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Fact Sheet Zeacom Communications Center

Mobility

Mobility gives you the flexibility of being contactable anywhere, anytime.

One number to reach you no matter where you are. Think about how impressed your callers would be if they could reach you anywhere, anytime by simply calling your office phone number. Why force your most important callers to leave a message, be transferred to someone else or call multiple phone numbers hoping to catch up with you? Mobility gives you the freedom to control how, when, where and with whom you communicate.

Key Benefits

The telephone sitting on your desk is the first place most callers try to reach you at, but how often are you actually there and available to take a call? With Mobility, your callers can be automatically redirected to your mobile phone whenever you step away from your desk. There's no need for callers to hang up and try your mobile or press keys to be redirected. Mobility makes it simple and transparent for you and your callers to connect anywhere, anytime.

Mobility puts you in the driver's seat, allowing you to increase your productivity by only directing the high priority callers to your mobile. Stuck on a call at your desk when you have an appointment to get to? Transfer the call from your desk phone to your mobile with a click of your mouse. Eliminate the wasted time and frustration of checking multiple mailboxes. With Mobility, you can access all your messages from one place.

Key Functionality

- When you leave your desk, ZCC's Presence function detects that you are no longer there and calls can be automatically diverted to your mobile phone based on the parameters you set.
- Redirect selected callers to your mobile while others go to your voice messaging.



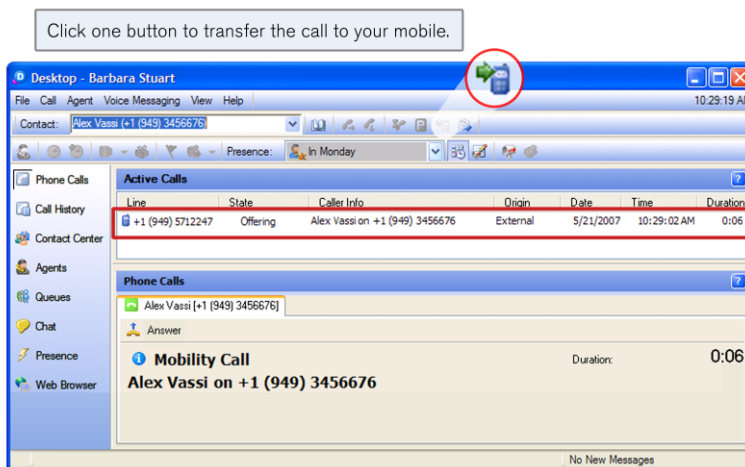
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- If you are talking on your mobile phone when you return to your desk, you can continue the call using your desk phone without having to hang up and re-establish the call.
- If you are on a call on your desk phone and you need to leave the office or go elsewhere in the building, you can transfer the caller to your mobile by clicking on the 'Go Mobile' button on your Desktop
- Calls diverted to your mobile phone will pop a screen in your Desktop application, allowing you to retrieve the call on your desk phone with the click of a button.
- When you can't answer your desk phone or mobile, all your calls can be directed to one mailbox that can be integrated with your Microsoft Outlook or Lotus Notes calendar appointments. Callers are automatically greeted with up-to-date information and your expected time of return.
- Have an SMS or phone call alert you of new messages. Voice messages, faxes and emails can all appear in your Outlook or Lotus Notes email application. When you are off-site, access your messages by phone, Microsoft Outlook Web Access or Lotus iNotes.



View and retrieve any call that forwards to your mobile.



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Required Modules

Each Mobility user requires one of the following applications: Executive Desktop or Agent Desktop. For detailed information on each of these modules, refer to the Whitepapers. Mobility is PBX platform and version dependent.