

Connect Unified Communications

Connect Desktop

Connect Desktop simplifies your communications, with faster connections and more detailed call information. View the status of every user on the system, whether they are available, busy on a call or simply away from their desk.



Dialing

Easily dial from within Connect or simply click on a telephone number from a website or application. Connect provides simple call setup to your phone and devices, right from your computer desktop.



Softphone

The softphone feature allows user to make and receive calls through the Connect client itself. This allows them to keep connected to the office, no matter where they are working.



Contacts

View the status/availability of colleagues in the Contact view. Partition by department or teams to provide users with quick visibility of available resource.



Directories

Search any of the centrally loaded directories to get quick access to customer contact records.



Call Information

Provide users with the information they need to correctly answer the phone, with fields such as detailed call information on incoming and connected calls with fields such as Caller ID, Queue, DID and prepend information.



Personal Call Routing

Users can control their availability through the use of Presence Profiles. Each user can configure which of their devices will ring, their do-not-disturb status and call forwarding for each of the available profiles.



Notifications

Keep up to date on missed calls with detailed notifications and easy call back links.



Call History/Playback

Connect provides access to dialed, received and missed calls. Permission allowing, users can even playback their calls.



Connect Desktop

Making Calls

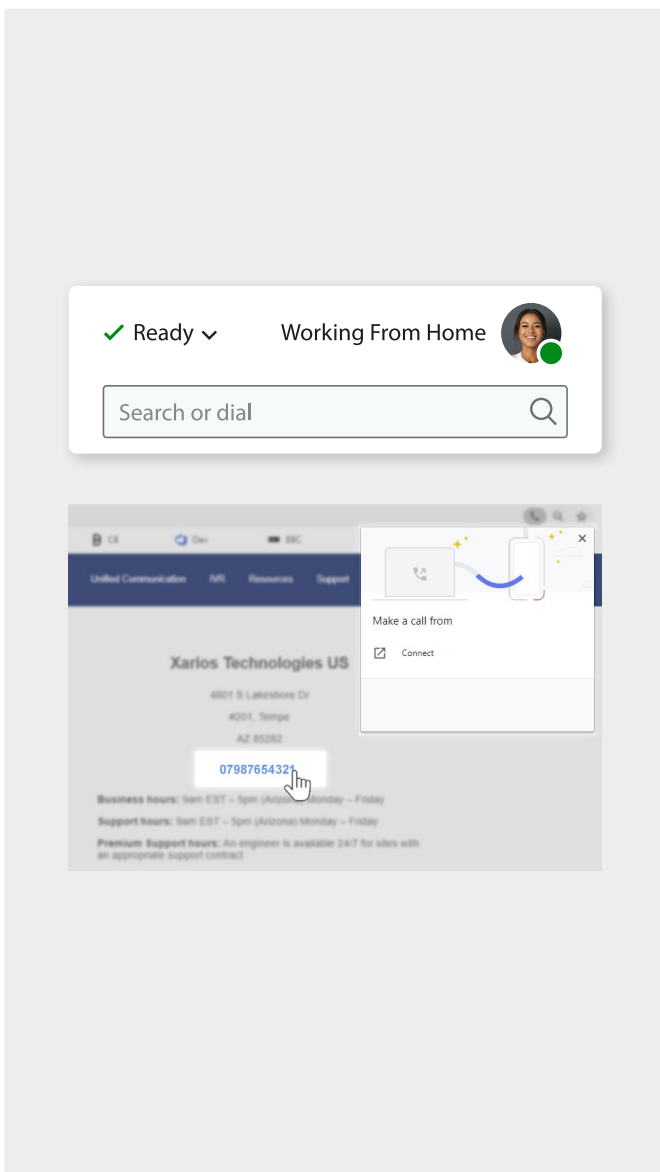
Connect provides easy access to make telephone calls, saving users time and eliminating misdials.

Enter numbers directly within the application, click the dial button of other users on the presence board or dial from external applications using the supported URIs (callto:, dial:, tel: & sip:)

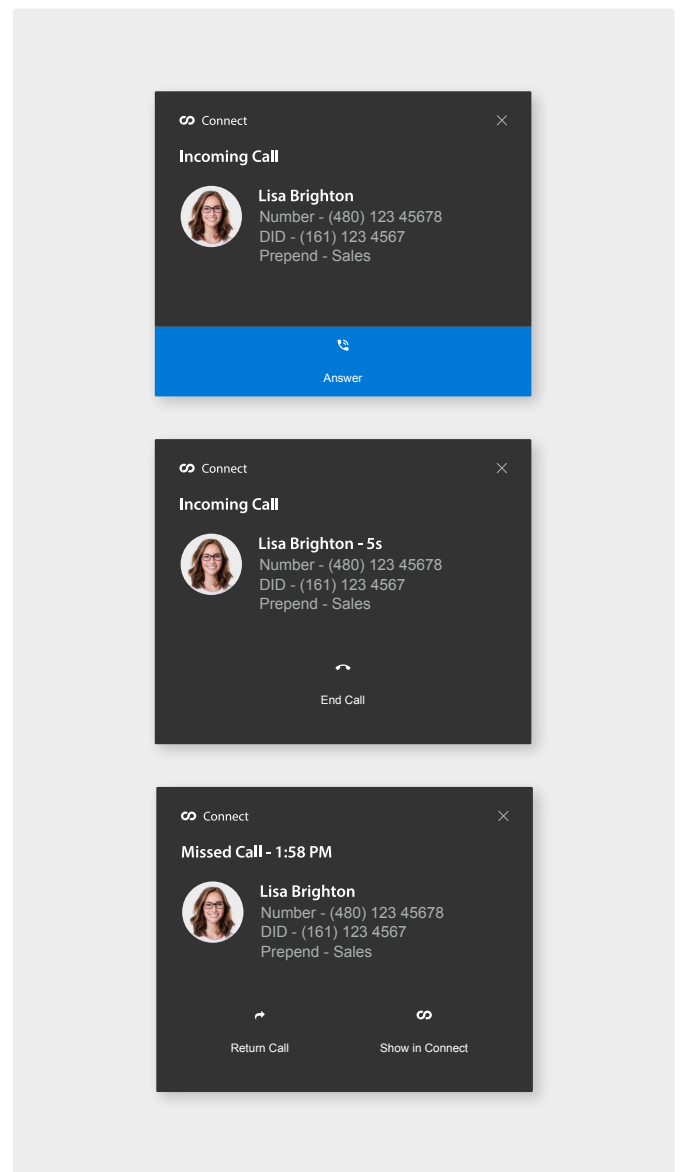
Call Details & Control

Call notifications provide users with detailed information about their calls, allowing them to see who they are talking to and providing DID, Prepend & Queue information so they can answer calls appropriately.

Calls can also be controlled directly on the screen, allowing users to clear calls without touching the phone.



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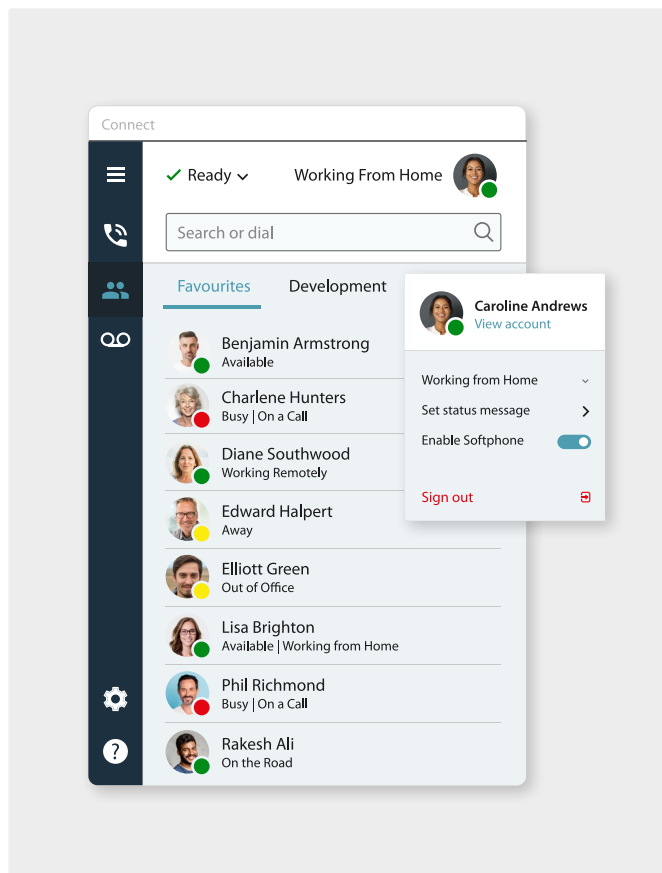
Missed calls are displayed with number and time details, alongside an easy to use 'Return Call' option to quickly call people back.



Connect Desktop

Presence & Contacts

Connect provides live presence and status information of other users within the organization.



This allows users to see their colleague's availability before they call them.

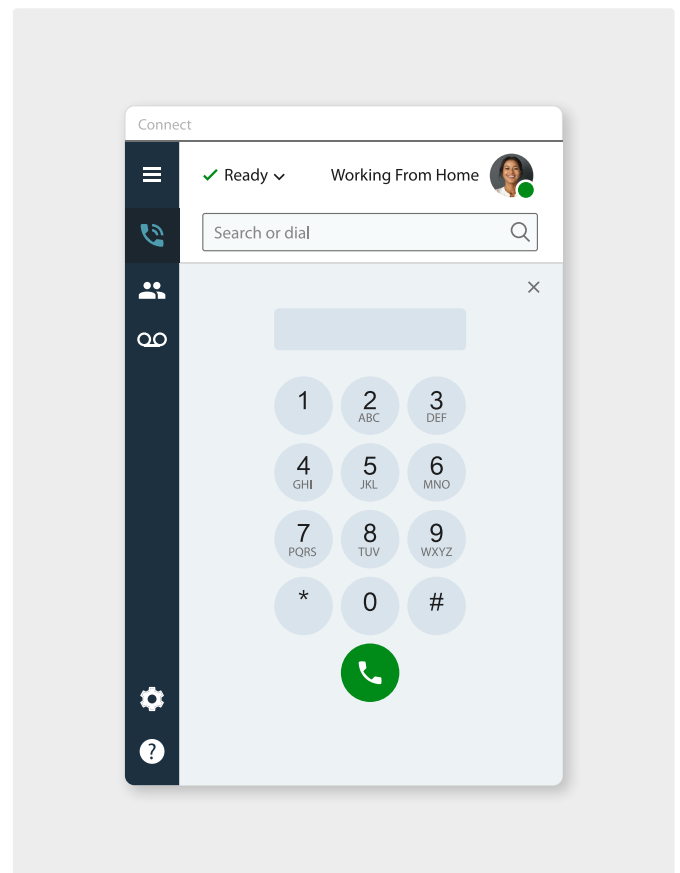
Details about whether users are on the phone or unavailable are updated automatically and are clearly presented based on the departments/teams that have been configured.

Users can set their own presence information with pre-defined statuses and supplement with their own messages; allowing them to keep their team informed if they are unavailable for any reason.

Connect will also update a user's presence automatically if they close the application or lock the computer, making them unavailable.

Integrated Softphone

The optional integrated softphone gives users the ability to utilize their Connect desktop client as a SIP device, allowing them to make and receive calls directly from their computer.



This is perfect for remote users who want to work from home, while keeping in touch with colleagues and customers. Users can even take group and queue calls on their softphone, the same as if they were in the office.

Users can seamlessly switch between softphone and deskphone mode as required, allowing them to use a softphone when working remotely but still use a deskphone when they get to the office, all without changing application and reducing the need for additional hardware in different work locations.



Requirements

Microsoft Windows 11 or Microsoft Windows 10 release 10.0.18362.0 or higher, 64bit operating systems only.



Connect Mobile

Connect Mobile allows users to stay in contact with colleagues, even when on the go. Connect Mobile works as a softphone so users have an extension to take internal and DID calls wherever they are.



Softphone

Connect Mobile registers as a SIP device, allowing the user to make and receive calls as they would from any other device.



Presence Control

Users have access to change their presence profile which will control their availability and how/when their different devices will ring.



Call Kit

Full integration to iOS Call Kit is provided, allowing calls to be answered quickly from the lock screen. Connect Mobile calls will also appear in the phone's local call history.



Voicemail

Visibility of new voicemails is available from within the application as well as quick access to dial into retrieve them.



Contacts

Access to all internal contacts is provided along with availability. Quickly and easily make calls to colleagues.



Directory

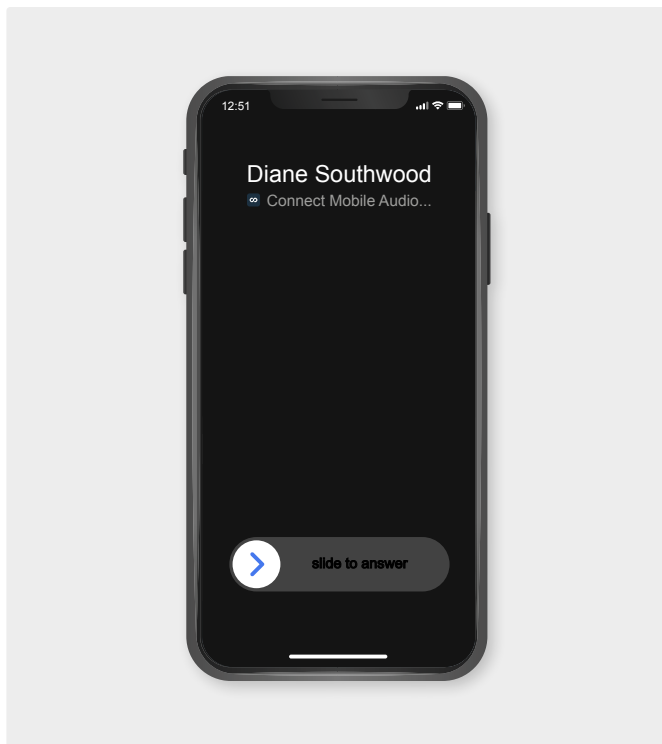
Access to local mobile contacts is provided through Connect Mobile to make contacting customers easy.



Connect Mobile

Integrated Softphone

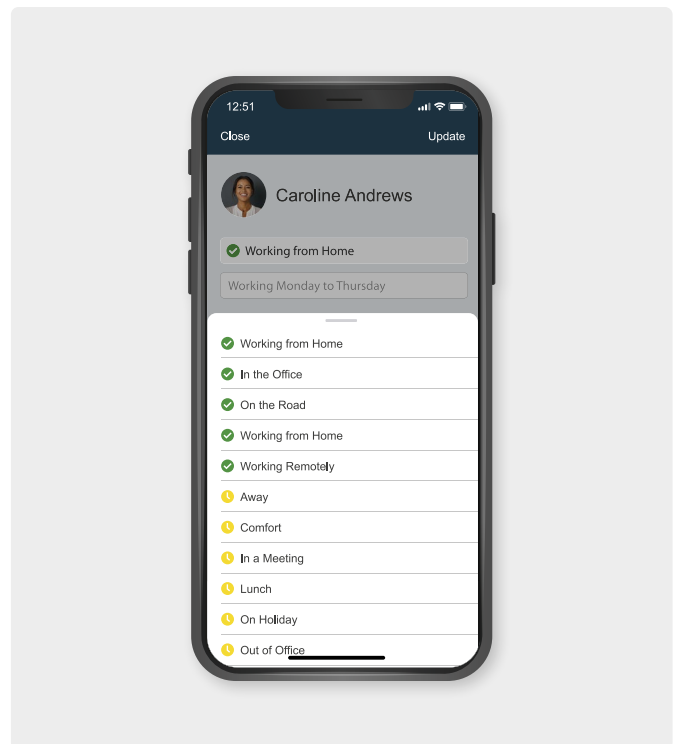
Connect Mobile is a fully featured softphone providing users with direct access to make internal or external calls as they would in the office.



Calls made from Connect can present the user's personal caller ID or the main number, ensuring a consistent experience for customers. Calls can be reported on centrally using Dimensions reports.

Availability Control

Users have complete control over their availability using the Presence Profile/Personal Call Routing features of Connect.



Note: Changes to how calls route need to be made on Connect Desktop.

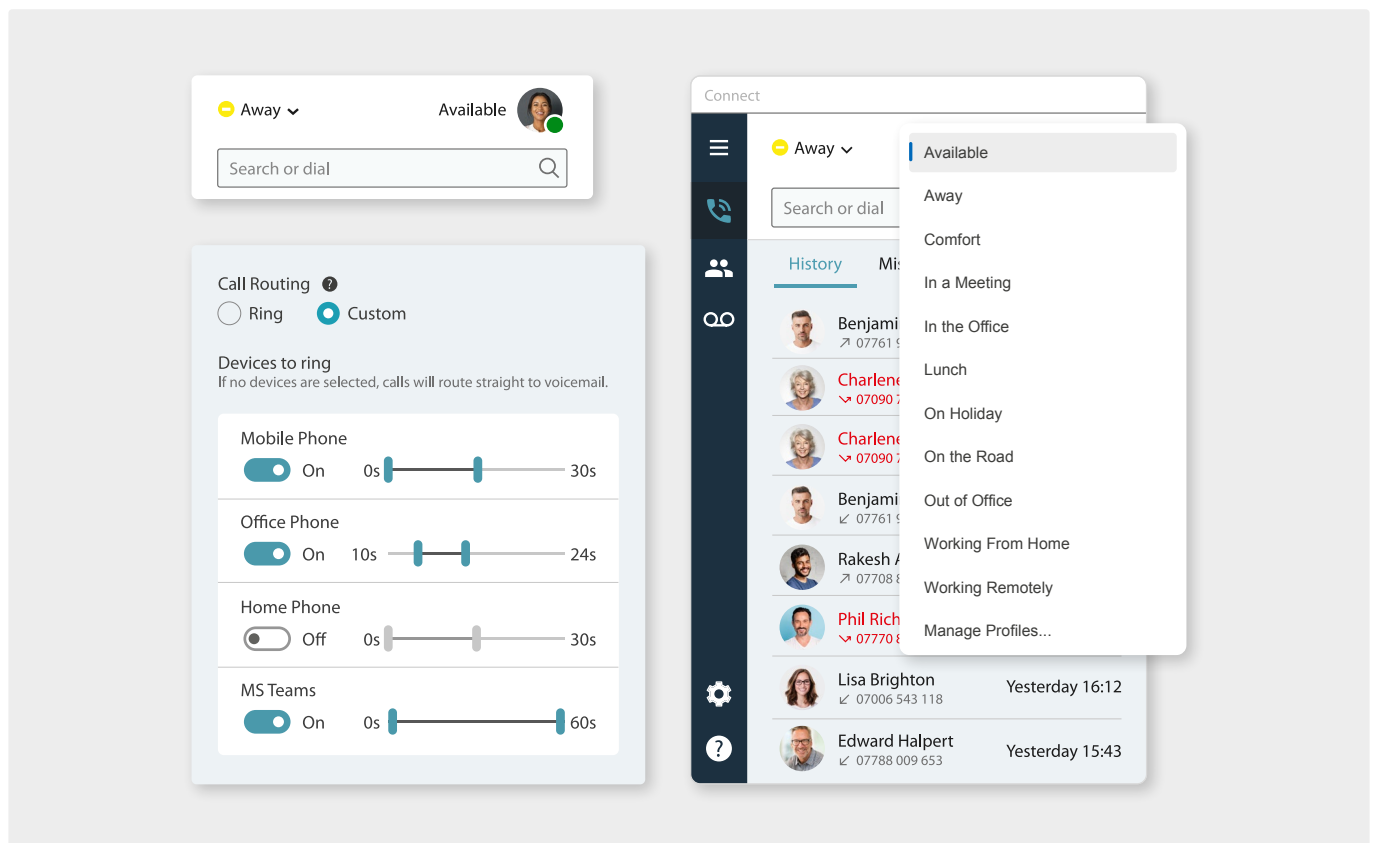


Presence Profiles

Presence profiles provide users with the ability to control their availability. This can be in a passive way, used entirely as a notification of availability to other user, or in an active way, updating their availability directly on the communications platform.

Presence Control

Users control presence via connect clients, switching their availability between 'Idle' and 'Away' as required. When in the 'Idle' state, Dimensions will automatically place the user in the 'Busy' state whenever they are active on call, allowing other users to see when they are busy.



Active Mode

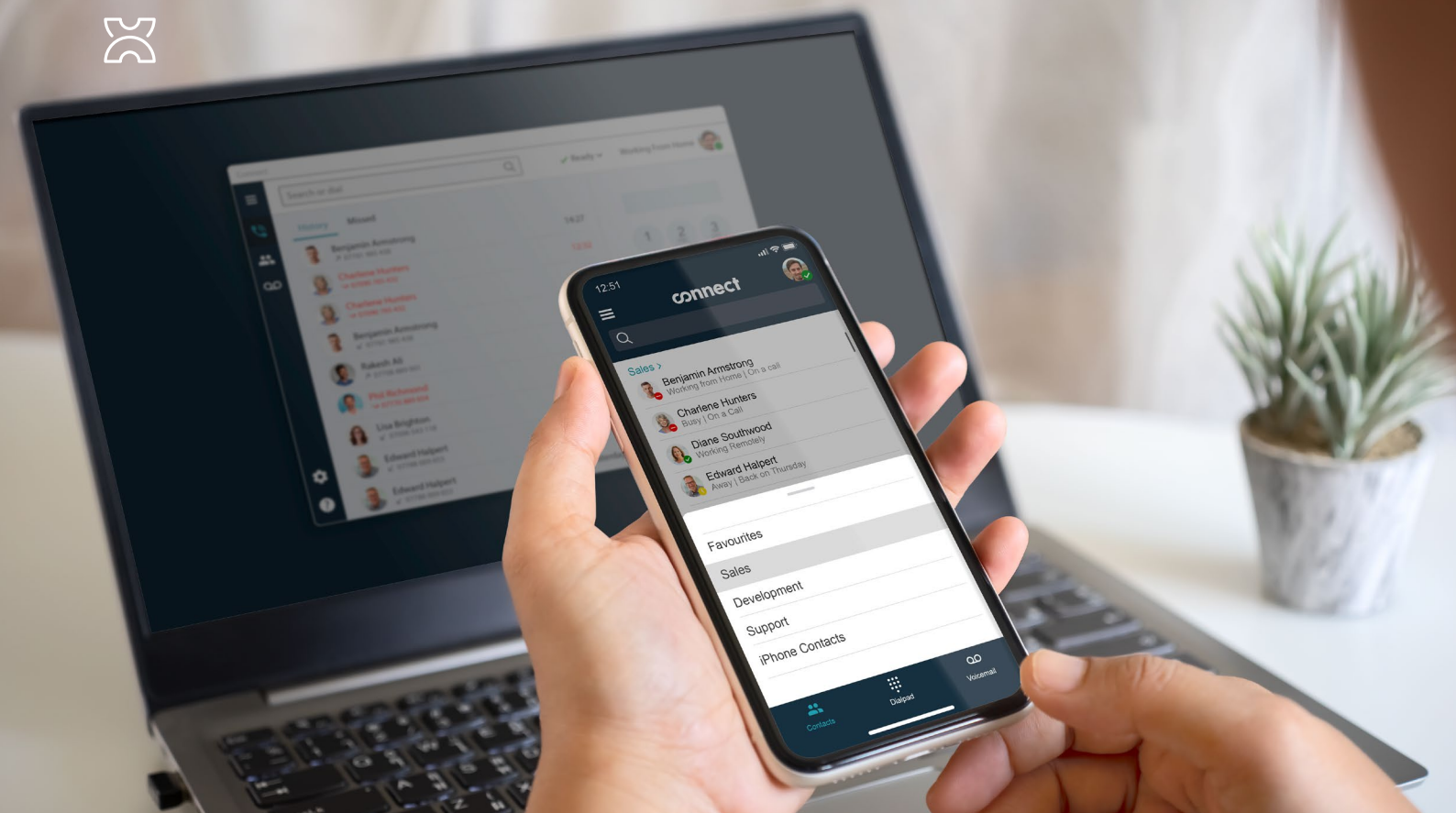
With active mode enabled, presence changes can be used to update how calls are routed to a user.

'Do-Not-Disturb', 'Call Forwarding' & 'Find-Me-Follow-Me' settings can all be updated dynamically, to ensure a user is always contactable or that their phones do not ring when they are busy.

Passive Mode

With the default 'Passive Mode' enabled, any change to a user's presence is purely a visual one.

Colleagues can easily see each others availability on the Contacts view of with Desktop or Mobile clients.



Feature Matrix

Features	Essential License	Professional License	
	Connect Desktop	Connect Desktop	Connect Mobile
Presence Control	●	●	● *
Call History	●	●	●
Recording Playback	●	●	
Directory Access	●	●	●
Contacts View	●	●	●
Busylight Support	●	●	●
Voicemail Access	●	●	●
Voicemail Notifications		● **	●
Connect Softphone		●	●
ACD Agent Control		●	

* Current profile can be changed from Connect Mobile, but changes to the profile's configuration must be made on Connect Desktop.

** Softphone mode only