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Business Assistant-Enterprise

The Business Assistant Enterprise is an integrated toolbar that enables users to make and accept telephone calls, and change telephone settings, from within Microsoft Outlook, Internet Explorer and Firefox. The Business Assistant is a carrier class, lightweight desktop communications product for everyday users of Internet Explorer, Firefox and Microsoft Outlook.

Business Assistant Enterprise Overview

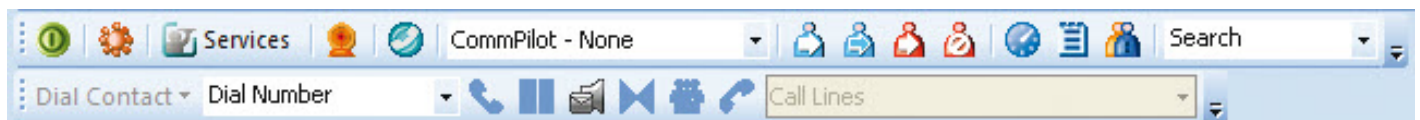
The Business Assistant Enterprise is a feature-rich desktop toolbar, with user controls to access voice services platform. The toolbar delivers the following features and benefits to users:

- Microsoft Outlook edition has key integration features and outbound click-to-dial from Outlook contacts
- Suitable for corporate, SOHO, and high-end users
- User help functions available during any operation with HTML user manual built into the applications
- Internet Explorer edition allows users to highlight web page number and right-click to dial
- Call notifications with caller identification from the platform and Microsoft Outlook directories
- Basic call control (answer or soft pickup, end, transfer to voicemail)
- Add Microsoft Outlook contact vCards for new incoming callers
- Easily change telephony service settings such as Call Forward All, Call Forward No Answer, Call Forward Busy, Do Not Disturb, and Remote Office
- View group and personal directories
- View Call History

The Business Assistant- Enterprise offers the following significant benefits to carriers:

- Heavyweight functionality in a lightweight application
- Reduced need for desktop support when compared to standard desktop applications
- The ability to sell value added or premium services within the same application framework
- Full interoperability with the platform.

For a full list of benefits please see overleaf.



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Business Assistant-Enterprise

KEY BENEFITS

Intuitive Look and Feel With Business Assistant - Enterprise the possibilities of IP telephony are far more accessible via its intuitive look and feel.

Basic Call Control Business Assistant - Enterprise boasts an extremely user friendly interface that makes call management a breeze.

Caller Identification Business Assistant - Enterprise checks an incoming number against your Microsoft Outlook and Group Directory contacts so that you know who is calling and can more effectively manage the calls you take.

Call History Business Assistant - Enterprise keeps a record of calls missed, received and dialled so that you have a record of recent communications activity.

Basic Branding As a fully integrated toolbar, Business Assistant - Enterprise allows you to change a few icons and colours to allow service providers to achieve simple but effective product branding.

Services Integration Make and change all your telephone settings within Business Assistant - Enterprise through easy to use configuration screens, without leaving your desktop applications.

Assured Reliability Business Assistant's design and network architecture ensures excellent reliability. The telephony controls are abstracted from the core of the communications network.

Caller ID identification of calling party for incoming calls only.

Callee ID identification of called party for outgoing calls only.

Call Control **Dial** dial a number and Business Assistant Enterprise will also auto-answer local alerting calls.

Call Control **Answer** soft-pickup inbound calls using pop up notification.

Call Control **Transfer to Voicemail** divert incoming calls to voicemail (using the pop-up toast feature) when it is inconvenient to answer.

Call Control **Click-to-Dial** dial phone numbers from within a web page/browser or from directories.

Call Control **3 Way Conference** initiate 3-way conference feature within the toolbar.

Configure Services support for managing Platform services including Call Forwarding, Anonymous Call Rejection, DND, Simultaneous Ringing, Remote Office, and Voicemail from within Internet Explorer, Firefox and Microsoft Outlook.

Platform Web Portal Auto-Login automatically login into the Platform Web Portal without having to enter your username and password.

External Caller ID Delivery provides calling line ID information for external callers.

Internal Caller ID Delivery provides calling line ID information of group member when called.

Automatic Call-Back allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.

Speed Dial 8/100 Directory support for speed dial 8 and 100 services (abbreviated dialling).

Call Waiting: answer a call while already in another call.

Manage Services toggle service such as call forwarding, do not disturb, and remote office with a click of a button on the Business Assistant Enterprise toolbar.

Service Licensing Integration Business Assistant Enterprise integrates seamlessly adhering to central platform licensing/service activation.

Personal/Group Directory Access personal directory and group directories from within Microsoft Outlook and Internet Explorer and dial contacts with one click.

Call History access Call Logs of missed, received and dialled numbers from within Internet Explorer and Microsoft Outlook with one click.

Outlook Contact Integration dial Microsoft outlook contacts from Contacts pane or vCard. Add unmatched inbound callers to vCards.

Keyword Directory Search search across group, personal, and Microsoft Outlook directories.

Directory Sorting sort contacts in group/personal directories.

Configurable Soft Buttons set URLs for dynamic soft buttons.

Lightweight Footprint Business Assistant Enterprise takes up little system resources with minimal impact on host applications. Storage of all service settings is centrally located in the hosted environment to ensure data integrity.

Help user guide for assisting users in understanding all the capabilities of Business Assistant Enterprise.

Platform Integration tight integration with the hosted platform interfaces with ongoing version support.

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