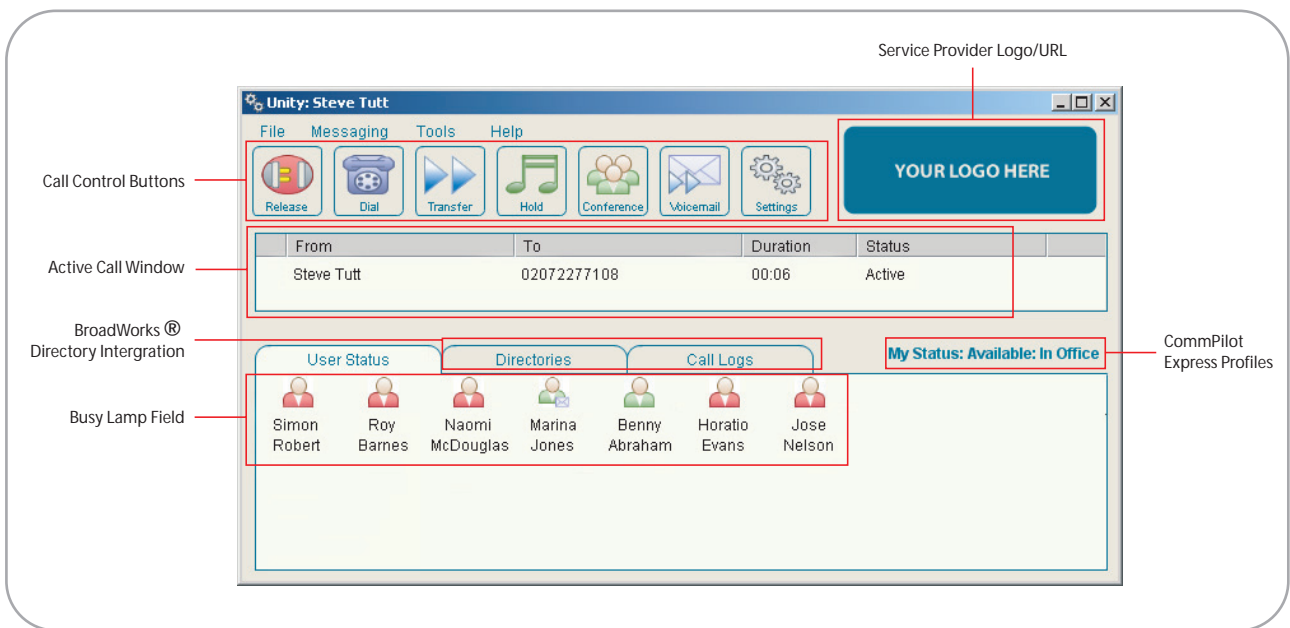


## UNITY CLIENT – DATASHEET

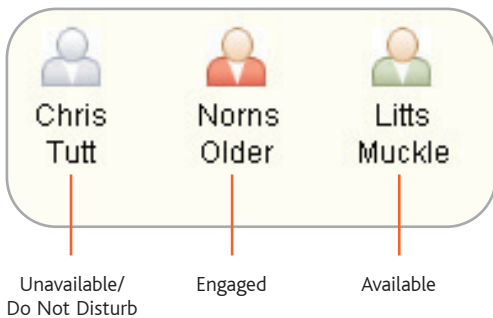
Unity for BroadWorks® is a Windows client that combines call control, Instant Messaging, BroadWorks® service configuration, enterprise support, click-to-dial from Outlook Contacts, CommPilot Express profiles, directory integration and a busy lamp field to enhance the user experience.

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.



### User Status [Busy Lamp Field]

Unity will display up to 20 colleagues [configurable by the user] and visually reflect their ringing/engaged/unavailable/available telephone status.



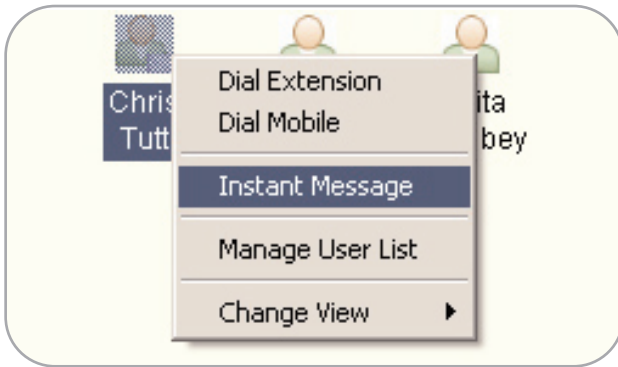
### Call Control

Manage multiple calls through call control buttons or from the menu in User Status.



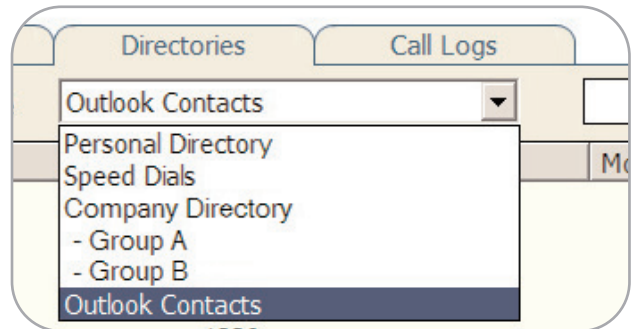
### Instant Messaging

Instant Message any colleague without a separate IM client or account creation. Anyone in your BroadWorks® Group with Unity is available to IM!



### Dial From Outlook Contacts

Unity supports click-to-dial from Outlook Contacts from within the Directories tab. The Directory Search field will now dynamically search all entries in the BroadWorks and Outlook directories.



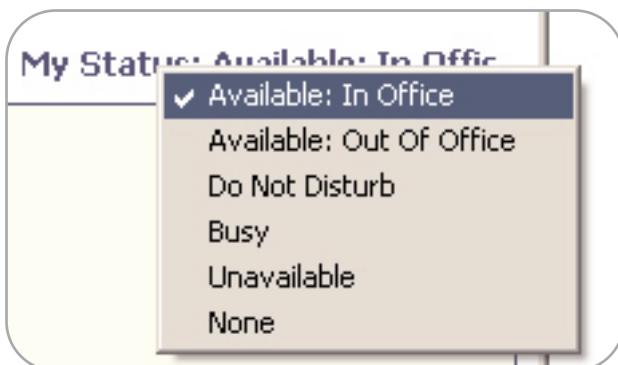
### Call Centre Login

Users simply Login/Logout to any Call Centre groups of which they are a member.



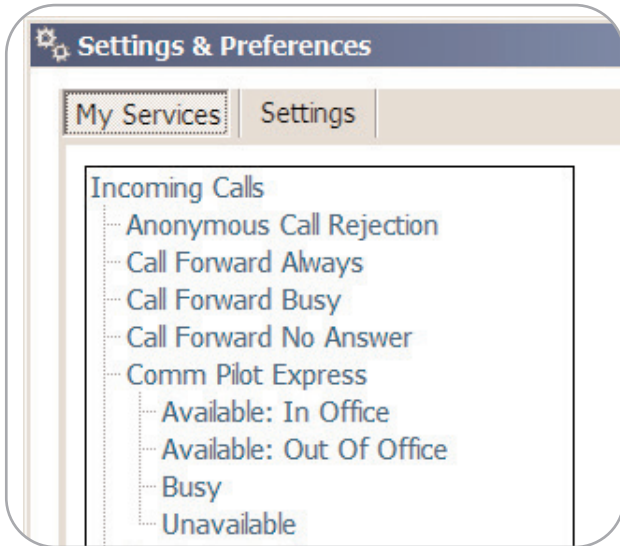
### CommPilot Express Profiles

User CommPilot profiles and Do No Disturb access.



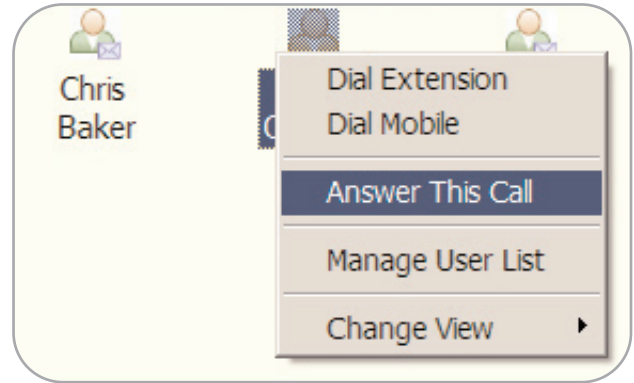
### BroadWorks Service Configuration

Unity unlocks the full capability of BroadWorks, providing the user easy access to Services and Profiles.



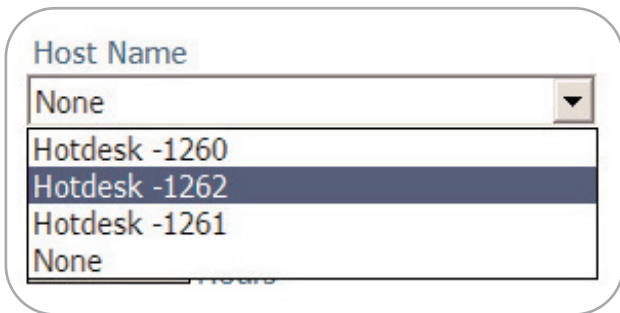
### Call Pick-UP

Right click a ringing user to access Call Pick Up and intercept the call.



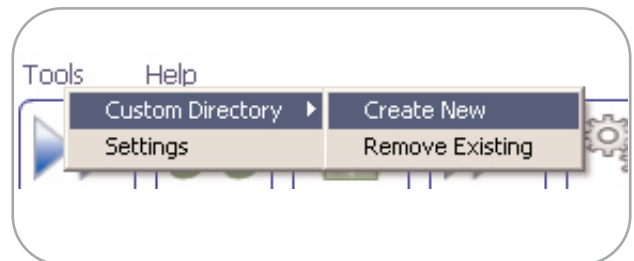
### Hoteling [Hot desking]

Unity provides the Hoteling Guest with simplified login to available Hoteling Host extensions. When Unity is closed the user is prompted to logoff the Host extension.



### Custom Directory Integration

Unity supports integration with LDAP compliant and SQL directories (including Active Directory and Lotus Notes) to provide contact lookup and CLI-name resolution from within a single interface.



## Unity Lite

- Call Control
- Access to BroadWorks® Directories
- User Status [Busy Lamp Field - displays 8 users]
- BroadWorks® Service Configuration
- Quick Keys
- Outlook Contacts 2003 click-to-dial
- Call Pick-up

## Unity Pro

All Unity Lite features but also including:

- Instant Messaging
- User Status [Busy Lamp Field – displays 20 users]
- Dynamic Call Centre Login/Logout
- Third party database [SQL, LDAP, Active Directory] integration within Directories
- Hoteling [Hot Desking] Log-on

## Service Provider Benefits

### **Rebrand**

Unity can be skinned with the Service provider logo, colour scheme, EWS server address, message prompts and Unity pricing information.

### **14 Free Trial**

All users receive a free 14 day trial. Upon expiry they are prompted to purchase, which allocates the user a licence automatically. These transactions are summarised for the Service Provider at month end to enable user billing.

### **Auto Updates**

Unity will auto update itself as new functionality is added and BroadWorks versions are released. Unity need never be reinstalled, even when you migrate to later versions of BroadWorks.

### **Rollout through Active Directory®**

Unity can be distributed centrally through Active Directory to simplify installation and reduce cost.

### **Citrix**

Unity is fully compliant for use in a Citrix environment.