IP VOICE SERVICES – UC OFFICE
OVERVIEW OF FEATURES

BT Wholesale's UC Office solution is a smart communications application enabling users to stay in touch from any location and any device – from a desktop PC to a mobile phone.

Our solution delivers a full suite of conferencing and collaboration tools, including voice and video calling, instant messaging (IM) and presence, audio conferencing and web collaboration – making individuals more productive and teamwork more efficient.

Available as an add-on package to our IP Voice Hosted Advanced and SIPT Advanced licences, it's a great opportunity for you to broaden your existing solutions - increasing your ARPU and margins at the same time.

UC Office is suitable for all sizes and types of businesses. The two different packages enable you to tailor the solution to meet your customers' individual needs.

DESKTOP APPLICATION

The desktop application is available for both Windows and Mac operating systems. It can operate as a completely independent soft phone or can be integrated with a user's existing handset.

It also synchronises with Outlook, enabling users to see all of their contacts and calendar items.

SMARTPHONE APPLICATION

The smartphone application is available for both Android and iOS devices. It is fully synchronised with the desktop application, giving users access to all their contacts and enabling them to use some of the key features such as IM & presence and video calling whilst on the move. Users can also seamlessly switch calls between devices.

VOICE & VIDEO

With UC Office, users can make and receive voice and video calls on their PC and smartphone – replacing or complementing their desk phone.

Fixed, remote and mobile workers can use UC Office as a primary or secondary device and/or for a shared call appearance. This allows remote and mobile workers to use the service wherever they go.

UC Office allows users to control their desk phone with click-to-dial functionality and manage their call settings from multiple devices on any network.

INSTANT MESSAGING & PRESENCE (IM&P)

IM&P allows users to securely send and receive instant messages, conduct group chat, set their presence, and monitor the availability of their contacts on their PC or smartphone*.

Users can instantly see if a contact is available, on a call, busy or away. They can send them a message or a file, or start a group chat to collaborate with other colleagues.

360°

HOSTED
COMMUNICATIONS
SERVICES

PERSONAL CONFERENCING & COLLABORATION

The UC Team add-on automatically configures the user with their own 'My Room' to conduct audio conferences, point-to-point video calling and/or web collaboration sessions.

The reservationless conferencing facility is available any time of day - whenever a user needs it. At the click of a button, they are automatically connected straight through to the conference. Whilst in the conference, they can even seamlessly move the call between their different devices without any interruption.

In addition to conferencing, My Room provides the user with a desktop sharing feature - once participants have accepted the 'sharing request', they can then view whatever is displayed on the screen.

Web Collaboration is a fully integrated audio and web conferencing service. It is a feature-rich tool for conducting meetings, webinars and training sessions. Users can share real-time content and desktop screens, and use live demonstration and presentation tools. They can even give participants the ability to control and edit documents during the conference.

AVAILABILITY

UC Office is a chargeable 'add-on' for Hosted Advanced and SIPT Advanced user licences. There are two different packages to choose from, depending on the type and needs of your end user.

UC OFFICE ADD-ON PACKAGES AVAILABLE

1. **UC BUSINESS is a purely desktop-based application and includes the following features:**
   - Voice and Video Calling
   - Instant Messaging and Presence (IM&P)
   - Shared Call Appearance 5

2. **UC TEAM includes the above but with the following additional features, and can also be accessed through the smartphone application**
   - Personal Audio Conferencing
   - Personal Desktop Sharing
   - Web Collaboration

IF YOU WOULD LIKE UC BUSINESS AND/OR UC TEAM ADDED TO YOUR SERVICE OFFERING(S), PLEASE SPEAK TO YOUR ACCOUNT MANAGER OR:

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