

MORE THAN 25 OFF-THE-SHELF PRODUCTS

We are continuously building or adding new features to applications for Cisco IP Phone or Microsoft Teams from your requirements.

Directories - IP Phone User Needs

- Search directory on the IP phone by site, department, job title. - up to 5 search fields, customizable.
- Display multiple numbers (mobile, etc.) in search results. - up to 4 numbers per contact.
- Access all enterprise directories - direct search or replication: Active Directory, LDAP, databases, text files, ...
- Search directory from phones with no alpha keyboard (SMS type search is awkward) - T9 search or touchscreen.
- Web interface for directory search – search and dialling (with add-on [Web Directory](#)).
- See caller identification info on the IP phone. – queries directory with calling number (with add-on [IPS Popup](#)).
- Use my personal directory for display of caller identification – replication Outlook / Exchange/ Notes / Domino (with add-on [Personal Directory](#)).
- Merge multiple directories – combine multiple directories in different formats, deduplication.
- Segment directory access by subsidiary, office, site – segmentation and filtering.
- Update Active Directory from CUCM – replication CUCM & updateActive Directory (with add-on [Directory Export](#))

User Needs - Personal productivity and efficiency

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| <ul style="list-style-type: none"> ▪ Know about missed calls ▪ Schedule/access conference calls ▪ Dial from any PC application ▪ Lock my phone when I am absent ▪ Configure my IP phone via the IP phone ▪ Single Login/logout Windows & Cisco ▪ Logout IP Phone at a set time ▪ Know busy status of called number | <ul style="list-style-type: none"> Missed Call Email Alert – sends you an email if you miss a call, even if no message left. Conference Center – reserve/invite via Outlook or Jabber tab. ClickNDial – and search in personal address book or corporate directories. IPS Lock – blocks dialling but allows incoming calls. IPS Phone Config – set forwarding, speed dials, BLF, language. telisca Single Sign On (for Extension Mobility) – single login; logs out CUCM on Windows logout or hibernate. telisca Single Sign On (for Extension Mobility) – define automatic logout time. Busy Alerter – when the called party can receive more than one call (multi-call), know if he is already on a call. |
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Switchboards and Line Groups - incoming call handling

- Answer and route incoming calls [Attendant Console](#) – call handling, directory lookups, messaging.
- Announcements for direct lines, line groups or attendants [TAnnounce](#) – a welcome message and simple IVR.
- Supervisor/agent monitoring [Silent Monitoring](#) – allows a supervisor to listen to the calls of team members.

CUCM Administration

- Automate a number of tests to run out of hours to confirm that Call Manager is fully functional [Morning Check](#)
- Take control remotely of user's phone via a web browser using [Phone Remote](#) to assist in support.
- Mass changes to all IP phones [Phone Robot](#) simulates keystroke activity.
- Generate/modify PINs & passwords without accessing CUCM administration [Pin & Password Manager](#) assures confidentiality and robustness of passwords.
- Prevent unauthorized calls when offices are closed [Delog-Relog](#) (time-of-day logouts on all or selected phones).

Recording

- Recording all calls via call manager and soon the ability to record Skype calls can be done via our [Recording](#)
- Recording notification - legal compliance [Recording Notification](#) – warns the caller (and/or called party) that the call is being recorded.

Information Broadcast

- Broadcast vocal or text messages to group of IP phone users [IPS Pager & Audio broadcast](#) - audio broadcast via multicast IP.
- Trigger an alert via multiple ways to broadcast pre-recorded voice message [Voice Alert](#) – phone calls to a list of IP phones, includes a DTMF-activated receipt.

Solutions provided by [IPS Manager Assistant](#):

Managers and Assistants – call filtering

- Manage all call screening/filtering options directly on the IP phone – options managed via buttons (BLF) and XML interface, on manager & assistant phones.
- Simplify handling of filtered calls – works via buttons for forwarding, consultation, transfer, do not disturb.
- Define non-filtered numbers, call managers directly, intercept filtered call – up to 99 non-filtered calling numbers defined, override prefix, interception.
- Allow forwarding of a manager's line to a personal number (mobile) or to voicemail – may be activated by manager or by assistant.
- Facilitate administrator tasks in manager/assistant configuration – it takes only two minutes to configure a single manager/assistant pairing.

Microsoft Teams application

- Receive Alerting notification via audio or text messages to your Microsoft Teams client with [Voice Alert](#)
- Access all of your contacts from your Microsoft Team clients with [Global Directory](#)
- [Attendant Console](#) Integration with Microsoft Teams