Cloud-based Messaging & Presence Services

The Instant Messaging & Presence (IM&P) service is an extensive messaging and presence collaboration service. It provides users with the ability to exchange messages, share presence and desktop information, share files, manage “friend” or “buddy” lists and participate in multi-party chats from PC computer environments, smartphones and tablets.

The service enables businesses of all sizes to deploy a cost-effective IM&P service and gain immediate benefits from increased productivity and efficiencies with secure messaging and presence capabilities added to their infrastructure.

Solution Benefits

Real-Time Communication - Allow for the exchange of information and decision making in real time, improving organizational responsiveness and customer retention.

Mobility - Send and receive instant messages, monitor and control presence from any device on any network—whether it’s your desktop, mobile device or tablet. Extend desk phone to mobile devices while maintaining business identity.

Accessibility - Communicate across the building or around the world seamlessly.

Unified Communications - Bring together many communications tools into a single interface—one familiar application to access voice, messaging, and collaboration that works across multiple devices.

Flexibility - Click-to-call to originate phone calls from a desk phone, mobile phone or any other phone on the network.

Efficiency - Reduce email and voicemail using messaging, faster communication with integrated (searchable) personal contacts and business directory on a smartphone, and the ability to see presence and time zones of colleagues.

Key Performance Features

- Contact Lists - Maintain a directory with the option to communicate through preferred mediums, such as IM, phone or email—to one or more chosen contacts.
- Instant Messaging - Stay in immediate contact with quick, efficient instant messaging.
- Presence - Allow the user to easily check the status of a contact and determine the best way of contacting them.
- Click-to-Call - Automatically “click-to-call” from your contact list using your desktop phone, computer or mobile phone. Choose the most convenient device.
- File Exchange - Send or “push” files of any type to another user.
- Desktop Share - Real-time collaboration that allows remote visual access and collaboration on a person’s computer desktop
- My Room - An always-on collaboration space, enabling a cohesive experience for chat, audio and/or video conferencing (up to 5 participants) and desktop share
- Video - High-definition audio and video calling
User Interface Layouts

**Important Icons**

- **My Information** – View and update your information, for example, your presence, avatar, and location.
- **My Room** – This is your permanent communication room. Participants can dial in to your audio bridge.
- **Contacts** – View your contacts.
- **Communications History** – View previous chats and calls.
- **Full Enterprise Directory** – Show all contacts of the directory.
- **Dial Pad** – Make calls.
- **Contact Filters** – Use for online and favorites contacts.
- **Add** – Add a contact or group to your Contacts list.
- **Chat** – Start an instant message conversation with a selected contact.
- **Call** – Make a call using the Desktop Client (VoIP call).
- **Call from Phone** – Make a Click-To-Dial call from your desk phone.
- **Video Call** – Make a video call to a selected client (VoIP).

**IM&P Product Suite**

- **Basic Mobile Client** - IM&P from a mobile client (Android or iPhone) with Connected Office Voice integration and Circuit-Switched Calling.
- **Premium Mobile Client** - IM&P from a mobile client (Android or iPhone) with Connected Office Voice integration, Circuit-Switched Calling, VoIP and Video Calling.
- **Voice Desktop Client** - IM&P from a desktop client (Windows or MAC) with Connected Office Voice integration, Circuit-Switched Calling & VoIP Calling.
- **Premium Desktop Client** - IM&P from a desktop client (Windows or MAC) with Connected Office Voice integration, Circuit-Switched and VoIP Calling, Desktop Sharing, Video and My Room.

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