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Fact Sheet Zeacom Communications Center

Presence

Make contact the first time and every time you call - with Presence.

Presence gives you a bird's eye view of the organization by providing real-time information on the whereabouts and availability of staff regardless of their location. Your ability to quickly find the company "expert" you require to close a sales call or resolve a customer service inquiry can be the difference between a satisfied customer and a disgruntled one. Presence makes first call resolution a reality, improving the quality of your internal and external interactions.

Key Benefits

Presence saves time and increases productivity by enabling users to communicate more efficiently across the entire organization. With Presence, you have instant access to information about a co-worker's status and availability, allowing you to make contact the first time you call. Need to find someone urgently? Presence can tell you where they are, what meeting they are in and when they are due back. You can even be notified when they return to their desk or get off the phone, making phone tag a thing of the past.

Key Functionality

- Presence pages allow users to view the status of all other users within the organization.
- Users enable Presence so that when they are in the office, their availability is recognized and displayed ("At my Desk", "Away from my Desk") for all Desktop and Console users across the network.
- A user is seen to be available if they use their mouse, keyboard or telephone. After 10 minutes (or a configurable period) of inactivity, the user is considered to be away.



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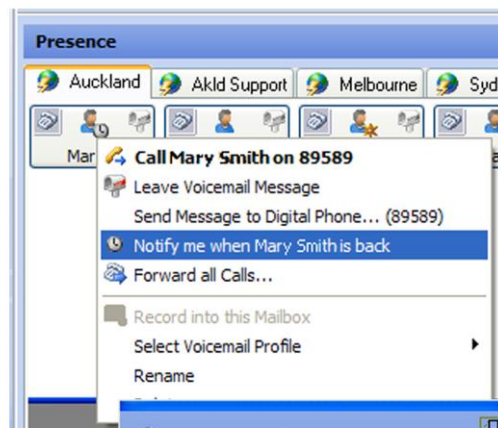
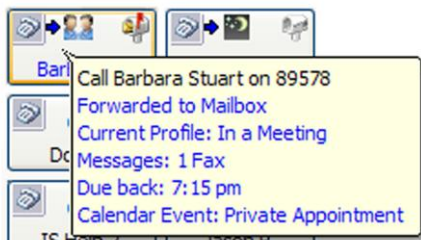
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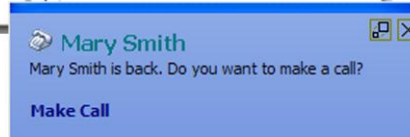
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- Desktop and Console users can request return notification for any Presence user. This activates a screenpop to notify the user when the person they wish to speak to becomes available.
- If a user's current Profile is 'forwarded' (i.e., the user's phone is diverted to Voice Messaging) and their Presence is detected, Desktop pops a reminder to the user so they can update their Profile (e.g. change it to "In the Office" so that they can receive calls at their desk).
- Presence users can choose to display the subject of their active Microsoft Outlook appointment for other users to view. This is particularly useful for keeping operators and receptionists informed of staff whereabouts and availability.
- Presence pages allow users to access Global, Personal and Microsoft Outlook Contacts buttons for one-touch and speed-dialing.

Icons and tooltips show availability of each user.
Outlook appointments are displayed with scheduled return times.



Receive notification when the person you want to speak to gets off the phone or returns to her desk.





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Required Modules

Each Presence user requires one of the following applications: Executive Outlook, Executive Desktop, Agent Desktop or Console. For detailed information on each of these modules, refer to the Whitepapers.