

Aastra InTouch™ Unified Communications Client

Aastra InTouch™ is more than a soft phone, it is a Unified Communications client that enables your users, including contact center agents, instant access to available colleagues and information.

With Aastra InTouch, your enterprise is at the cutting edge of communications technologies, and the application enables your company to always provide customer service at its best. If you have Solidus eCare™ Contact Center and CMG, InTouch will make the most out of the two on the user's desktop

More than a soft phone

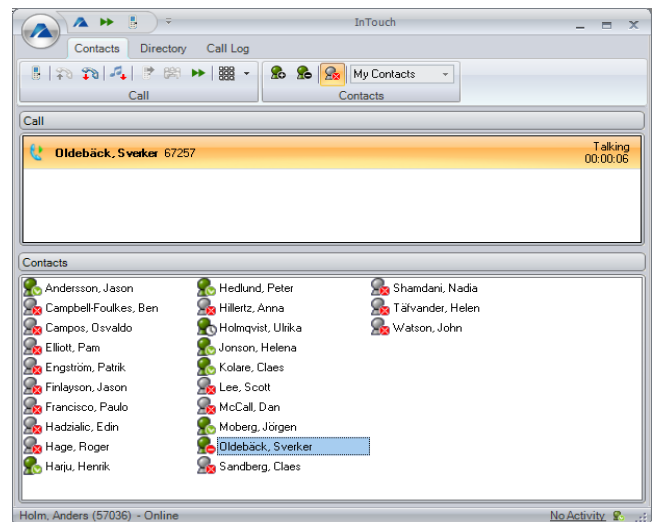
With Aastra InTouch, calls can be placed and received using a PC connected to the office LAN and enterprise server. Besides offering basic functions such as placing and receiving calls, Aastra InTouch enables presence status management and corporate directory searches. The main features of Aastra InTouch are:

- ✦ Softphone with call transfer and conference capabilities
- ✦ Contact lists
- ✦ Presence and availability management and information
- ✦ Instant messaging

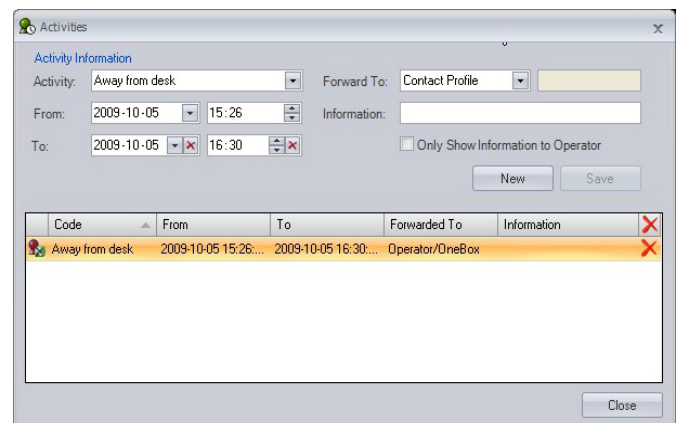
InTouch is remarkably intuitive and user friendly. You log on with an extension number and to make a call, just click the dial dialog window or use any tab in the Aastra InTouch window. When a call is received, a ring signal is heard, and the incoming call is displayed in the call area of the Aastra InTouch window. The call area is displayed on all tabs. You will receive notification of incoming calls regardless of whether you have the Contacts, Directory or Call Log tab active.

You can transfer an ongoing call. You can transfer a call before or after answering (unsupervised and attended transfer). If the transfer fails because of no answer or a busy line, the transferred party can reconnect with the party that transferred the call. If you call a voice mail (or any other interactive voice response service where DTMF tones are required), a dial pad can be opened from the active call panel.

With the **FastForward** feature, you can move an ongoing call in Aastra InTouch to another client, for example, a cell or desk-



Aastra InTouch active call



Aastra InTouch Activities

top phone.

Click to initiate a conference call is enabled when you have two or more ongoing calls. While the conference call is underway, the latest connected call is displayed followed by Conference to indicate the ongoing call as a conference call.

Exceptional contact handling

The contact list shows your contacts together with presence

information – whether they are online and whether they are busy. If your contacts are logged into CMG, you will also receive information about their currently selected activity. The list can be filtered for contacts that belong to your group (My Group), or contacts that you have added (My Contacts). Which contacts are shown in the Select Contact dialog box is configured by the administrator in Configuration Manager. When using InTouch at a contact center, Contacts can be from an agent's group or all defined users. On the Contacts tab, you can specify whether or not logged-off contacts will be displayed. By default, logged-off contacts are hidden. People you often wish to contact can be added to the Favorite Contacts list. External contacts are placed and edited in your Favorite Contacts list. Internal contacts are included from the directory.

Company directory at your fingertips

When searching in the directory, names, phone numbers, and departments are displayed. From the Directory toolbar, you can select one additional field to display, for example an e-mail address, country or mobile phone number. To search in the directory, just enter the first letter of the person's last name. All last names in the directory starting with this letter will be listed.

Not limited to calling

You can send instant messages to your colleagues who are online. Chat messages can contain a maximum of 250 characters. If you like, you can specify display time stamps in the message window.

Never miss anything

The call log displays up to 1,000 incoming, outgoing and missed calls. The name and number of each caller is displayed, as well as the time and date of each call and the call duration. You can filter calls with the following options:

- ✦ All
- ✦ Incoming
- ✦ Outgoing
- ✦ Missed

Manage presence indication from InTouch

Aastra InTouch users who have access to CMG can set different activities to show when contacts and co-workers are available, what they are doing when not at their desks and when they plan to return. From CMG, users can also forward incoming calls to another phone number or to a contact profile. If you do not have access to CMG, you cannot access activity settings, and the status display will be limited to whether or not you are logged in and whether you are available or in a call.

✦ After selecting an activity, you can also choose whether or not to forward incoming calls, and specify the number to which you may want to have calls forwarded.

✦ You can enter additional information, and specify whether this information will only be displayed to the operator.

InTouch in contact centers

InTouch provides features that are extremely useful for a contact center agent. For example, information about users outside of the contact center can be entered in the application to help route calls to the appropriate specialist or key person at the company.

Personalized

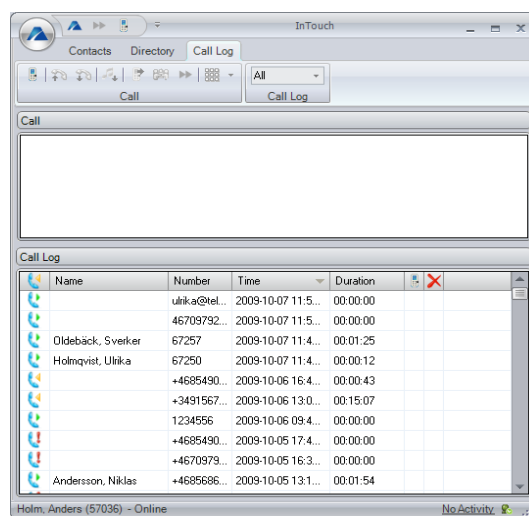
InTouch is your everyday tool and can be configured to suit your needs. In Options, you can, for example, set ring signals, and define which directory to access or the phone to use for outgoing calls. You can also set Aastra InTouch to launch automatically after logging in to Windows and to automatically sign in when Aastra InTouch starts.

✦ You can select the audio device (for example, a headset) you wish to use when multiple audio devices are installed.

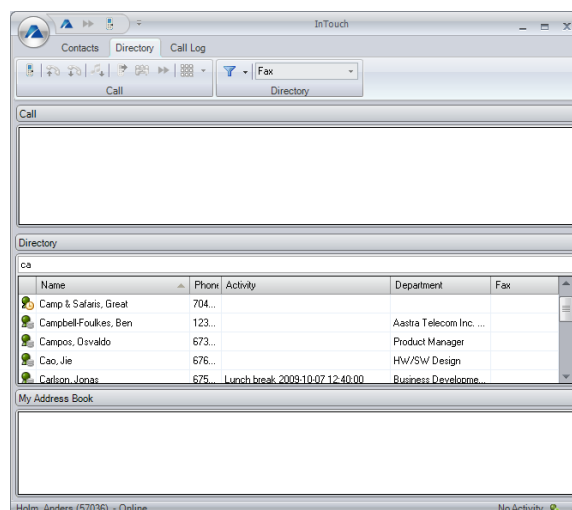
✦ You can enable Outlook integration and the profile to use. Profiles are presented on a drop-down list.

✦ You can specify display of time stamps on messages and ✦ whether to play a sound when receiving an incoming message. There is no size or time limit for the sound to be played.

✦ You can also set sounds for ringing, when busy and for calling, as well as specify a fast forward destination.



Aastra InTouch Call Log



Aastra InTouch directory search

Functions

You can select different styles for your Aastra InTouch with a custom scheme for choosing the color of your choice.

Icons Description Menu

* Click this icon to access the menu from where you can change settings and the style of your Aastra InTouch window.

Options

* Accessed when clicking the menu icon. From here you can configure settings for the directory, messaging, telephony and SIP.

Exit

* Accessed when clicking the menu icon. Click this icon to exit Aastra InTouch.

Make call

* Click to open a dial dialog box.

Answer call

* Click to answer an incoming call.

Hang up call

* Click to end an ongoing call.

Hold

* Click to put an ongoing call on hold.

Retrieve

* Click to retrieve a call that is on hold.

Transfer

* Click to transfer an ongoing call. This feature is enabled if your extension has been configured to handle conference calls.

Conference

* Click to initiate a conference call. This feature is enabled when you have two or more ongoing calls, and if your extension has been configured to handle conference calls.

Fast Forward

* Click to forward an ongoing call to a phone number that you have defined as a fast forward destination. This feature is enabled during ongoing calls.

DTMF dial pad

* Click to open a dial pad to click numbers to send. This feature is enabled during ongoing calls.

Favorite contact

* A contact added from a directory search as a favorite contact.

Favorite contact (Aastra InTouch user)

* Contacts added as favorites are identified by this icon on the Favorite contact's list.

Remove contact

* Select a contact and then click this icon to remove the contact. If grey, the option of removing a contact is not available.

Add contact

* Click to add a new contact. If grey, the option of adding a contact is not available.

Display offline users

Click to show contacts who are offline.

Do not display offline users

* When offline users are displayed on the list of contacts, click this button to hide offline users.

Directory filter

* Click to select the preferred directory filter.

Incoming call

* A call log icon for incoming and answered calls.

Missed call

* A call log icon for missed calls.

Outgoing call

* A call log icon for outgoing calls.