Phone Applications for Cisco Unified Communications

ALL THE FUNCTIONALITY YOU NEED

More and more organisations rely on Cisco Unified Communications Manager as a cost-effective, reliable, and powerful enterprise call and session management platform. As part of Enghouse Interactive's range of solutions for Cisco UC with its wealth of communication features, we have a number of advanced business communications applications for Cisco that provide added functionality

Flexible and easy to use

Our phone applications are designed with productivity enhancements and simplified user interactions in mind. Enghouse Interactive uses its extensive development experience to deliver applications for your voice and data network, providing better employee collaboration, business process integration, more flexibility and enhanced customer service. The applications can be integrated with various end devices and typical office applications as well as mobile devices.

With our value-added applications run on one centralised platform, organisations can optimise their business communication processes, and benefit from leading edge communications capabilities over and above traditional telephony services. Using Enghouse Interactive phone applications to enhance your environment offers you the competitive edge required to persist in today's competitive environments.

Team Services

Time is money. With our team services you can streamline communications between employees to speed up processes, reduce ineffective calls and increase caller satisfaction.

Real-time availability and status information about the other team members is shown directly on the IP phone display. Redirecting, diverting and picking up of calls are greatly simplified to reduce the time needed for establishing a connection. An acoustic notification is used to inform group members about incoming calls and decreases the number of dropped calls significantly.

- Highly simplified call handling services
- Scalable for a high number of group members
- Supports a wide range of devices

Benefits

Services to fit many different requirements

Intuitive and easy to use

Advanced features on IP phones and desktops

More flexibility to adapt and extend your communications solution to individual needs

Fully leverage your unified communications network

It more than just a Phone, use phone applications for Cisco UC for increased efficiency

Enghouse Interactive

Learn more at www.enghouseinteractive.com

Manager/Assistant Services

Communication is one of the most important matters in executive offices. High availability and reachability are key factors and require well-engineered functionality with highly customisable and sophisticated services. Our Manager/Assistant solution was especially developed for demanding and complex office environments, with simplified call handling, VIP lists and automatic redirection, and multifunctional line buttons. All services are completely phone based, with optional desktop integration.

Broadcast and Group Notifications

Leveraging your existing communications infrastructure, our Group Notification app enables zone paging, emergency broadcasting and push-to-talk services for enterprise-wide mass communication. Special services are available for highly critical environments, such as disaster management and defence applications. Short Message Service (SMS) between IP phones is another service delivered especially to enhance internal communication between your employees.

Phone Blocklist

This phone app prevents phone misuse - such as long-distance calls, private calls during office hours or calls to premium rate phone numbers - by defining whitelists (permitted phone numbers) and blacklists (blocked phone numbers). The white-/blacklists are imported from text files, SQL databases or LDAP directories and can be applied to specific phones.

- Prevent phone misuse
- Reduce phone expenses
- Integration with address books, databases and directories

Phone Lockout

The Phone Lockout app gives users the option to lock/unlock phones and prevent misuse. Locked phones have access to restricted services only, such as emergency numbers. Additionally, call information on IP phones (missed calls, placed calls etc.) is removed to protect the privacy of the user.

- Time triggered phone locking
- Locked phones still receive calls
- Easy to use

Phone Settings

With this module, users can change the profile of their IP phone to different phone behaviour, such as 'meeting' to turn off the ringtone. Multiple, customised call forwarding settings for different types of calls are available.

- One-button forward toggling
- Second call on/off
- Multiple profiles per phone

Tailored Applications

Our flexible approach allows us to create tailored applications for IP phones, desktops and web environments, so organisations can implement feature-rich unified communications services according to their requirements. Sample applications include RSS readers, currency converters, e-mail readers and alarm services.

A trusted Cisco Partner

Enghouse Interactive has been a trusted partner for over twenty, all solutions are tested to ensure our solutions are interoperable with Cisco Unified Communications by undergoing regular Interoperability Vertification Testing (IVT).

- Cisco Preferred Developer Network partner
- Cisco Compatible

Speak to Enghouse Interactive learn how to use your Cisco phone more efficiently

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

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