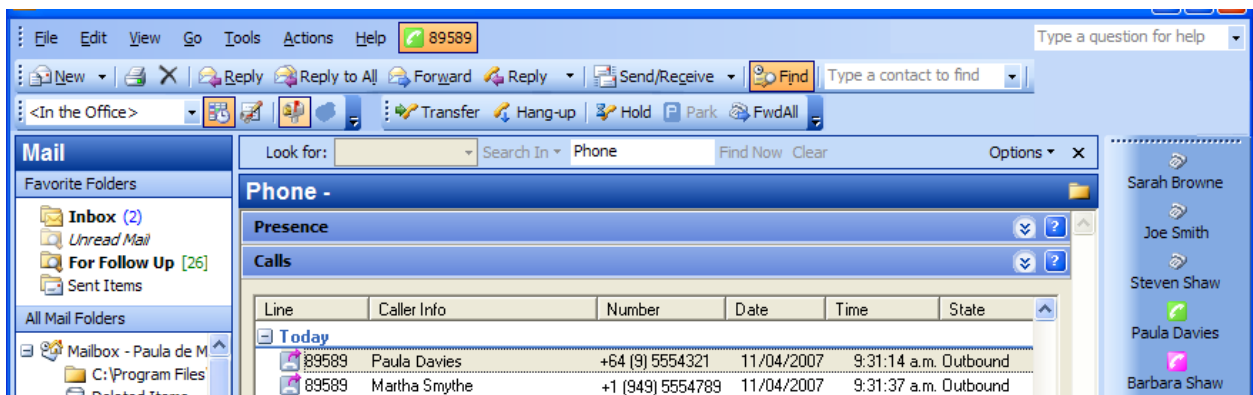
- Desktop agents can have a voice mailbox for no extra license charge
- Instant Messaging integration (Skype and Windows® Messenger) within Desktop
- “GO MOBILE” - Intelligent Mobility for reroute of calls to mobile phones, and retrieval to Desktop (Requires Executive Desktop)



- MP3 attachment for Unified Messaging voice messages
- Unified Messaging (UM) for Lotus
- Version-check popup warning when client Desktop version is different from server version
- Vista OS , Outlook 2007 and Exchange Server 2007 support
- Voice Messaging mailbox capacity increased to 2500 mailboxes

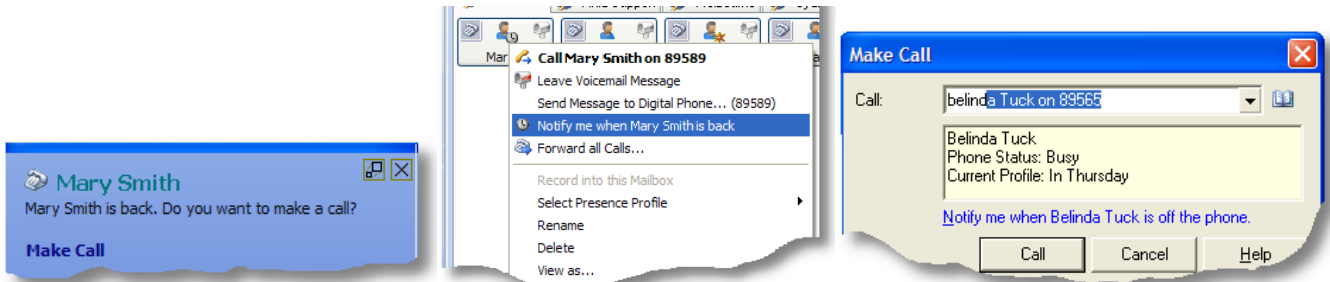
Q-Master 4.0 Enhancements (September 2006) - (Q-Master version 3.1 site can take advantage of these features and all features above with UCB “Get Current” promotion)

- Executive Insight module – Desktop functionality embedded within Outlook ((license interchangeable with Executive Desktop)

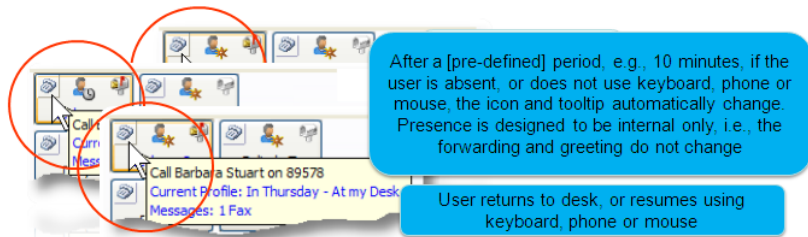


- Hold time in talk time option within Reports
- Multiple Call Handling allows agents to receive multiple calls from a single medium and concurrently receive calls from multiple media

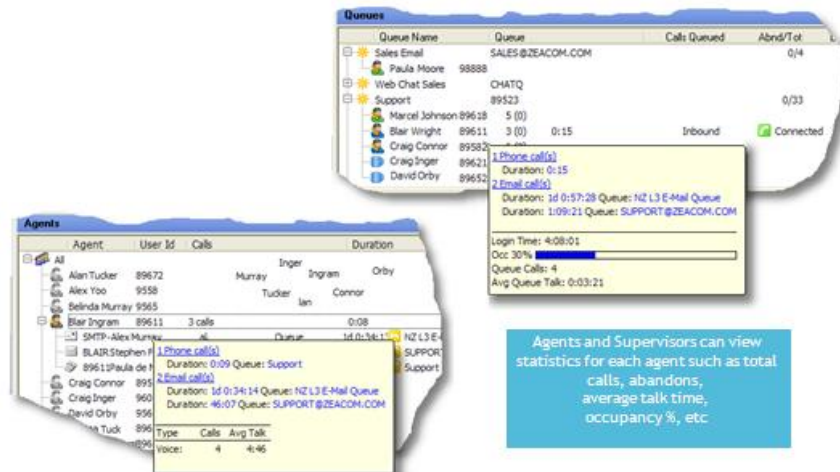
- Multiple Time Zones Support (users have their own time zone)
- NEC Soft Ports (Pro-TIMS) Support for voicemail & Queued announcements
- “Notify me” option pops message when internal contact is back or off the phone



- Phonebook integration with LDAP, Active Directory and ODBC
- Presence status detection with mouse, keyboard or phone use in Desktop application



- Real Time Agent Statistics within Desktop



- Unified Messaging mailbox capacity increased to 1000 mailboxes

A sneak-peak at what's coming in UCB 5.1: Enhancements

- Support for UNIVERGE® SV8100 Inskin card
- Voice Messaging updates
- Reporting for agents in multiple time zones
- Call Recording/Quality Monitoring Modules “UCB Record & Evaluate”
- Executive Mobile: CLI on Intelligent Mobility calls using ‘Locate Me’
- Copy Auto Attendant
- **Record & Evaluate Module**

