

# Because Every Call is an Opportunity

Intelligent Office

Product Brochure



**TeleWare**

# Unified Communications

## Ensuring your business operates smoothly and efficiently

Intelligent Office applications empower personal productivity and mobility and deliver the benefits of unified communications to the individual irrespective of the telephony architecture of the business. Using unified communication can save time and improve productivity, particularly for businesses with mobile or distributed workforces.

Sage Research in January 2006 claimed that the average employee saved 43 minutes per day, mobile employees saved 55 minutes. Effective handling of calls into the business will save time whilst ensuring calls are handled effectively increases caller satisfaction.

## Deployment of Intelligent Office

Intelligent Office applications are compatible with virtually every digital telephone network. As a software solution, it can be used across traditional analogue (TDM) networks and Internet Protocol (IP) platforms or provide a consolidated service offering across hybrid networks. All applications are scalable and can be integrated into the existing infrastructure or provided as a hosted service.

**Telephone Numbers that Reach People, Not Extensions** ✓  
*Increase Customer Satisfaction*

**Virtual Team Working** ✓  
*Improve Business Efficiency*

**Effective Message Management** ✓  
*Enhance Productivity*

**Intelligent Working for Mobile Users** ✓  
*Empower Mobile Workers*

**Reduce the Cost of Audio Conferencing** ✓  
*Reduce Expenditure*

**Call Recording Wherever You Are Even From Your Mobile** ✓

**Real-Time Presence Information** ✓  
*See Who's Busy or Free*

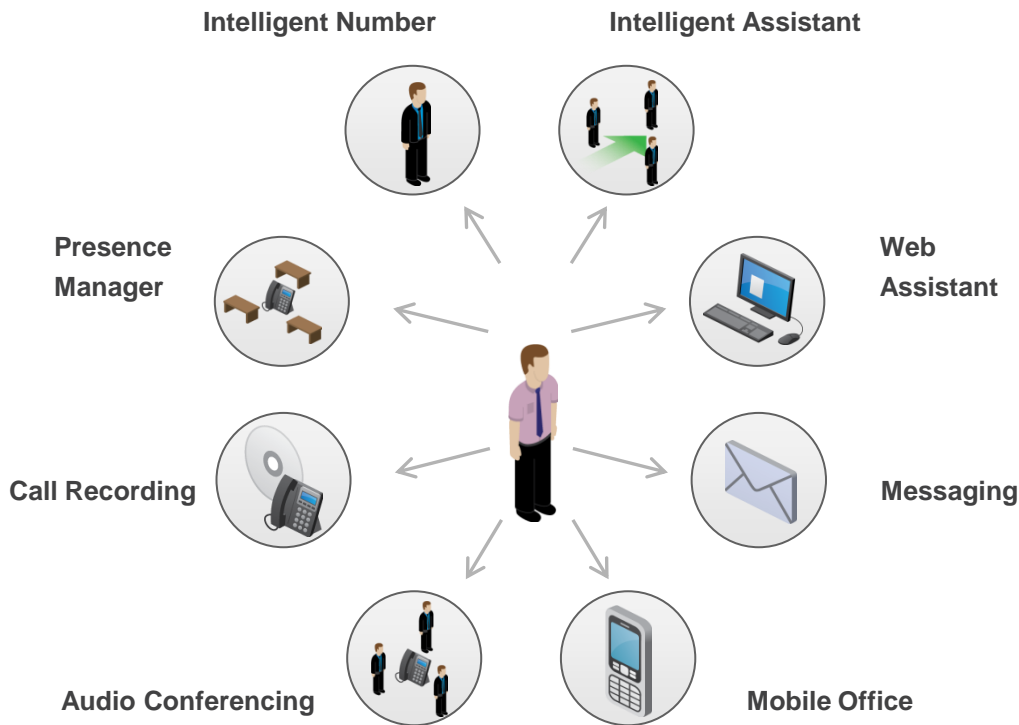
**Manage all Applications from the Web** ✓  
*Easy and Simple User Control*



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# Intelligent Working

The Way It Should Be. Powerful, Flexible & Simple



## Intelligent Number

Increase the number of calls answered first time with a single virtual number

## Messaging

A unified inbox with support for Microsoft, Novell or Lotus Notes messaging and independent web access

## Call Recording

Selective or blanket recording of calls from any phone, including the mobile

## Intelligent Assistant

Ensure all your calls are answered when you are unavailable with alternative contacts and dynamic team working

## Mobile Office

Corporate telephony features on your mobile including conferencing, call recording and other call handling services

## Presence Management

'Buddy' list presence information so you can see who's busy or free to take calls

## Web Assistant

Access your Intelligent Office applications from any PC, WAP-enabled mobile or PDA via the internet

## Audio Conferencing

On demand or pre-booked conference calls where you only get charged for the cost of the call

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# Daily Timeline A.M.

## A Typical Working Day for a Mobile Worker



### 1) At Home

Tom registers to his home phone to receive all his business calls via his single virtual number. Once **Call Announcements** is activated, he can answer the call appropriately and use a password to avoid family answering his business calls.



### 3) At The Office

Tom is on a call when he arrives at the office. He continues to talk to his customer and can simply **transfer** the call from his mobile to any desk phone using Intelligent Office.



### 2) Travelling To Work

Even though Tom is using his mobile phone to receive calls, he still has access to PBX functionality such as **short-code dialling, call-holding, call-transferring, conferencing** and **call recording** using the mobile client application.



### 4) Customer Site

Tom activates **Alternative Contact** to route his calls through to his secretary. If his secretary is busy, the call goes to the company voicemail account and voice messages automatically drop into Tom's mailbox.

With **Message/Call Notification** activated, Tom is notified of a new voicemail by SMS enabling him to deal with important calls promptly.



### 5) Travelling

Tom uses the **here and now** function to receive calls on his mobile. Tom can access all his message types – voice, email and fax – via a single inbox.



Continued overleaf

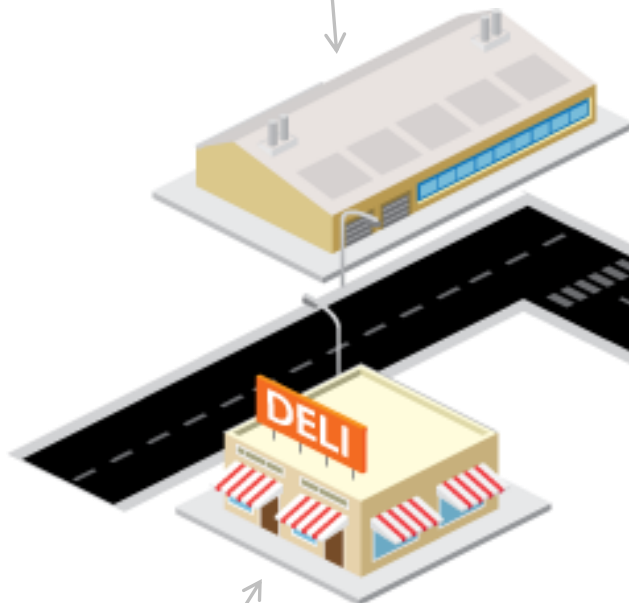
# Daily Timeline P.M.

## Improving Communications with Intelligent Office



### 7) Customer Site

Tom arrives early and uses **Web Assistant** in his customer's hot desk area to check calls and voicemails over the internet.



### 9) Working from Home

Tom joins the pre-booked weekly Sales **conference call** with the rest of the sales team using his mobile.



### 6) Out To Lunch

Tom organises an **instant conference** call with three of his colleagues to agree pricing in preparation for his customer meeting.

Before he organises his conference, Tom checks the status of his colleagues using **Presence Manager** to check if they are available for calls which avoids leaving voicemails.

10 minutes into the conference, he conferences in an external supplier to assist with a query.

### 8) Travelling Home

Tom receives a call from a customer. Halfway through the call, the customer confirms an order.

Tom presses the star (\*) key on his mobile which **records the full conversation** from the start of the call.

The recording is converted into an audio file that is sent to his secretary by email so that the order can be processed accurately and immediately.

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# Intelligent Office Benefits

<b>Location Independence</b>	The principle of Intelligent Office's location independence service is any device, on any network – fixed or mobile – worldwide. Not just on-net. This enables part time workers, homeworkers and flexible workers to effectively handle calls for themselves or their colleagues and be part of the company's incoming call strategy.
<b>Efficient Call Handling</b>	Routing incoming calls to the required person can be done easily and efficiently using Intelligent Office. Disruptions caused by simultaneous ringing and misplaced calls caused by hunt groups are avoided.
<b>Teaming of Skills and Capabilities</b>	Users can be members of teams irrespective of location, device or network available to them. This increases productivity and customer satisfaction while enabling flexible working.
<b>Professional Handling of Calls</b>	A single professional voicemail service to manage, that is, not using home machine or mobile voicemail. Calls can be password protected against answering by inappropriate people, such as children answering a home phone. There is no need for the caller to be aware of the alternative location of the person taking the call.
<b>Call Cost Saving</b>	Calls delivered to linked sites will not incur call charges, voicemail is delivered to email so there is no charge for retrieving voicemail from the network provider. Cost savings are derived from not having to collect messages from voicemail since calls are delivered directly to the person, and also from a reduced number of returned calls.
<b>Ease of Use</b>	The ability to bring together all fixed and mobile messaging services, including voicemail, fax mail and, where appropriate, video mail, gives great benefit to users. For simplicity of use, nothing competes with a single number (Intelligent Number) and a single inbox, in which the user receives all the above integrated into their email application interface. This has benefits both in user productivity and in low support costs to the business.
<b>Business as Usual</b>	In the event of an incident preventing access to the normal workplace, staff can 'log on' and take calls at any other convenient location.
<b>Efficient use of Resources</b>	Calls routed to mobiles and other destinations can be set up so that they do not use site-based lines to divert the call.
<b>Infrastructure choice</b>	Intelligent Office will work and integrate with any device, mobile, home phone, desktop phone.
<b>Work Life Balance</b>	Secure, 24/7 access to corporate telephony services regardless of location. Capabilities include the ability to register as unavailable when outside work hours and the ability to route calls to alternatives.
<b>Duty of Care</b>	Increased employee privacy and security as private details are not disclosed to customers and suppliers. Ensures flexible working employees can be contacted in the event of an emergency.
<b>Facilities Cost Saving</b>	A flexible work program, supporting hotdesking, will reduce the 1:1 planning metric to 1:n planning metric ( $n < 1$ ). For example, if you were to achieve a 10% reduction in work space cost ( $n=0.9$ ) then, for each 100 employees, you would expect to return £120,000 in cost savings and £180,000 per annum in improved productivity.
<b>Paying for What you Need</b>	When provided as an integral part of a hosted service, the costs are OPEX with no CAPEX expenditure and the services paid for are the services used.
<b>Mobile Phone Efficiency</b>	Use of telephony system functionality on the mobile phone turning it into an even more efficient business tool – services such as call transfer, call hold, call recording and conferencing.

# Intelligent Office In Situ

Please see relevant Vertical Brochures for more information on specific industry applications.

**Small Business**



**Enterprise**



**Homeworker**



**Retail**



**Police**



**Public Sector**



**Finance**



**Stadia**



**Manufacturing & Logistics**





# intelligent Office

Powered by TeleWare

Intelligent Office supports the individual user, enhancing existing telephony services to allow increased productivity and collaboration for mobile workers, flexible workers and homeworkers. This is achieved by putting call control into the hands of the individual, supporting user productivity irrespective of location, and ensuring that calls reach someone who can help.

**Online:** [www.teleware.com](http://www.teleware.com)

**Sales:** +44 (0) 1845 52 12 50

**Email:** [enquiries@teleware.com](mailto:enquiries@teleware.com)

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