



Navigate - Phone Partner and IP Softphone



spliceCom

Britain's leading developer of telephone systems

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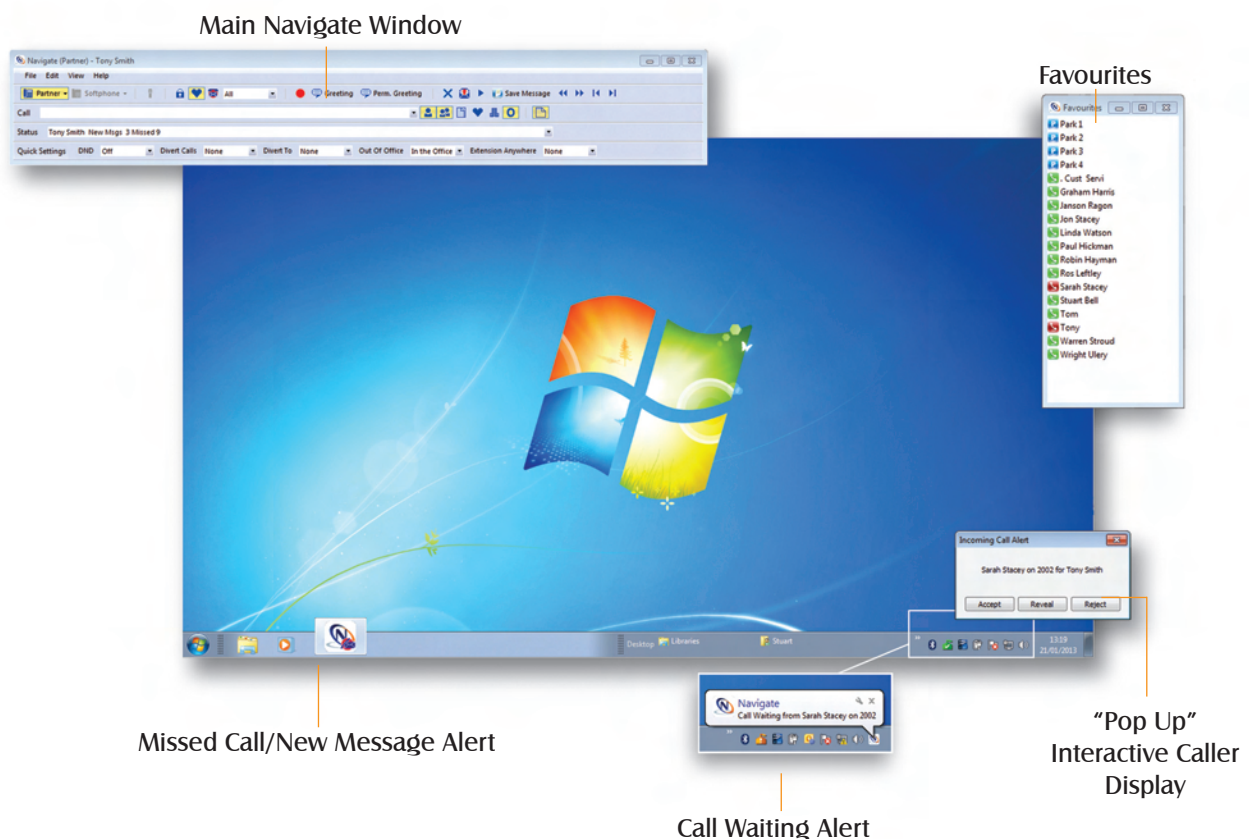
Simplifying every day communication in the office, helping home-based/remote/mobile employees stay connected and Call Centre Agents more productive; Navigate is the desktop application that enables intuitive communication for users of Windows 7 and Windows 8 PCs– whatever they do and wherever they might be.



Overview

Navigate delivers powerful personal call management features via your Windows PC for users of SpliceCom's broad range of PCS IP Phones, or existing 3rd party analogue telephones. Providing point and click access to both commonly used and advanced **maximiser** telephony features, Navigate provides a single intuitive interface to manage business communications for all employees across a business, irrespective of their role.

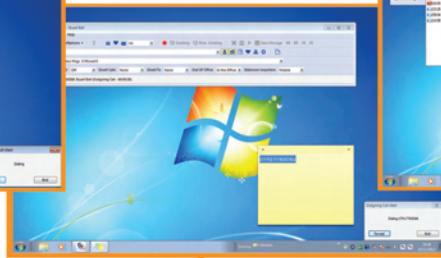
Available as standard for every **maximiser** user, Navigate delivers ALL of the benefits associated with SpliceCom's top of the range IP Phones. Calls can be dialed as normal from the IP or analogue phone's keypad, or alternatively via your Windows PC, with the same choice being available for call handling (answer, hold, transfer, park, pick-up, conference, etc.) as well.



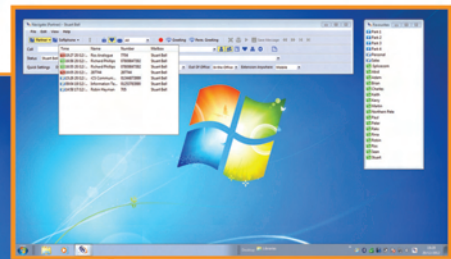
Outgoing call



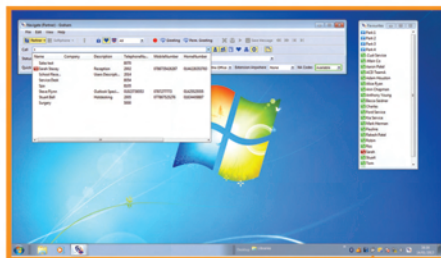
Highlight and Dial



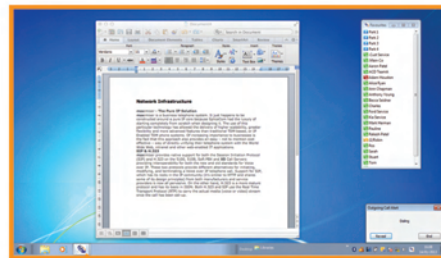
Messages and Favourites



Unified System Directory



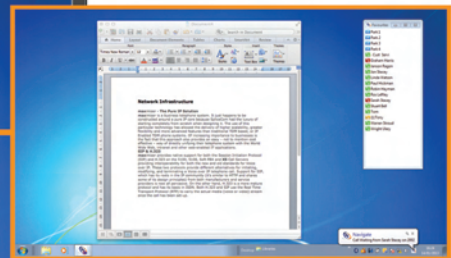
Favourites



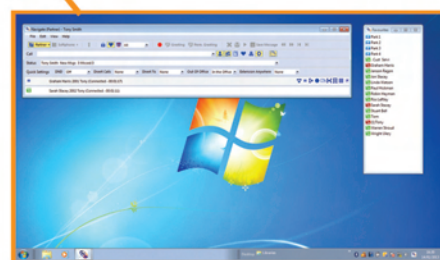
Incoming call



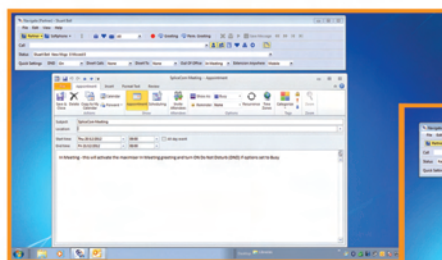
Call Waiting



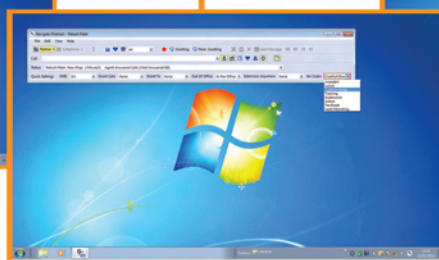
Second incoming call



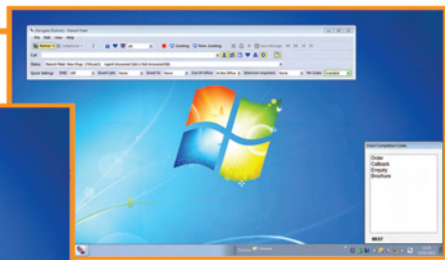
Call on hold



Outlook Calendar Integration



Call Centre
Busy/Not Available Codes



Call Centre
Completion Codes

Call Handling

On an incoming call, Navigate's Interactive Caller Display automatically appears above the Windows system tray to show you who's calling, without interrupting any PC based application or task you're working on, allowing you to make an informed decision before answering the call, or sending it to voicemail. The interactive Caller Display also allows you to "reveal" Navigate in order to provide full call handling where required, allowing it to fit exactly with the way you choose to work. If you're already on a call Navigate will also inform you when there's a second call waiting – and who that call's from.

Making A Call

In addition to conventional keypad dialing, via your phone or PC, Navigate offers several ways to drastically reduce the time taken to place a call and eliminate misdialing errors so increasing overall business efficiency. Simple click-to-dial operation is provided through SpiceCom's multi-functional Favourite icons (combining personal speed dials with presence, busy lamp field, line appearance and visual call pick-up) and unified **maximiser** system directories, alongside one-touch call back for those who have left voicemail messages – or even abandoned calls – via Navigate's Personal Call History.

Managing Your Phone Calls

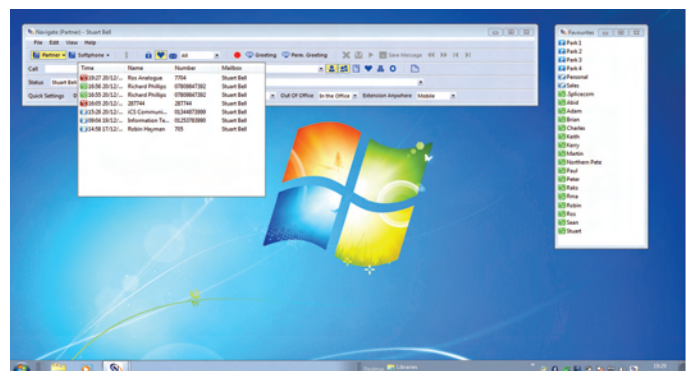
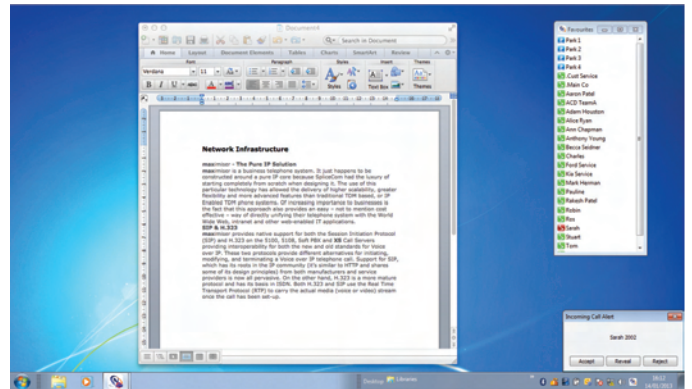
Navigate allows you to dynamically control how you want to manage your phone calls over the course of your business day. A comprehensive Quick Settings section allows you to turn Do Not Disturb on and off, set the rules for when you want calls forward and where/which device you want them forwarded to and set your Out of Office status, so your colleagues can see at a glance where you are. Comprehensive management is also provided for your voicemail greeting and messages.

IP Softphone

By adding an IP Softphone licence, Navigate allows you to dispense with your desktop phone altogether. By using a bluetooth/USB headset or handset in conjunction with your PC to make and receive telephone calls, Navigate becomes the perfect all-in-one business phone solution for the mobile workforce, those working at home, or in situations where desk-space is at a premium.

Navigate helps users to stay connected wherever they might be. Enabling IP Softphone working on Navigate allows home-based, remote and mobile workers to make and receive calls transparently, via their PC, as though they were office based. It also improves productivity by providing seamless access to presence info, speed dials, messaging, directories, address books and call history.

Navigate's great flexibility allows you to use it in Partner mode with your desktop phone in the office, but as an IP Softphone when working at home, staying in a hotel or based at an alternative office location. Using Navigate



as an IP Softphone allows calls to be made securely over the Internet via Virtual Private Networks (VPN), rather than across the PSTN or mobile networks, thereby significantly reducing call costs.

Microsoft Integration

Navigate also offers integrated access to Outlook Directories and Contacts for dialing, with Outlook Contact entries being merged with those from the **maximiser** Unified System Directory when searching for a Contact via Navigate. In addition, Outlook Calendar entries automatically set the employee's phone to Do Not Disturb, whilst their Out Of Office status can also be changed through the Outlook Calendar entry. And the benefit of Microsoft integration doesn't end with Outlook. Navigate Hot Key dialing allows telephone numbers to be highlighted and the clicked to dial from any Microsoft application, including Internet Explorer and Word – again shrinking the time taken to make a telephone call and ensuring that the correct number is dialed every time.

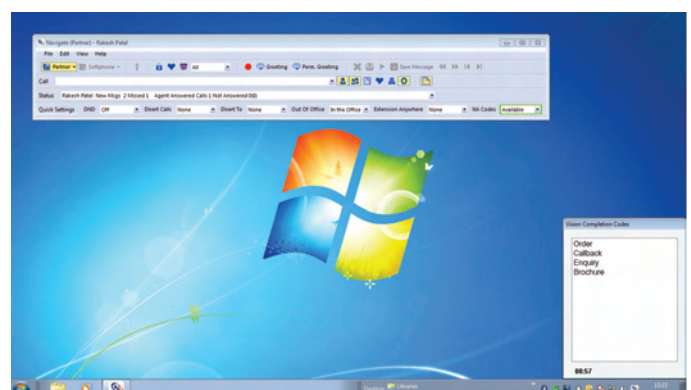
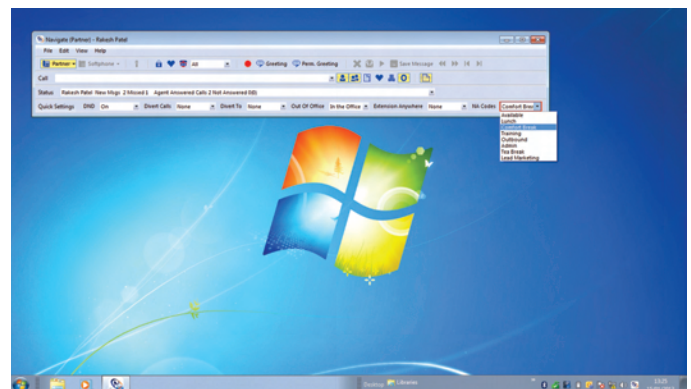
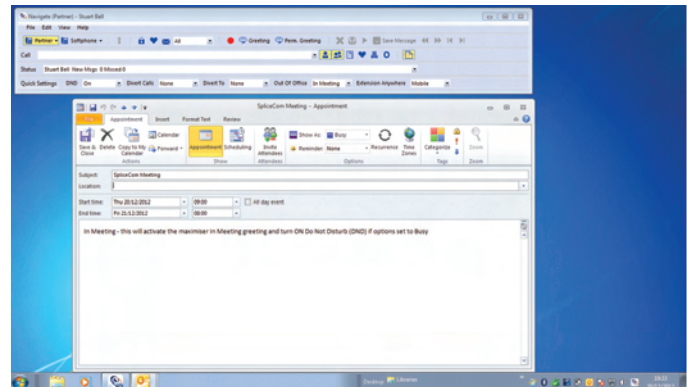
Not looking for such a comprehensive Outlook integration feature set? SpliceCom's TAPI interface allows you to click on an Outlook Contact entry to automatically dial the associated telephone number.

Call Centre Agents

Navigate raises the bar on customer interaction through its seamless integration with Vision Call Centre. Agents have access to an extended range of powerful Navigate capabilities, whether they are working on-site, or remotely in a virtual call center. This allows the same personal productivity desktop interface to be deployed on a company-wide basis. Vision Call Centre Agent features supported on Navigate includes;

- Login/Logout
- Call Completion Codes
- Busy/Not Available Codes
- Summary of Call Answered & Not Answered totals
- CW (Call Recording) Blanking
- Phone Partner or IP Softphone operation

In addition, the ability to run Navigate as a full IP Softphone, negates the Agent's need for a desktop phone, allowing valuable "real-estate" on the desktop to be greatly reduced.

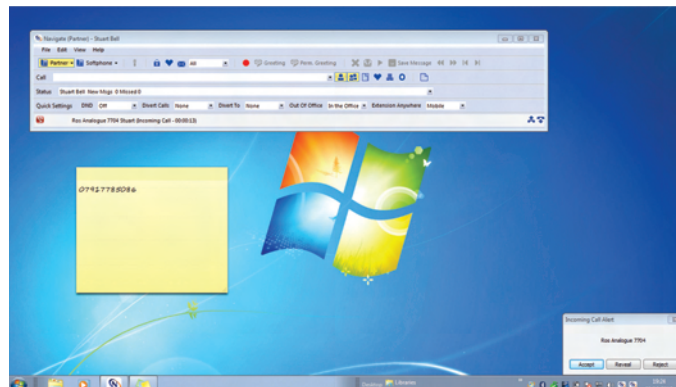


Energising Your Existing Investment In Analogue Telephony

Navigate provides investment protection for large scale users of analogue telephones, extending the use of existing phones and cabling, lowering your overall cost of entry and allowing workforce migration to IP handsets at a timescale to suit your business goals and budget. Navigate can be deployed as a "Partner" to work in conjunction with any existing analogue handsets you might still be using, allowing similar benefits to SpliceCom's top of the range IP Phones to be delivered. You can choose to dial as normal from the phone's keypad, or alternatively utilise Navigate to provide total call control.

An Interactive Caller Display window shows you who's calling, without interrupting any PC based application or task you're working on. Knowing who's calling you puts you in total control. You can choose to answer the call, open Navigate or send it immediately to voicemail directly from your desktop.

Navigate also provides access to value added telephony features like presence/speed dials/busy lamp field information showing colleagues' availability whilst providing one-touch dialing, system-wide telephone directories, personal and group messaging, visual call pick-up and call history.



NAVIGATE Benefits:

- Enhances personal productivity by simplifying day-to-day communications
- Makes it easier for home/remote/mobile workers to stay in touch with colleagues, customers and suppliers
- Lowers long distance call costs for the mobile workforce
- Increases customer satisfaction through more effective call handling
- Protects, extends and energises your existing investment in analogue telephony

NAVIGATE Features:

Call Handling

- Dial Pad
- Caller Display
- Answer
- Reject/Send To Voicemail
- Hold
- Transfer
- Call Park/Pickup
- Record
- Switch
- Conference
- Add Note
- Visual Call Waiting
 - Callers Name (if known by **maximiser**)
 - Callers Number (if forwarded by Service Provider)

Unified System Directories

- Search Filters for;
 - Users
 - Departments
 - Contacts
 - Favourites

Interactive Caller Display

- Callers Name (if known by **maximiser**)
- Callers Number (if forwarded by Service Provider)
- Name associated with Called Number
- Accept Call
- Reject Call/Send To Voicemail
- Reveal Navigate

Status

- Total Messages
- New Messages
- Missed Calls

Messages & Recent Calls List

- Filter
 - Messages & Recent Calls
 - Messages Only
- Voicemail Management
 - Record Daily Greeting
 - Record Permanent Greeting
 - Play Message
 - Save Message
 - Delete Message
 - Fast Forward
 - Rewind
 - Skip to End
 - Back to Start
 - One Click Callback

Favourites

Each Favourite icon supports the following features and services;

- User Status/Presence/Busy Lamp Field (BLF)
- Internal Direct Station Select (DSS)
- External Speed Dial
- Line Appearance
- Ringing Status
- Visual Call Pick-Up
- No. of Calls Queued

In addition, individual Favourites can be grouped in Folders

Quick Settings

- Do Not Disturb
 - On
 - Off
- Divert Calls
 - None
 - Personal
 - Dual Personal
 - All
 - Dual All
- Divert Calls To
 - None
 - Mobile
 - Home
 - Spare 1
 - Spare 2
 - Assistant
- Out of Office Status
 - In The Office
 - In Meeting
 - At Lunch
 - On Holiday
 - Off Site
- Extension Anywhere
 - None
 - Mobile
 - Home
 - Spare 1
 - Spare 2
 - Assistant

IP Softphone (requires additional Licence)

Outlook Integration (requires additional Licence)

- Outlook Contacts appear in Unified System Directory
- Outlook Calendar Appointments set DND state
 - Busy
 - Out of Office
- Outlook Calendar Entries set Out Of Office status
 - In The Office
 - In Meeting
 - At Lunch
 - On Holiday
 - Off Site
- Highlight and click-to-dial telephone numbers from ANY Microsoft application

Vision Call Centre Integration (requires additional Licence)

- Agent Login/Logout
- Agent Status
 - Total Calls Answered
 - Total Missed Calls
- Call Completion Codes
- Not Available Codes
- CVV Blanking (only available when Mandatory Call Recording is set)

NAVIGATE Requirements

- PC or Laptop running Microsoft Windows 7 or Windows 8

About SpliceCom

SpliceCom is Britain's leading developer of Unified Communication / IP-PBX / Business Telephony systems, delivering tangible business benefits for all types of company, irrespective of size. SpliceCom's software and hardware based **maximiser** product family combines the delivery of voice, video, IP TV and web enabled IT applications at the desktop within a single, scalable system. All SpliceCom solutions are sold, installed and maintained by the SpliceCom Community - a group of highly trained organisations offering complementary skill sets and services.

Software and hardware based **maximiser** based solutions help companies to reduce their carbon footprint by enabling daily communications, conferencing and collaboration without the need for travel. SpliceCom products comply with the directive for the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and the regulations for the disposal and recycling of waste electrical and electronic equipment (WEEE).



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