

Office UC and UC Team

Office UC is an application which allows you to make voice and video calls over the JolaPhone network via a softphone which is available to download on a PC, phone or tablet. It comes as standard as part of our Premium Broadsoft bundles. UC Team is an option which also includes conference calls and the ability to share your desktop for collaborative working.

Features	Description
Make and receive calls	Calls are made and received via the application, as if you were sat at your desk using your handset. You have the option to call from the app, call from your IP phone or video call. You can easily access your voicemail from the dial pad too. You can mute callers and adjust the volume of the call, transfer calls, put callers on hold and show or hide video.
Manage calls	Answer or decline calls by clicking the green or red buttons. If contacts are already in the directory you can see who is calling before you answer without having to recognise the number. Call waiting allows you to put one call on hold and answer another call. Calls can be transferred blind or attended if you need to brief a colleague before transferring a call. Call Move can be used where users have Shared Call Appearance or Call Director where active calls on a desk phone can be transferred seamlessly to a smartphone via the Call Pull button.
Call Director	Users can enable mobile phones to behave as if they were an extension of their telephone number. Locations and numbers assigned to a mobile, can be added and activated or deactivated at any time. Likewise, when click-to-dial is enabled, the user can choose to notify all devices or just the primary device.
Remove Office	This service allows the use of any phone as the office phone from a charging and numbering perspective. For instance, a hotel room phone can be used as the office phone.
Simultaneous Ring	This feature allows you to set up to ten phone numbers that would ring in addition to the primary phone number when you receive a call.
Headset Support	Incoming and outgoing calls can be controlled using a compatible headset. Calls can be answered, ended, muted and unmuted via the headset.
Call Centre Agent Log-in	When assigned to an Automatic Call Distribution (ACD) status, you can view assigned Call Centres, join a queue, leave a queue and set your availability status.
My Status	You can set your availability from the following options; available, away, busy, offline so other users in your directory can see your availability, before forwarding a call, sending a message or inviting you to a conference.
Contacts	You can add contacts from your local address book or search the enterprise directory. You can add contacts manually for conference calls and create contact groups as required.

Contact us

For further information
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Features	Description
Enterprise Directory	You can search and dial any contacts within the enterprise directory at the click of a button. You can even add your own contacts, conference contacts and groups.
History	You can review your calls list and easily view which calls were made, received or missed and click to call back as required.
Messages	You can send Instant Messages (IM) via a contact or group. Files can be attached and stored messages can be reviewed in history.
My Room	UC Team offers conference and desk sharing functionality via My Room. You can drag and drop contacts from your directory to add them as participants to a conference call. Dial-in information is immediately available to share and new contacts can be added and invited easily. You can conference up to 8 people.
My Room Desktop Share	To share your screen simply click on the share button and define the area of the screen you wish to share.
Skype for Business Plug-In	The Skype for Business Plug-in is a desktop application that works with both Office UC and UC Team, providing users with enhanced Microsoft Instant Messaging and Presence capabilities, by overlaying JolaPhone core functionality which includes, voice and video. You can contact both JolaPhone and Skype for Business users within one application.

Office UC v UC Team Comparison Table

	Office UC	UC Team
Desktop Client (PC & MAC)	Y	Y
Skype for Business Plugin (Windows PC only)	Y	Y
Voice Calling	Y	Y
Voice Calling -1-1	Y	Y
Call Centre Agent Login	Y	Y
Outlook Calendar/Contacts	Y	Y
Instant Messaging	Y	Y
SmartPhone Client	Y	Y
Presence	Y	Y
Conference Call (8 x People)	N	Y
Desktop Sharing	N	Y

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