UNIFIED COMMUNICATION AND COLLABORATION
An Ideal IP@Core Unified Communication

Unified Communications and Collaboration

Unified Communication enables the users to communicate to other users of the system and also to the outside world using different communication modes like voice, video, chat (IM), mail, visual voicemail, etc. and different collaborative methods like desktop sharing, white board sharing, audio conferencing, video conferencing, etc.

An intelligent powerful tool that intuitively blends telephony services, with automated attendant features, fax or Email integration, voice to text conversion and a whole lot of customized services easily accessible to the user on his web based Coral UCC client. Bouquet of these features are extended across the organization whether users are at a small branch or at corporate headquarters or on the road. Intelligent tool designed to foster an eco-systems of synergy & collaboration within the team members for enhanced organization productivity

Coral UCC supports enhanced communication functionalities from click-to-dial video conferencing to sophisticated contact center systems, accessible to everyone in the organization irrespective of physical location as long as they are accessible on the IP highway. It extends conferencing, mobility, video, and collaborative data applications as well as integrated tasks & alert system.

Connect traditional analog, digital, H.323, and SIP communication devices, including tablets and smart phones, into a single communications environment. It helps teams within the origination to share Web based system that facilitates Screen sharing, File or Data transfer for enterprise wide collaborative work culture.

Users can receive Fax & Voice mails that can be shared or transferred to other users by click of a button. Coral collaboration tool allows "one to one" chat messages as well as group chat. Further it facilitates toggling between group chat & audio conference with the same group by click of a button. Integrated collaboration platform can be customized to handle alerts & alarms as tasks that can be escalated monitored & closed.

It allows subscribers to tailor, control and manage communication from any location over the web. Provides details of missed calls including history of inbound & outbound calls. User portal allows management and control of each user profile with personalized auto attendant, phone book & speed dialing functions. It offers seamless integration with outlook express for dial & chat function when attending to emails on the outlook express. It can upload contacts from Gmail or LDAP, can supports

A versatile Communication Plateform

Futuristic
Designed for present, based on open standards thus capable of addressing future needs with an ability to extend customer networks based on future demands and changing needs. Adoption of Open standards allows customers to seamlessly integrate a variety of third party applications and to add desired devices to the system.

Scalable
Architecture built around distributed cloud based processors provides flexibility to buy and install based on current usage & add more users, applications, features, remote locations as when the need arises. Based on usage pattern resources for specific features or applications can be enhanced.

Cost Effective
Coral Cloud specializes in providing a pure "IP at core" that is contemporary yet cost effective. It provides advantages of core IP switching while extending the benefits on traditional low cost telephones at the end customer desks as traditional telephones are inexpensive, work on standard telephone wire, does not require local power and are easy to maintain & repair. Coral's traditional TDM switches act as media gateways while seamlessly integrating with third party media gateways thus protecting customer's investment in legacy hardware.

Focused on Productivity
Coral UCC clients have integrated task systems & CRM features that ensures faults alerts generated by the system are promptly attended. These ingrained functionalities can be adapted for handling of various tasks within the organization which can be customization to adopt user's work flows & escalation matrix for each type of tasks, alerts & messages. Task systems are accessible on email, chat messages, IVR or on UCC clients for task generation as well

Resilient
Distributed cloud (multi-server) based application ensures always available platform for dependability & convenience. UCC offers redundant architecture including geographic redundancy option

Easy to adopt
Simple user friendly GUI easy to install, manage and maintain. Easy access via phone, web, or e-mail for various access mechanisms. Web based UCC eliminates the need to use specified laptops with preloaded client applications.

UCC application provides a simple web based graphical user interface that offers a host of features on one single application to monitor various types of communication. Features supported on Unified communication are as follows :-

Simple user friendly intuitive interface
Centralized, easy to use, web based graphical user Interface for all user level system programming.
Each users can have a personalized portal for the purpose of modifying their own settings, including endpoints, call routing, and mobility rules. This user portal provides a host of collaboration tools to enhance individual as well as organization efficiency.
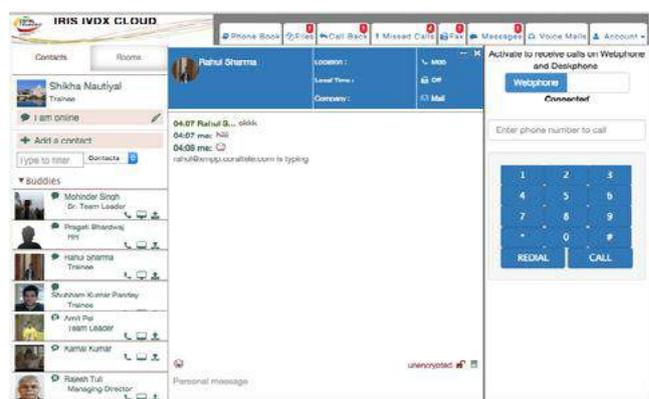
Some of the features user interface supports are :-

Personal Profile

Each UCC user can edit personal profile including photo, change of mood, designation, address, location etc. It allow the user to insert custom messages on their present status & access mechanism.

Intelligent presence based services

Feature provides the "presence status" of all other the users in the network. It indicated status such as Available, Busy on phone, Offline, Do Not Disturb etc. so that current mode of communication can be decided. Further each user is able to manually define his presence status as per current activity like – Gone for lunch on holiday etc. Coral UCC also supports auto presence update wherein when the user is busy on phone, the status changes to 'Busy over Phone' Based on status & presence of the team members others can communicate with them by sending email or IM messages. When the user is offline, "sticky notes" can be sent and automatically viewed by the user upon returning to online status.

Always accessible service

UCC client of the user has a built-in softphone that replicates the function of desk phone. When user is away from the office, the user's desk phone is automatically logged off and the softphone transparently takes over with all the attributes of the user's desk phone. This allows user to stay connected and handle all business.

Further to ensure no calls are missed by the user, incoming calls can be made to ring on all phones or on a set of phones until one of them is answered making sure that no communication is lost. By utilizing these powerful features along with IM and presence capabilities, users can collaborate closely with co-workers located at

Missed call

Coral UCC allows the user to see status of all calls missed by him in his absence. User can call any one of the missed calls by click of a button on the list.

Call back request

User from a remote location can call a predefined number and the Unified communication platform will initiate a call back to the user and extend the system dial tone on the device from where the user is calling. Once the dial tone is extended user would be able to initiate calls from the key pad of that phone and use the dial tone as if user is on the desk phone. This dial tone would be extended even after completion of a call so that user can make another call, till the time user decides to log out.

Call back list

Coral UCC allows the user to see status of all those callers who have activated call back feature on user's desk phone when he missed receiving the all. User can call back any one of the callers by click of a button on the list.

Chat Services

Coral UCC offers XMPP based web chat service within the confines of the organization wide private IP network. Users of the system are able to send Instant Messages to other users of the system having UCC.

Data Collaboration :-

The users can share their computer screens, upload files & documents for other UCC users as a part of collaborative work culture in the organizati

Integration with MS Outlook :-

User can import the contacts from the MS outlook to the UCC client. On clicking on the 'Mail' icon in the UCC or on the mail id of the contact, user can send mails via outlook. If the user has scheduled meeting using MS outlook, then presence status in the UCC can change accordingly.

Call Logger - Recording :-

Intelligent yet flexible recording solution enabling contact centers, Bankers, Public utilities, Public safety and other specialized customers to record & achieve voice communication as wave. All recordings can be easily retrieved and played back by the system administrator locally or remotely via a user-friendly web-based management interface for future monitoring & management purposes. It records communications of SIP trunks and phones, as well as analog and digital trunks and phones. Voice recordings along with screen capture capability allow all agent / user activity to be actively monitored.
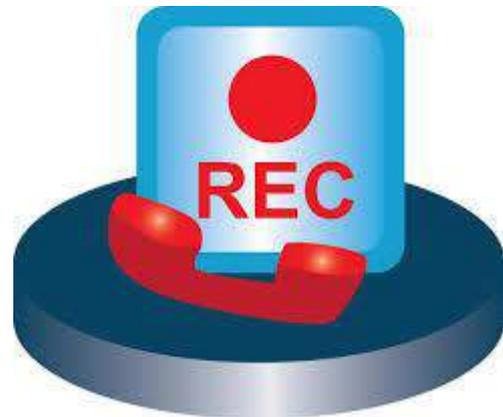
Fax server :-

Coral UCC allows users to receive fax messages as email attachments in their inbox, or as a separate file in the fax server box of the UCC. This Fax over-IP solution providing fax-to-email and email-to-fax, and can also be used as a fax server

Voice Mail :-

Coral UCC allows user to receive voicemails as a email attachments or as a wave files in the mail server box of there personal UCC. Users of the system can access their Voice Mails from the Coral UCC, which allows to send, reply and forward voice messages to other users. Users get their Voice Mails with complete call information like caller name, date-time stamp and duration of the call accompanied with an attachment in form of a wave file. The user can listen and also has the option to Play, Pause, Stop, Fast Forward, Go Backward, Repeat the message.

Coral Telecom
(LISTEN)(SEE)(THINK)

Inspiring convergence through technological innovations and turning the broadband dream to reality.
Experience the "Coral phenomena"!!!

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