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 Zeacom'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 Zeacom'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.
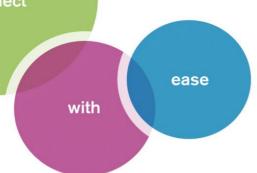
Key Functionality

- 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.
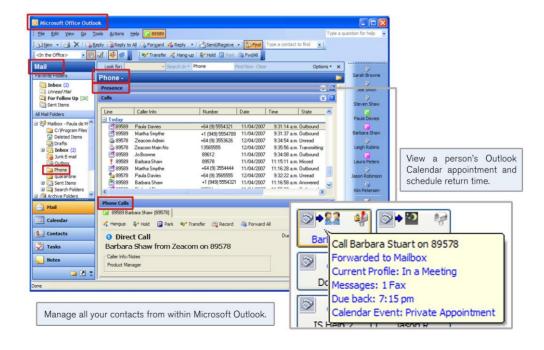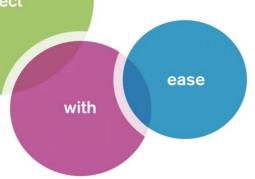
- Change voice messaging settings from within Microsoft Outlook.

- Access to Zeacom'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.

- 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.

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

Manage all your contacts from within Microsoft Outlook.

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.