

# HOSTED UNIFIED COMMUNICATIONS

Delivering more to your hosted telephony users.



Sole-Aero's Hosted Unified Communications (UC) enables you to improve both the productivity of your staff and also increase the level of collaboration across your entire organisation.

Our Hosted UC enables you to fully integrate your hosted business telephony into the desktop and mobile environment. It equips users with an easy to use app to manage their contacts and to view call history complete with simple click to call. It enables users to manage their personal telephony environment including simple set up for call forwarding. It allows telephony to be fully integrated into core business applications such as CRM and Accounting, enabling single click dialling from within these applications.

With Sole-Aero's Hosted UC, you also gain the full power of Presence. The status of each user is managed in real-time enabling every user to see if someone is busy or available before they make a call or transfer a call to that person.

## THE VALUE:

**Increased Productivity** – by making telephony an integral part of the user's desktop environment, making it quicker to manage, find and dial contacts.

**Improved Customer Service** – by automatically accessing customer details and presenting these along with the telephone call to enable a more professional service.

**More Effective Collaboration** – by providing a real time view to each user showing who is available and so enabling them to reach the right expert first time.

**Improved User Experience** – by making business telephony much easier to use and providing each user with the ability to work the way they want to work.

### Sole-Aero Telecoms

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# THE POWER OF UNIFIED COMMUNICATION

By enabling UC on Sole-Aero's Hosted Telephony, you are able to transform the way your users leverage business telephony with the following key capabilities.



## Desktop Call Control

With UC, users have full control over their telephony from their desktop app without the need to reach for the handset including dialling, answering, transfer, hold and hang up.



## Personal Address Book

Each user has the capability to create and manage their own list of contacts with the ability to search, view notes and click to dial.



## Contact Popping

If a contact is located in either the local address book or an integrated application, then the full details of this contact can be popped at the time the call is presented.



## Recent Calls & Call History

Users can quickly view a list of recent calls made or access a comprehensive call history of both calls received and calls made with the ability to click to dial.



## User Settings

Users gain intuitive control of their personal telephony environment with the ability to set-up call forwarding, do not disturb and outbound number restriction.



## Real-Time Presence

The status of each user is managed within our UC enabling each user to see in real time who is busy or available greatly improving the co-ordination and collaboration between users.



## Application Integration

Sole-Aero's UC provides a range of ready-made plug-ins enabling you, based on what option you select, to integrate into Outlook, Lync, Lotus and Google Contacts, and also to the leading accounting and CRM applications including ACT, Goldmine, Microsoft Dynamics, Salesforce and SAGE.

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