

## **Unity Mobile**

## SOPHISTICATED CALL HANDLING ON THE GO

Unity Mobile puts advanced office phone features on your mobile. Featuring hold, transfer, conferencing, instant messaging and call recording control, Unity Mobile provides advanced business communication features to knowledge workers on the move

By layering smart call control options on top, and displaying the status of colleagues, Unity Mobile enhances communications and connectedness for mobile employees.

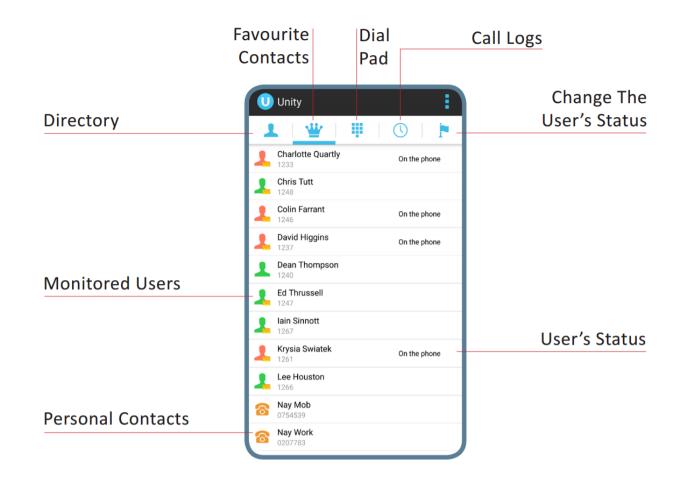
Unity :	Unity	Unity	(U Unity
Charlotte Quartly     Chris Tut     T248     Colin Farrant     T246     Colin Farrant     Colin Farrant     T246     Colin Farrant     T246     Colin Farrant     Colin Farrant     T246     Colin Farrant     Colin Farrant     T246     Colin Farrant     Colin Farrant     T246     Colin Farrant     T24     Coli	Nay Mob	Charlotte Quartly Online       Image: Call log         All       Message       Call log         Dialled       Today @ 12:34         Dialled       Today @ 12:35         Image: Call Today @ 12:35       Image: Call Today @ 12:35         Image: Call Today @ 12:35       Image: Call Today @ 12:35	Incoming calls Call forward always Off Call recording User initiated start Voicemail On Outgoing calls
David Higgins 1237 On the phone     Dean Thompson 1240     Ed Thrussell 1247     Iain Sinnott	00:08	Its at 2pm, is that still okay? Today @ 12.36 Hi, can you join this call about the new campaign? I'm talking to Andrew Today @ 12.38	Hide number Off Outgoing call options Use call-through Call control Broadworks anywhere On 07956344419
Lee Houston       1266       Nay Mob       0754539       Nay Work       0207783	Dial Contacts Record C+C 228 Transfer Conference Speaker DFF End	Sure, bring me in Today @ 12:38 Ok conferencing now Today @ 12:39 Thanks Today @ 12:39 Send	Call center Call center agent Available 2 Queues
Visual indication of	Buttons to simply	Instant message co-	Configure preferences t

Visual indication of your colleagues' status Buttons to simply conference and transfer

Instant message coworkers from anywhere Configure preferences to suit your working model

By tunnelling service out from the office phone system, Unity Mobile lets users project their business persona out to the mobile device. Any outbound calls will present the users' desk extension providing a total "one number" solution for mobile workers.

All calls made and recevied through Unity Mobile will use the underlying mobile cellular dialler, greatly simplifying setup and usability.



Call Control	Hold/ Resume, Transfer and Conference inbound and outbound calls	
Busy Lamp Field	When in a WiFi zone Unity Mobile will graphically display the available/ engaged state of your colleagues	
Call Push/ Pull	Pull live calls between your IP desk phone and Unity Mobile for a total mobility soultion	
Call Recording	Record all inbound and outbound calls using the office extension call recording platform. Pause and resume recording to omit sensitive information	
Integrated Directories	Access all personal, company and internal user directories with dynamic search	
Instant Messaging	IM any other Unity (Desktop, Reception, Mobile, Agent or Supervisor) user in the Group or Enterprise	
Call Centre ACD State	Configure ACD availability, toggling between Available, Unavailable and Wrap-Up	
Call Through	Utilize the Anywhere service to make outbound mobile calls using your office extension and number presentation	
Call Back	Optionally have the office system call your mobile back and automically connect to our outgoing call. Often useful to avoid high outbound mobile charges when oaming	
Supported Mobile Platforms	Android and iPhone	