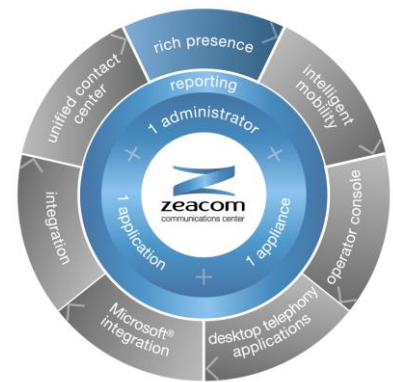


Give Your Business Real-time Communications - With 'Rich Presence'

The Rich Presence functionality in Zeacom Communications Center (ZCC) provides employees with a bird's eye view of the whereabouts of their colleagues – providing real-time information on staff availability, regardless of their location.

Rich Presence is one of five key functionality sets that are part of the ZCC Unified Communications solution.

ZCC will enable your organization to become more efficient and productive, by improving communications with customers, colleagues, suppliers and business partners.



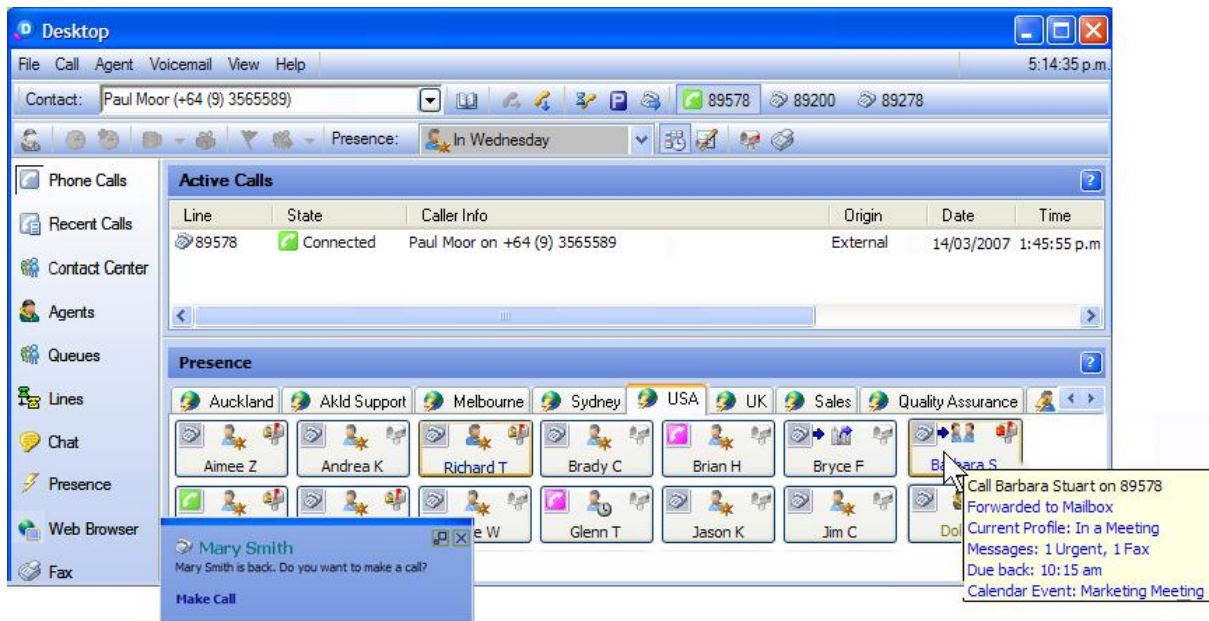
Make First-Call Resolution a Reality

It's frustrating for *your customers* if their calls can't be resolved straight away, and they need to leave a message or are informed that somebody will be in touch shortly. But delayed responses affect *your organization* even more – in terms of double-handling, additional costs and possibly even lost business.

So wouldn't it be handy if when a call comes in – and it requires a transfer – it is always re-directed to staff who are actually available, at their desk or on their mobile? Your ability to quickly link a customer to the company 'expert', to close a sales call or resolve an inquiry, can make all the difference between a satisfied customer and a disgruntled one.

ZCC Rich Presence makes first-call resolution a reality, not only for external interactions but also for internal calls. It will enable your employees to make direct contact when they call one of their colleagues, every time.

Introduce Rich Presence and you'll eliminate voice mail jail, reduce frustrations, and save time across the entire enterprise – whenever a phone call successfully connects to a real person.



Get notified when somebody returns to their desk, and make your call with a single click

Check whether colleagues are at their desk, and see when they are due back

Key Benefits

With Rich Presence, you have instant access to information about your colleagues' availability, allowing you to make contact the first time you call. Need to find someone urgently? Presence can tell you where they are, what meeting they are in and when they are due back. If somebody walks away from their desk, their icon will show that they are no longer there. In that case you can be notified immediately upon their return, making voice mail jail a thing of the past.

You'll also find that Presence is an integral part of other key Unified Communications functionality. For example, your console operator or receptionist needs to easily and quickly transfer calls, and will appreciate the fact that their intuitive application is combined with the visibility of everybody's whereabouts.

If knowledge workers wish to organize an ad hoc conference call with colleagues in other parts of the world, they will only click on icons of co-workers who are actually at their desk.

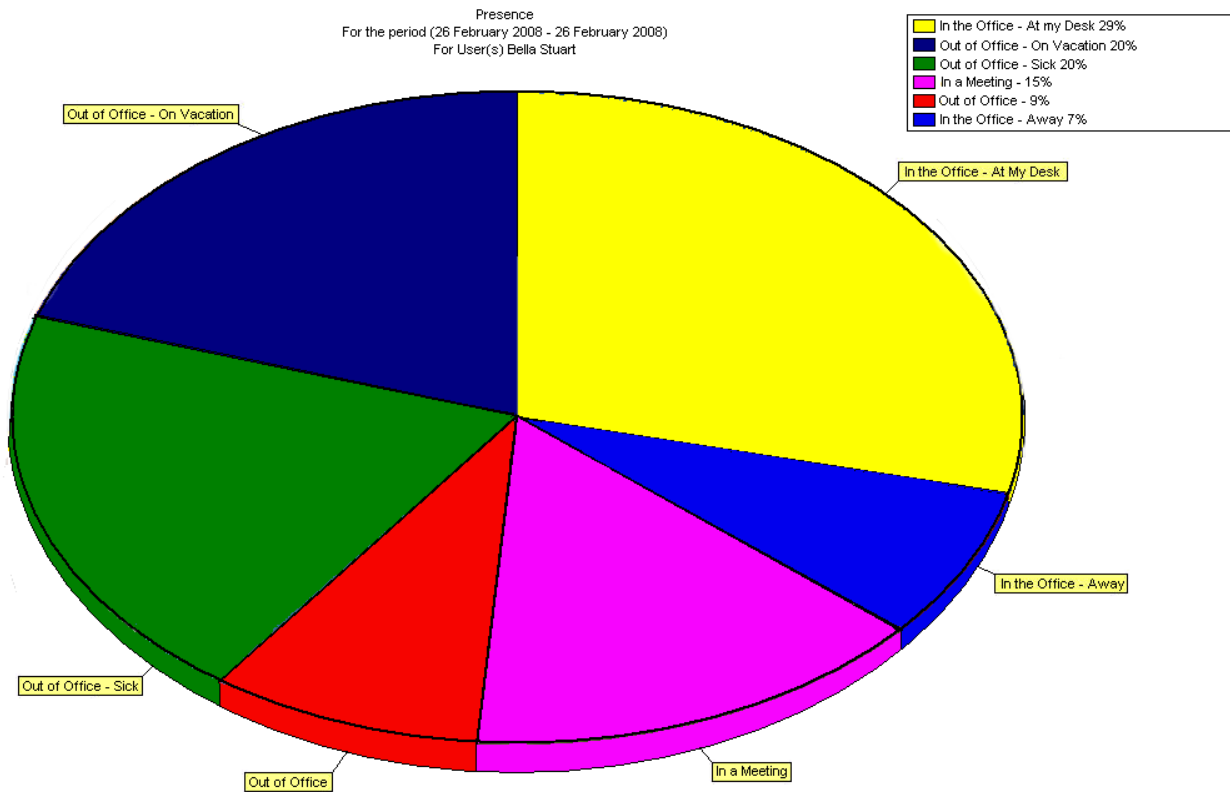
Executives will only need a single phone number to always be contactable. ZCC will transfer calls to the office phone automatically to their mobile, as soon as they're away from their desk. And when they're traveling, they can use Presence to see on the mobile which of their 'buddies' is active at their desk, before they call the office.

The entire organization will benefit:

- Make quicker business decisions
- Eliminate the frustration of delayed communications
- Become more responsive through real-time communications and first-call resolution
- Reduce voice mail jail and avoid wasting time
- Improve efficiency and productivity

Features

- View the status of all other users within the organization (eg 'In the Office')
- Show users' availability (eg 'At my Desk')
- See the subject of users' Calendar appointments (eg 'Weekly Sales Meeting')
- See the 'Expected Time of Return'
- See at a glance if someone is on an inbound, outbound, or conference call
- Request a screenpop return notification, when a user gets off the phone / returns to the desk
- See if users are online for IM (eg Skype)
- Dial with a click of the mouse
- Monitor levels of staff activity through Presence Reporting



ZCC Presence Reporting - Enable staff and management to monitor, analyze and finetune activity levels

Required Modules

Each ZCC Rich Presence user requires one of the following applications:

- ZCC Executive Insight
- ZCC Executive Desktop
- ZCC Agent Desktop
- ZCC Operator Console

For detailed information on these modules, refer to the respective ZCC White Papers.

Licensing

No license is required for ZCC Rich Presence.

More Information

If you are interested in *ZCC Rich Presence*, you may also want to find out more the *ZCC Contact Center* modules, or ZCC's other *Unified Communications* functionality.

Check out our video animations on **zeacom.com**

To request a live demonstration, to see how ZCC can benefit your business communications, register your details on **zeacom.com**, or contact your Account Manager.