

SCS Components (Single All-Inclusive Fee)

Presence and Instant Messaging



Accelerate collaboration, response times and decision-making with secure presence and Instant Messaging (IM). IM features include: the ability to create unique privacy rules per contact; send messages to groups; manage multiple conversations with tabs; keep a record of both voice and video conversations or even integrate with IM platforms like Skype™, Google Talk™ and others.

Audio Conferencing



Sophisticated, secure, on-demand audio conferencing is available and accessible through an easy-to-use web-based portal; every user gets a personal conference bridge with intuitive, graphics-based chair controls. Best of all, no extra licensing fees or extra hardware are required.

Voicemail and Unified Messaging (UM)



Enhancing response times with a simple system that's integrated with user desktops. UM sends voicemail to your chosen email address and allows users to pick up messages however they prefer — by hardware phone, software phone, Web portal or email. Every user automatically gets a message box, at no extra cost.

Single Number Reachability

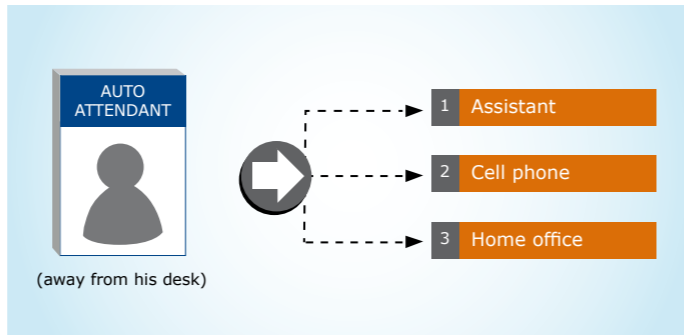


Follow Me is an advanced call-forwarding capability that keeps mobile and on-call employees accessible. With a few clicks, users can make multiple devices ring simultaneously, point to a different device if they don't pick up the first one, and even set up time-of-day and day-of-week parameters.

Corporate and Personal Auto Attendant



Imagine a 24/7 answering service for every employee - that's our personal auto attendant feature. With individual user customisation, you can instruct callers to press 1 to reach your cell, 2 to reach a colleague, 3 to leave a message, and so on. You can fine-tune up to 100 customisable attendants to suit your business based on day, night and holiday schedules, or let clients dial by extension and name.



Contact centre



A basic and informal, yet effective, contact centre is an ideal solution for businesses with up to 50 agents. Easy to configure and use, it offers up to 50 queues per server, several lines per queue, a choice of call-routing algorithms and support for overflow queues during peak periods.

Call detail recording (CDR)



UCS can collect Call Detail Records (CDRs), store them in a database or export them to software applications such as Crystal Reports or Microsoft Excel. The end result is a complete set of records that are easy to access, browse, export and analyse.



Entegros Smart Communications Unified Communications System (UCS)



Contact us today for a DEMO
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Unified Communications System (UCS)

