

UC for Business: Features Overview

Knowledge Worker / Operator Console / Operator Console Lite / Contact Centre

	Knowledge Worker	Operator Console	Operator Console Lite	Contact Centre
Call Control Features				
Answer	•	•	•	•
Answer Park Hold	•	•	•	•
Blind Transfer	•	•	•	•
Call Waiting Message	•	•		•
Cancel Transfer	•	•	•	•
Dial	•	•	•	•
Forwarding	•	•	•	•
Hangup	•	•	•	•
Hold	•	•	•	•
Park For	•	•	•	•
Park Hold	•	•	•	•
Receive Message to Display	•	•		•
Retrieve	•	•	•	•
Supervised Transfer	•	•	•	•
Swap Held Calls	•	•	•	•
Voicemail Features				
Convert to Conference	•	•		•
Mailbox Redirect	•	•		•
Message Waiting	•	•		•
Record Conversation	•	•		•
UCB Key Functionality		•		•
UCB Features				
Agent Display First Name on Phone (Agent ID)				•
Alert Activate via Phone (Agent Alert)				•
Alerts on Phone Display (Queue)				•
Auto Answer	•	•		•
Call Forward	•	•		•
Callback Resolution via Phone	•	•		•
Common Cancelling Code	•	•		
Conferencing During Transfer	•	•		•
Conference, Invite to	•	•		•
Default UCD Agent	•	•		•
Digital Phone Functions	•	•		•
Executive Conference	•	•		•
Executive Mobile	•	•		•
Hotkey Pad	•			
Indial Modifier Display Name on Phone	•	•		•
IP Hotdesking	•	•	•	•
Management & Administration Terminal (MAT) Interface	•	•		•
Mode Change via the Phone	•	•		•
Mode Group	•	•		•



	Knowledge Worker	Operator Console	Operator Console Lite	Contact Centre
UCB Features Cont.				
Multi-lines Supported	•	•		•
Multiple Call Handling (MCH)	•	•		•
Networked Queuing				•
Normal Park	•			•
Offer Park For Call				•
Offer Queue Call				•
One Mailbox (Cellular Mailbox)	•	•		•
Operator Display First Name on Phone	•			
Park & Page	•	•		•
Preview Dial	•			
Query Override Display on Phone	•	•		•
Record Conversation to UCB mailbox	•	•		•
Redirect Call (Ringing or in Conversation)	•	•		•
Remote Break via Phone				•
Remote Login via Phone				•
Remote Worktime via Phone				•
Request a Call via the Phone				•
Send Message to a Digital Phone	•	•	•	•
Send Tones from Desktop	•	•		•
Show Queue on Phone Display	•	•		•
Supervised Transfer	•	•		•
Swap Held Call	•	•	•	•
System Queue	•	•		•
Third Party Voicemail	•	•	•	
Transfer to Voice Messaging	•	•	•	•
Wrapup (Forced) Display Message via Phone				•
Wrapup via the Phone				•