

# Unity Desktop

Unity is a Windows and Mac application that combines call control, Instant Messaging, telephony service configuration, click-to-dial and unified directories to enhance the user experience.

Unity Desktop UC is an enhanced communications application that lets users see who is on the phone, share notes about current calls and make better call handling decisions. With clean lines and an elegant interface, Unity centralises communication services into one place, making employees more productive.

The ability to do more with less is becoming critical in maintaining competitive advantage. Unity Desktop UC has the business logic to streamline call handling for the intelligent working of the modern workplace.

**Maximize the User Experience with Unity**  
 Featuring an intuitive icon based interface, Unity provides point and click call control within the familiar desktop environment. Unity improves workgroup collaboration by bringing users closer to each other and simplifying internal and external communication.

**Call Control Buttons**

**Active Call Window**

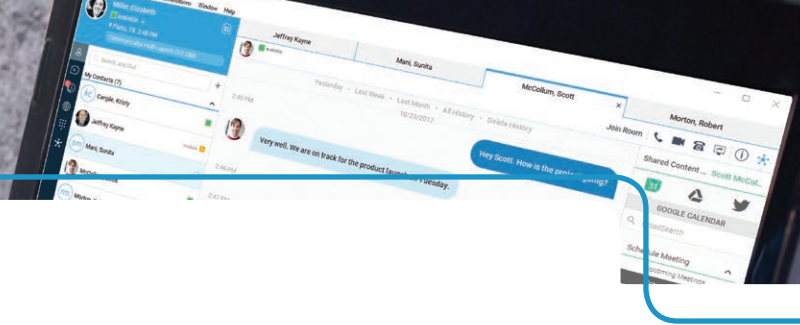
From	To	Duration	Status
Jenna Wilmshurst	Natalie Mannes (Salesforce C...	03:14	Active/Not recording

**Busy Lamp Field**

Name	Phone	Status
Alastair Farrant	0206286126	
Charlotte Wardle	0206286123	
Chris Tuff	0206286124	Do not disturb
Condy Baine	0206286123	
Colin Swalesk	0206286124	
David Higgins	0206286123	
Dean Marcan	0206286124	
Ed Baker	0206286124	
Harry Swalesk	0206286123	
Ian Quaffy	0206286126	Talking to Peter Lee - 09:25
Nyasia Patel	0206286126	
Lee Hogg	0206286126	
Levita Marcan	0206286126	
Paul Baker	0206286126	
Steve Tuff	0206286126	Talking to Jenna Wilmshurst - 00:03
Steve Wardle	0206286124	Talking to 02079807000 (Support) - 11:03
Vas Farrant	0206286126	

**Docked IM Panel**

COMPANY LOGO



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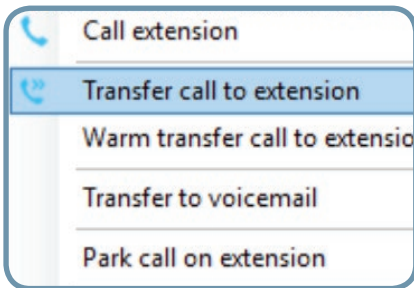
## Contacts (Busy Lamp Field)

Unity will display up to 30 colleagues, visually displaying their telephone status.



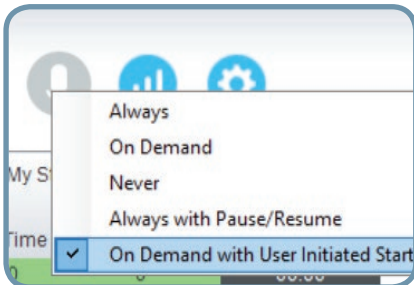
## Drag & Drop

Drag and drop live calls, contacts and monitored users to perform call management within Unity.



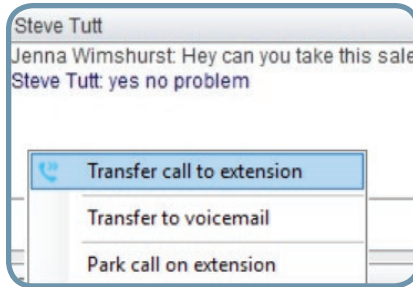
## Call Recording Control

Configure how your call recording behaves with options to Pause and Resume recordings to avoid capturing credit card details.



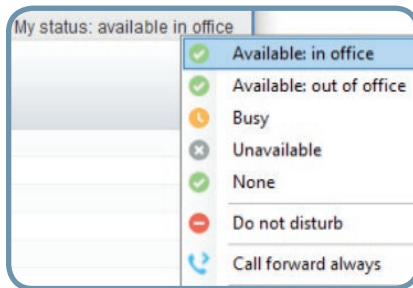
## Instant Messaging

IM any Unity colleague on their PC or Mac. Drag a call into an IM session to call the party.



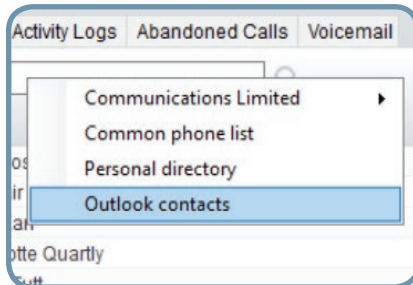
## Presence

Set your presence to alert colleagues to your current availability. Predefine routing, such as diverting calls to your mobile if you are out of the office.



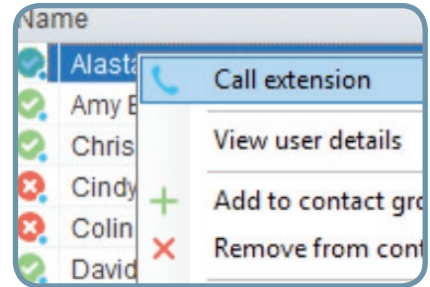
## Outlook Integration

Unity brings all your contacts together, including Personal and Group Outlook Contacts. Dial from Outlook without even opening it.



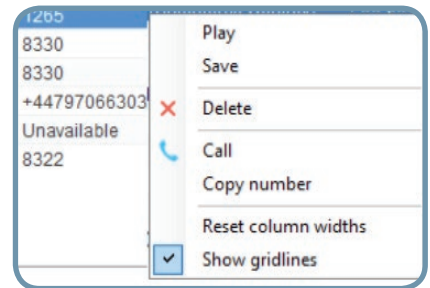
## Click-to-Dial

Click a contact or drag their icon into the Call window to open up a new call. Need to conference? Drag in your colleagues and click Conference.



## Visual Voicemail

See your current voice messages in the order they were received and get alerted for new messages. Click to playback, call back or to save locally.



## Service Configuration

Unlock the full capability of the telephone system with point and click access to all services and settings.

