

# UC-CLIENT

UC-Client bundles everything that belongs together



Take advantage of the benefits of the All IP world and work more efficiently and more interactively as well as being more mobile. With the Unified Communication Client, or "UC-Client" for short, you bundle everything that belongs together: telephony, chat, Outlook, desktop sharing and presence. This gives you the full range of telephony functions as well as centralised access to all communications tools on your desktop.

With the UC-Client, you upgrade your telephony systems according to the latest technological advances. You decide in a simple way how and with whom you want to communicate and cooperate. The UC-Client is the perfect supplement to your existing telephony solution (CTI – Computer Telephony Integration). Or you can even handle all of your telephony requirements exclusively via softphones – without any hardware via your desktop computer or laptop.

Whether it be via online chat or desktop sharing – the UC-Client enables you to cooperate in an easier and less complicated way as a team. Furthermore, interaction is encouraged between the stores and the home office employees.

The UC-Client also facilitates presence management. Everything is perfectly synchronised with Outlook, i.e. all appointments, meetings or absences can be automatically associated with redirection rules.

## YOUR ADVANTAGES


- ✓ You control all important telephony functions via the Client and can be reached at any time and in any place by softphone on your fixed network number.
- ✓ You very easily interact via online chat with all connected persons being called.
- ✓ You always have an overview of your Outlook activities such as your contacts, e-mails, tasks or calendar entries. Cooperation becomes much more efficient.
- ✓ You share your desktop and can hold meetings and conferences productively, as if everyone were sitting in one room.
- ✓ You can see your employees' availability status at a glance. This makes it easier to work together

Price	One-off costs per subscriber	Monthly costs per Client
UC-Client	CHF 50.-*	CHF 4.-

\* Reduction on one-off costs for a contract period of 2 years 25%, for 3 years 50%, for 5 years 100%.


All prices are exclusive of VAT. Products and prices subject to change.


## All functions at a glance


 Call receiving, diverting, transferring or holding – with the UC-Client all important **telephony** functions can be controlled via your desktop.

It is possible to connect to your **CRM or ERP** system via TAPI. By connecting to the database (also from external databases), caller information like company name and address can be automatically displayed.

Relevant caller details (incl. date and time) are automatically added to your notes. You also have access to a journal which enables you to see all **call information** (outgoing, incoming, reached, not reached – including the date, time and call duration) at a glance.

 You can communicate with all connected persons being called using the internal online **chat**. This improves interaction between the stores and the home office employees.

 Thanks to **Outlook** integration, you can use all available functions: you can dial call numbers directly from Outlook or any other application. You also have an overview of Outlook activities such as e-mails received or calendar entries.

 Cooperation becomes even more productive through **desktop sharing**. Thanks to desktop sharing you can hold meetings and conferences as if you were there in person.

The **Presence** function shows you the availability of all employees at a glance. Your daily business activities are made easier thanks to the status display including an image (online/offline/not logged in for x days), current availability (available/engaged: outgoing/incoming call) as well as calendar entries for the next two days.



### TECHNICAL REQUIREMENTS

- Business Internet Fiber Power from UPC Business
- Microsoft Windows XP SP3 or later

Advice and orders

[upc.ch/business](http://upc.ch/business) | 0800 800 116

