

# **“SuperDesk” – desktop telephony**

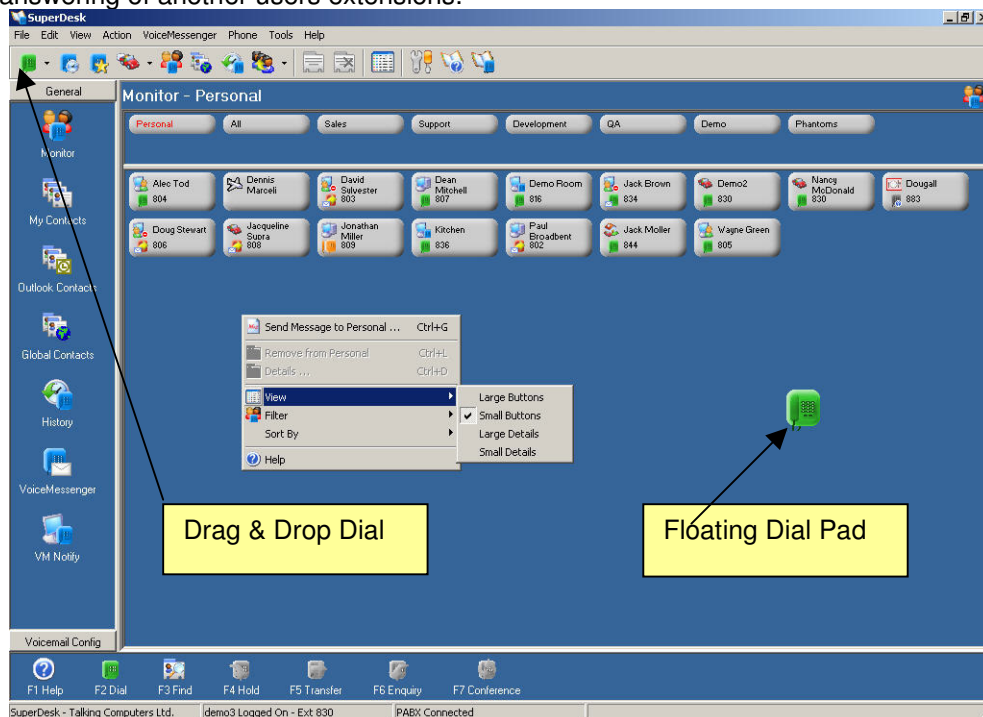
**“SuperDesk”** is an integrated **“desktop telephony”** application comprising four modules;

- **Monitor** enabling the availability and phone states of other **“SuperDesk”** users to be viewed and monitored.
- **My Contacts** a personal address book and speed dial facility.
- **Outlook and Company Global Contacts** a download of the users Outlook Contacts file or Company database of contacts.
- **History**, a history of calls made and received by the user over any pre-defined period.
- **PLUS** an option to interface with the **“Voice Messenger+”** system

## **1. Telephony Functionality**

The telephony functionality of **“SuperDesk”** is available from within any of the **“SuperDesk”** Modules:-

This functionality includes drag and drop dialing of numbers, blind or handshake call transfers and answering of another users extensions.

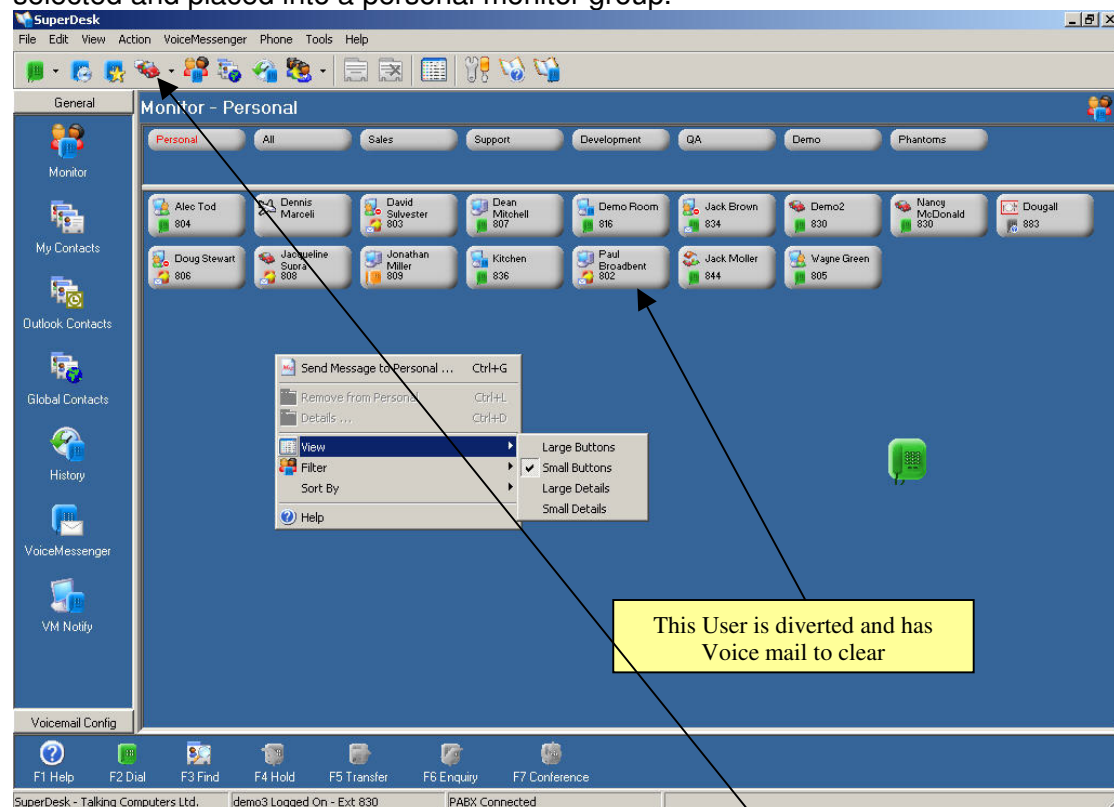


The Floating Dial Pad will stay on top even when **“SuperDesk”** is minimized and can be used to drag and drop any number onto it for dialling – from Outlook Contacts to a number in a Word document or from any ‘drag and drop’ field

Any field in any application that has a “drag and drop” ability can be immediately used to dial out.

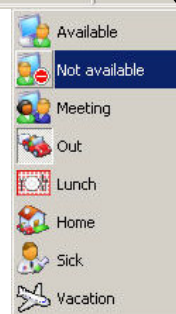
## 2. Monitor Module

The Monitor View can display all users, users in a specific department or users selected and placed into a personal monitor group.

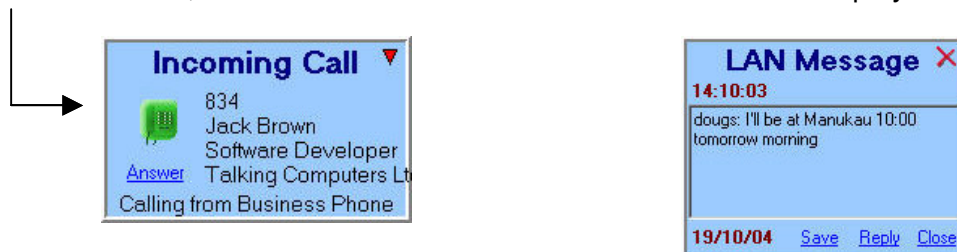


The status of each user can be changed with a click of a mouse

This status can be viewed by any other **“SuperDesk”** user on the system or by those at distant locations over a multi-site link.



Incoming calls invoke a Pop Up box and – where known from the various Contact files – Personal, Outlook or Global – the details of the caller will display:-

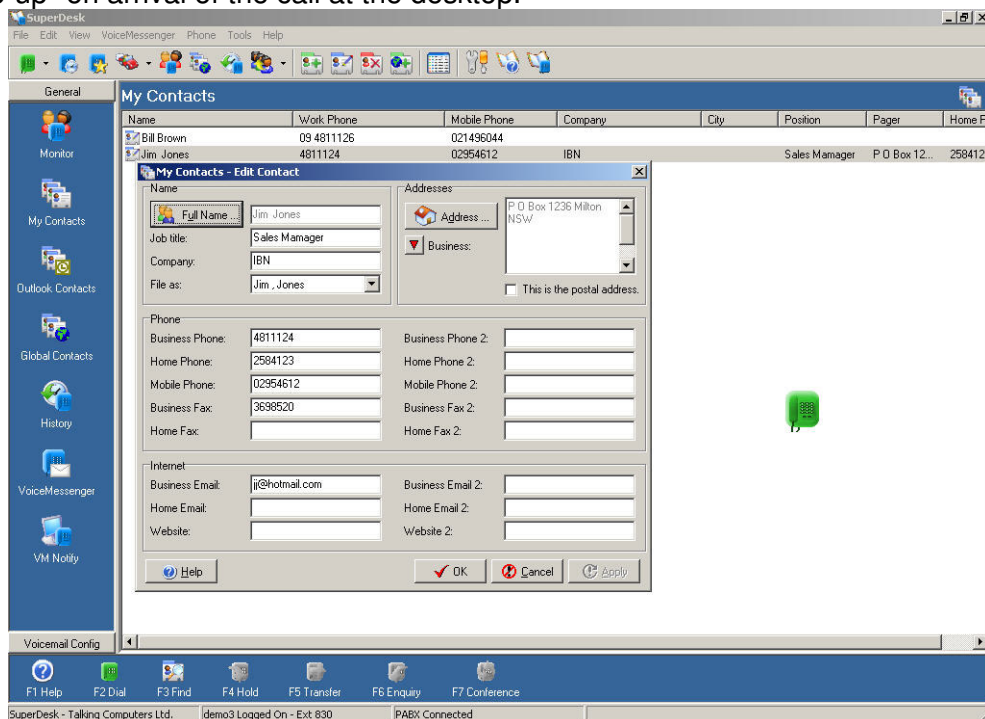


**“SuperDesk”** users can also message each other using a LAN message, this is particularly useful when the receiver is on the telephone or has their telephone diverted due to a meeting etc.

### 3. My Contacts Module

The My Contacts is a personal Contact list, utilised for the most frequently called external contacts and is a separate list from those listed in "Outlook"

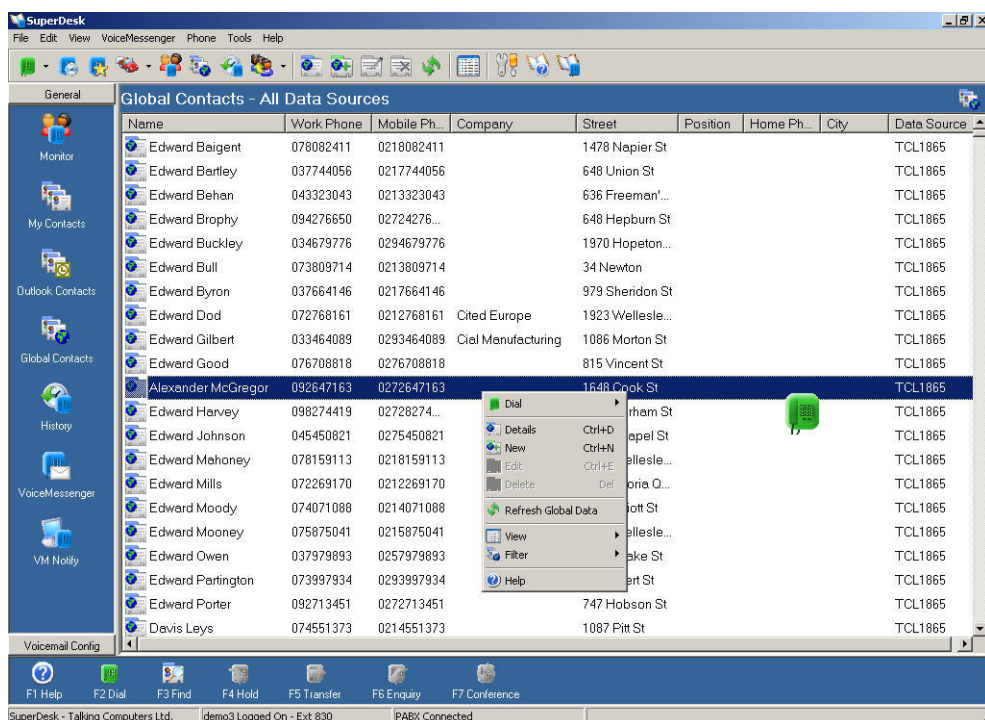
As with the Monitor module, drag and drop dialing and call transfer is provided, along with the My Contacts list being included in the look-up routine for caller identification "pop-up" on arrival of the call at the desktop.



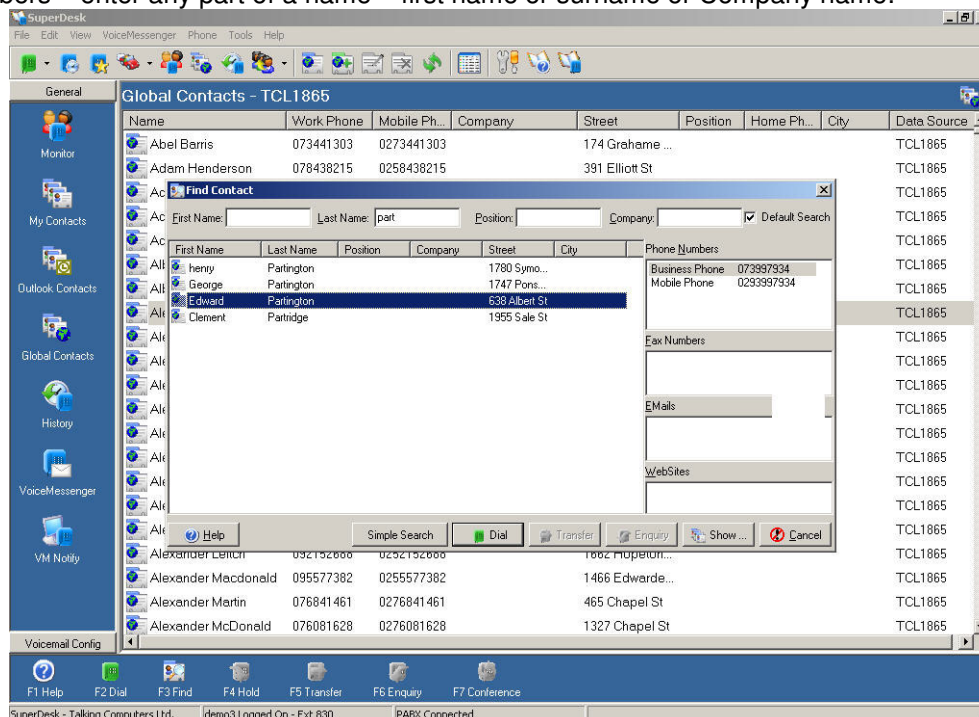
### 4. Outlook and Global Contacts

The Outlook Contacts module enables a users Outlook Contacts file to be downloaded to "SuperDesk" on start-up.

Similarly the Global Contacts can be imported from any ODBC compliant database.



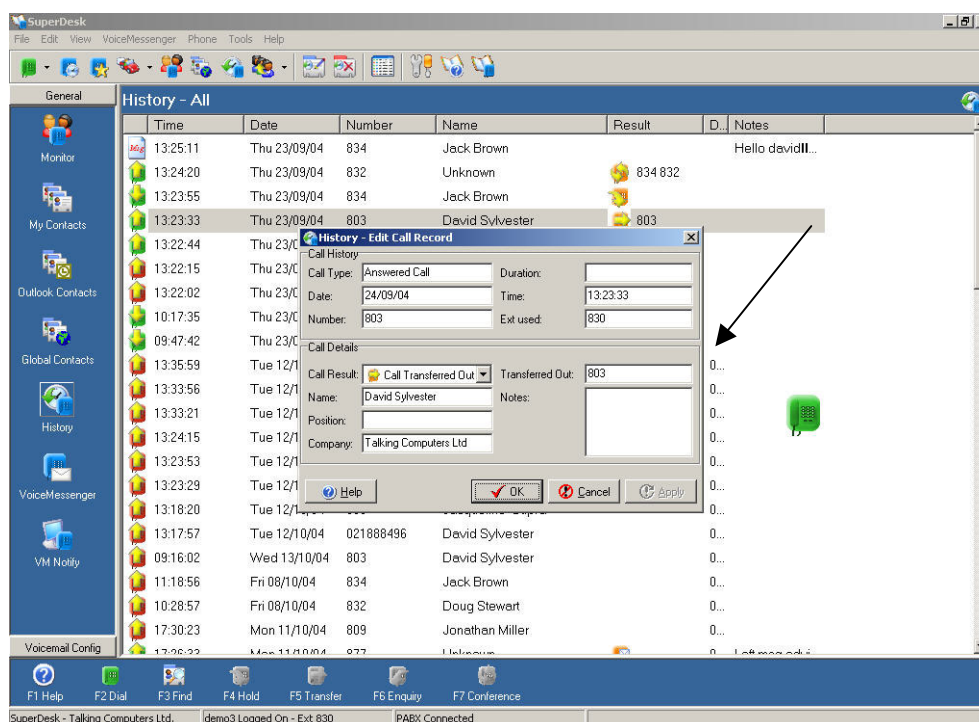
The FIND feature (Press F3 on any Contacts page) simplifies the location of telephone numbers – enter any part of a name – first name or surname or Company name:-



## 5. History

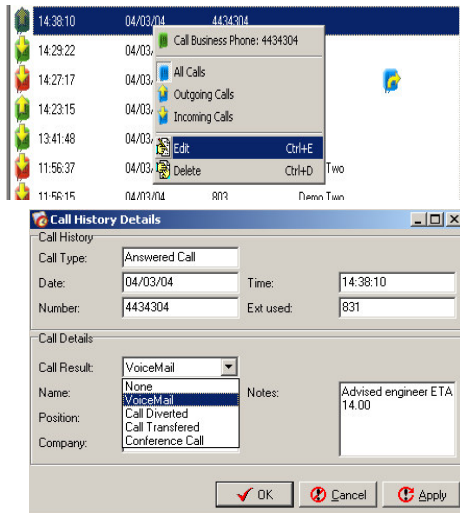
The history module maintains a history of calls made and received for any period of time eg 7 days up to 255 days. Flexible archiving options are available as well.

Calls can be edited after they occur to add more details to the history record.



Missed calls can be returned by a simple mouse click. Additional information can be added via the Edit Call Details function, including brief notes and a selected result (eg. That you left a voicemail message on an outbound call)



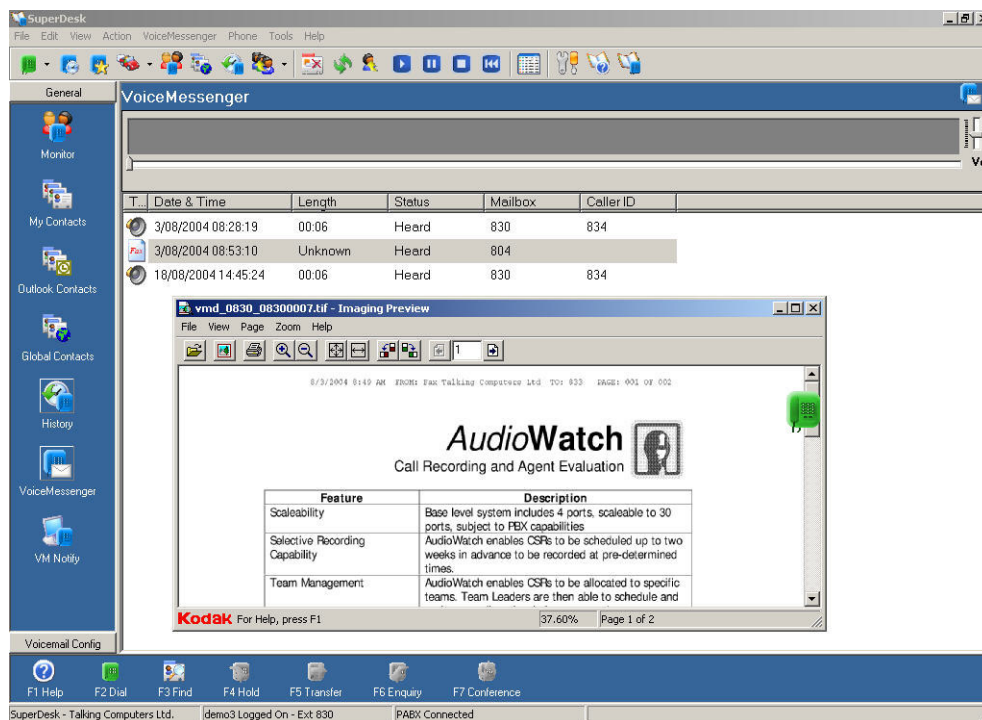


Calls can be sorted by Time, Date and CLI etc and provides a valuable record of the call log for any person or CLI.

Call History is logged for each call and the user may add comments to any call for future reference

## 6. Voice and Fax mail options

When **“SuperDesk”** is installed together with **“Voice Messenger+”** then the options for desktop handling of voice and fax messages is available:-



This includes options for the automatic transfer of voice and fax messages to any SMTP e-mail address eg Outlook or Lotus Notes.

## 7. Help Functions

**"SuperDesk"** has a context sensitive Help facility to provide ease of training and minimize on-going support calls by outlining in simple terms the function and operation of each function.

