



# Fact Sheet Unified Communications for Business (UCB) Microsoft Outlook Integration

*Manage all your communications from  
within Microsoft Outlook.*

What is the first thing you do in the morning when you get to your desk? Most of us start by opening Microsoft Outlook and now you don't have to open another thing. With Unified Communications for Business (UCB)'s Microsoft Outlook Integration you can manage your phone calls, voice messages, faxes and emails all from within one application.

## *Key Benefits*

Streamline, simplify and consolidate all the ways you communicate by integrating UCB's powerful Desktop Telephony, Presence and Unified Messaging functionality with Microsoft Outlook. Activate phone and voice messaging functions quickly and easily; increase the efficiency of your internal and external communications using Presence; and enhance your productivity by processing your voice messages and faxes from your desktop. A familiar Microsoft XP/Vista 'look and feel' makes it faster and simpler than ever before.

- Manage your calls, voice messages, faxes and emails from within Microsoft Outlook.
- View information about current calls, missed calls, voice messages and faxes. View call history by call, date/time, state or origin.
- See the status of an active call i.e. Held, Parked, Transfer or Forwarded.
- Integration with Microsoft Outlook Calendar lets you configure your voice messaging greetings to reflect your calendar appointments. For example, if you have a meeting in your calendar, Voice Messaging will inform callers of this and advise them of your expected time of return.
- Change voice messaging settings from within Microsoft Outlook.
- Access to UCB's Phonebook which provides a customizable global and personal directory of telephone and email contact details.
- Presence pages showing the status and availability of all staff and providing one-touch dialing to all internal and external contacts. When integrated with the contact center, agent availability is also displayed.
- Create a Speed Toolbar that is viewable from every Outlook page. Offers click-and-dial functionality to your frequent contacts and provides a visual indication of internal users' phone status, i.e., off-hook or idle.
- New call alert with option to answer, display details or redirect to voice messaging.

*(cont. on pg 2)*

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## Required Modules

For Microsoft Outlook Integration each user requires the following applications: Executive Outlook, Unified Messaging for Exchange and Fax Messaging. For detailed information on each of these modules, refer to the Whitepapers.

- The ability to record a phone conversation directly into your voice messaging.
- Viewing the caller's phone number without having to access the message allows you to respond to voice messages and faxes in order of priority.

Line	Caller Info	Number	Date	Time	State
89589	Paula Davies	+64 (9) 5554321	11/04/2007	9:31:14 a.m.	Outbound
89589	Martha Smythe	+1 (949) 5554789	11/04/2007	9:31:37 a.m.	Outbound
89578	Zeacom Admin	+64 (9) 3553626	12/04/2007	9:34:54 a.m.	Unread
89578	Zeacom Main No	1365355	12/04/2007	9:35:56 a.m.	Transmitting
89589	Jo Browne	89512	11/04/2007	9:34:08 a.m.	Outbound
89589	Barbara Shaw	89578	11/04/2007	11:15:11 a.m.	Missed
89589	Martha Smythe	+64 (9) 3554444	11/04/2007	11:16:28 a.m.	Outbound
89578	Paula Davies	+64 (9) 3565555	12/04/2007	9:32:22 a.m.	Unread
89589	Barbara Shaw	+1 (949) 5554321	11/04/2007	11:16:58 a.m.	Answered

Manage all your contacts from within Microsoft Outlook.

View a person's Outlook Calendar appointment and schedule return time.

Call Barbara Stuart on 89578  
Forwarded to Mailbox  
Current Profile: In a Meeting  
Messages: 1 Fax  
Due back: 7:15 pm  
Calendar Event: Private Appointment