

UC & Collaboration Solutions



Business Applications and Solutions for
Unified IP Telephony

XML IP Phone Applications



XML Apps
& Services

CommSouth offers a complete suite of **XML applications and services** for IP Phones. It enhances basic features of the enterprise communication network and improves UC user experience.

The suites include:



Phone
Directory

Phone Directory is an XML service for IP Phones enabling easy access of company directory on phone display. It provides easy and intuitive search functions based on name, company, etc. Once the number is found, the phone call can be started quickly, by pressing one key

One of the key benefits of this application is the integration on the IP Phone of all available directories: Personal Directory, Group Directory, External Numbers Company directory etc. Furthermore optional import managers can be added in order to import contact data from 3rd party sources such as Active Directory and LDAP.

A functionality fully integrated with PhoneDirectory, is Whols, a XML service which provides automatic caller identification on Cisco™ IP Phones; this service enables the visualization on the IP Phone display of configurable information related to the caller (name, company, phone number).



Click2dial

Another functionality offered is **Click2Dial**, a web service offered optionally, which allows starting a voice call from a web page with a simple mouse click. The phone call is then completely managed through the user's Cisco phone.

XML IP Phone Applications

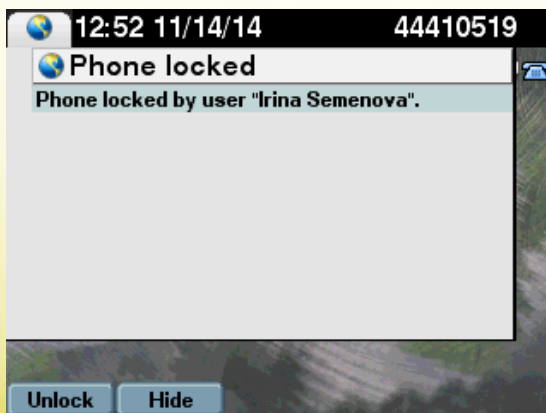
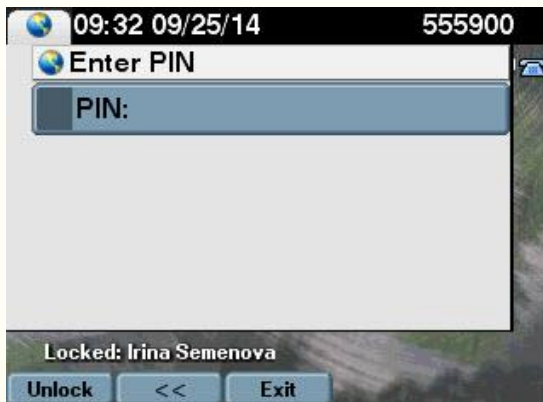


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PhoneLock is a CTI XML application that allows the emulation of “keyboard lock” on Cisco™ IP Phones. It can be used in order to preserve privacy and security, so that no one can use a phone or access private call history without authorization.

It is used generally by employees during their vacation, breaks or meetings, after working hours and it is activated before leaving the office. It can be configured via the phone display or via WEB interface; each user can be associated to one physical phone or to multiple lines. The lock status can also be managed remotely using a compatible smartphone and the dedicated mobile app.



Software Features:

Phone Lock is an XML service and its main features are:

- Lock/Unlock with a simple and personal numeric PIN on the phone
- Clean call history for both incoming and outgoing calls
- Lock outgoing calls
- Lock incoming calls
- Manages emergency numbers
- Smartphone PhoneLock app(Add-on feature)

Users can also manage their personal phone or line status using any compatible smartphone and a suitable data connection. Lock or unlock can be performed over Wi-Fi, if the smartphone user is in the office, or via 3G using a proper VPN connection to the corporate network.

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Extension Mobility Single Sign on module, enables employees to get authorized on IP phone with Extension Mobility automatically without entering their personal User ID or PIN

Extension Mobility Automatic Authentication: When employee authenticates in Operating System, his Extension Mobility profile is applied automatically to the IP phone of this work place.

Features:

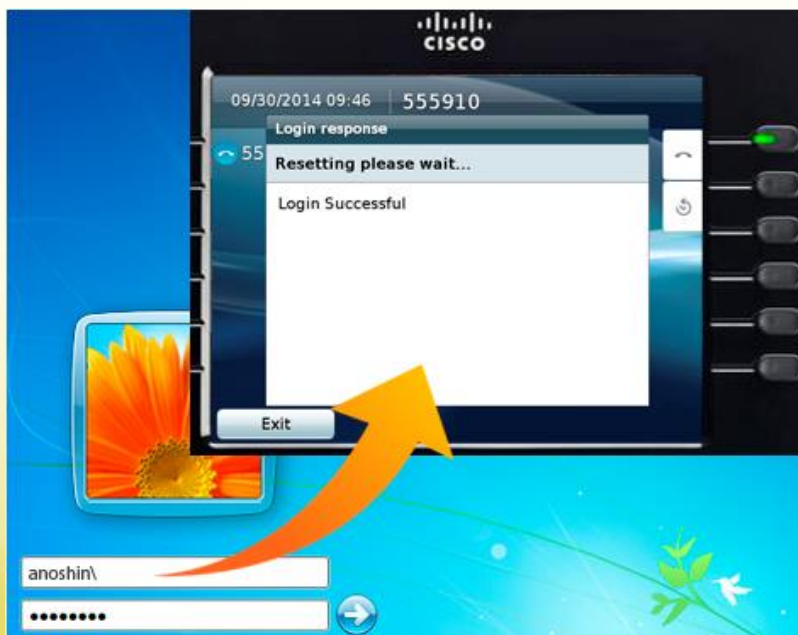
Single sign-on features

- changing EM-profile of IP phone by requests from 3rd party software (Active Directory GPO scripts included),
- supports several EM profiles of the same user,
- admin interface for mapping CUCM devices to workstations,
- importing the mapping data from CSV file,
- real-time report for admin

Security:

- Secured web-interface
- user authentication – login/password or domain authentication
- user import from AD

A real-time report is available to admin containing the list of IP phones and Extension Mobility profiles currently applied.



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PIN Protected Conferencing: The module provides an easy to use scheduler for **Cisco UCM Meet-Me conferences and protects meetings by PIN or Caller ID.** Some additional features include **One Number for All Conferences, Easy Scheduling from Personal Web-Calendar or MS Outlook, Control the Meeting, Start Meet-Me Conference with any Phone and Conference Bridge Resources Reservation**

The Meet-Me conferencing is one of the useful features of Cisco Unified Communications Manager, but the common issue is that it is not secure enough - anyone who knows the conference number can dial it and join.

With the "Conference" module you can protect Meet-Me conferences with PIN to be entered by anyone who wants to join the meeting. Each PIN is generated randomly and sent to meeting attendees after the conference is scheduled.

In addition, you can create Meet-Me conferences protected by Caller ID. In this case the meeting only accepts incoming calls from the pre-configured list of phone numbers

Easy Scheduling From Personal Web-Calendar or MS Outlook

The screenshot shows a web-based interface for scheduling PIN conferences. The title is "PIN conference scheduler". The navigation bar includes "Home > Conference > PIN conferences". The main area is a calendar grid for the period "March 30 - April 03, 2015". The calendar is viewed in "Day" mode. The days shown are Monday, March 30; Tuesday, March 31; Wednesday, April 01; Thursday, April 02; and Friday, April 03. The time slots range from 12 AM to 1:00 AM. There are three "10:00 AM-10:20 AM staff meeting" events scheduled on Monday, Wednesday, and Friday. A "meeting with the client (office)" event is scheduled on Tuesday at 3:00 PM. A context menu is open over the Thursday, April 02 slot, showing options: "Create conference", "Go to Today", and "Go to Date...".

XML IP Phone Applications



Monitor, Whisper and Barge: These features are useful in the area such as, for example, in the commercial department:

- The Head of the sales department can connect to a manager's phone to monitor his current phone call
- Using "Whisper", he is able to help his subordinate by providing necessary information without interrupting the subordinate's discussion with a client;
- In complicated situations, he can join the call in order to resolve issues that arise.

In these ways the functions help train managers in customer assistance and quality assurance.

Forced Connection: It enables top managers to get in touch with an employee even when the employee's line is busy. When that happens, the current call of the subordinate is put on hold. This function enables a supervisor to always be able to get in touch with any employee in his company.

Premises Monitoring: Cisco IP phones can be used to monitor office premises. Using the "Monitor" feature you can turn on the speakerphone of a remote IP phone and listen to what happens there. You are also able to record the sound if needed.



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XML Services: XML-services for IP phones that grant employees quick access to frequently used information according to your business requirements. Few examples are: Touch screen visual interface enables the management of Cisco IP phone calls with a single touch of a finger, Video Monitoring, Currency rates, Weather Forecast, Prayer Time, Enterprise key performance indicators from the ERP system (sales volumes, number of clients served, etc.), RSS Feeds, Audio Library, Enterprise Directory, Contact Center statistics, etc



Mobile App

Mobile Applications: It is a suite of mobile apps for smartphones and tablets that integrates apps for smartphones with services already available from VOIP IP phone platform. The suite includes :

CallForward: Enables forwarding the lines of your IP Phone from anywhere;

PhoneDial: Allows user to make calls from a VOIP line to any contact of your smartphone with a simple click.

PhoneLock: Extends PhoneLock service allowing users to lock/unlock their IP phone line using their smartphone.

ExtensionMobility: Which integrates the Cisco Extension Mobility service and allows users to login / logout using their smartphone



CTI Integration

CTI Integration: The utility is used for CTI integration with third-party information systems. It provides API interface, used by software developers to program actions that are triggered by certain IP telephony events. Some examples include Integration with CRM – client identification and screen pop up with interaction history, Registration of technical support request – screen pops up with incident registration form and Click to dial from CRM system with smart phone number transformation and DTMF support

For more information, please contact
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