

BroadWorks® Assistant-Enterprise

The BroadWorks Assistant – Enterprise is an integrated toolbar that enables users to make and accept telephone calls, and change telephone settings, from within Microsoft Outlook and Internet Explorer. The BroadWorks Assistant is a carrier class, lightweight desktop communications product for everyday users of Internet Explorer and Microsoft Outlook.

BroadWorks Assistant – Enterprise Overview

The BroadWorks Assistant – Enterprise is a feature-rich desktop toolbar, with user controls to access voice services efficiently, that is fully integrated with the BroadWorks platform. The toolbar delivers the following features and benefits to users:

- Microsoft Outlook edition has key integration features such as outbound click-to-dial from Outlook contacts and right-click to dial from email messages
- Suitable for corporate, SOHO, and high-end residential users
- User help functions available during any operation with HTML user manual built into the applications
- Internet Explorer edition allows users to highlight web page number and right-click to dial

- Call notifications with caller identification from BroadWorks and Microsoft Outlook directories
- Full call control (answer or soft pickup, hold, end, 3-way conference and transfer or retrieve voicemail)
- Add Microsoft Outlook contact v-cards for new incoming callers
- Easily change telephony service settings such as Sim Ring, Call Forward All, Call Forward No Answer, Call Forward Busy, Do Not Disturb, and Remote Office
- Internet explorer edition allows automatic log-in to your web portal
- View group and personal directories
- View Call History

The BroadWorks Assistant - Enterprise offers the following significant benefits to carriers:

- 'Heavyweight' functionality in a lightweight application
- Reduced need for desktop support when compared to standard desktop applications
- The ability to sell value added or premium services within the same application framework
- Full interoperability with the BroadWorks platform



KEY BENEFITS

- **Efficient Interface-** The BroadWorks Assistant – Enterprise toolbar provides an extremely simple yet efficient toolbar interface for configuring services and controlling calls. Only key services are displayed to facilitate quick access and avoid desktop clutter.
- **Call Control-** BroadWorks Assistant – Enterprise boasts an extremely user friendly interface and logical workflow that makes call management a breeze.
- **Caller Identification-** BroadWorks Assistant – Enterprise checks an incoming number against your Microsoft Outlook and BroadWorks Group Directory contacts so that you know who is calling and can more effectively manage the calls you take.
- **Call History-** BroadWorks Assistant – Enterprise keeps a record of calls missed, received and dialed so that you have a record of recent communications activity.
- **Basic Branding-** As a fully integrated toolbar, BroadWorks Assistant – Enterprise allows you to change a few icons and colors to allow service providers to achieve simple but effective product branding.
- **Services Integration-** Make and change all your telephone settings within BroadWorks Assistant – Enterprise through easy to use configuration screens, without leaving your desktop applications.
- **Simple Maintenance-** BroadWorks Assistant – Enterprise employs the latest technology to keep users up-to-date with new releases. The silent upgrade procedure includes support for HTTP/SOCKS 4/5 proxies, and can be customized by providers.
- **Assured Reliability-** BroadWorks Assistant's design and network architecture ensures excellent reliability. The telephony controls are abstracted from the core of the communications network.

BroadWorks Assistant – Enterprise Key Features

- **Caller ID-** identification of calling party for incoming calls only
- **Callee ID-** identification of called party for outgoing calls only
- **Call Control – Dial-** dial a number and BroadWorks Assistant – Enterprise will also auto-answer local alerting calls
- **Call Control – Answer-** soft-pickup inbound calls using toast notification
- **Call Control – Transfer to Voicemail-** divert incoming calls to voicemail (using the pop-up toast feature) when it is inconvenient to answer.
- **Call Control – Click-to-Dial-** dial phone numbers from within a web page/browser or from directories
- **Call Control – 3 Way Conference-** initiate 3-way conference feature within the toolbar
- **Configure Services-** support for managing BroadWorks services including Call Forwarding, Anonymous Call Rejection, DND, Simultaneous Ringing, Remote Office, and Voicemail from within Internet Explorer and Microsoft Outlook
- **BroadWorks Web Portal Auto-Login-** automatically login into the BroadWorks Web Portal without having to enter your username and password
- **External Caller ID Delivery-** provides calling line ID information for external callers
- **Internal Caller ID Delivery-** provides calling line ID information of group member when called
- **Automatic Call-Back-** allows you to monitor a busy party in your group and automatically establish a call when the busy party is available
- **Speed Dial 8/100 Directory-** support for speed dial 8 and 100 services (abbreviated dialing)
- **Call Waiting-** answer a call while already in another call
- **Manage Services-** toggle service such as call forwarding, do not disturb, and remote office with a click of a button on the BroadWorks Assistant – Enterprise toolbar
- **Service Licensing Integration-** BroadWorks Assistant – Enterprise integrates seamlessly adhering to central BroadWorks platform licensing/service activation
- **Personal/Group Directory-** Access personal directory and group directories from within Microsoft Outlook and Internet Explorer and dial contacts with one click
- **LDAP-** Support for LDAP corporate directory standard
- **Call History-** Access Call Logs of missed, received and dialed numbers from within Internet Explorer and Microsoft Outlook with one click
- **Outlook Contact Integration-** Dial Microsoft outlook contacts from Contacts pane or vCard. Add unmatched inbound callers to v-cards.
- **Keyword Directory Search-** Search across group, personal, and Microsoft Outlook directories
- **Directory Sorting-** Sort contacts in group/personal directories
- **Basic Skinning Support-** Change key visual elements to brand the toolbar
- **Silent Installation Support-** Support for silent installs via managed network
- **Internationalization Support-** BroadWorks Assistant – Enterprise supports localization to your chosen language
- **Configurable Soft Buttons-** Set URLs for dynamic soft buttons
- **Auto Update Support-** BroadWorks Assistant – Enterprise transparently checks for updates and notifies the user if a new version is available. Enterprise level proxy servers are also supported.
- **BroadWorks Deployment Studio-** Tools designed to simplify branding, pre-configuration and deployment of the BroadWorks Assistant Enterprise client
- **Customize Toolbar-** Modify the position of the toolbar in Internet Explorer and Microsoft Outlook
- **Lightweight Footprint-** BroadWorks Assistant – Enterprise takes up little system resources with minimal impact on host applications. Storage of all service settings is centrally located in the hosted environment to ensure data integrity.
- **Help-** User guide for assisting users in understanding all the capabilities of BroadWorks Assistant – Enterprise
- **BroadWorks Integration-** Tight integration with the BroadWorks platform interfaces with ongoing version support
- **BroadWorks OCS Support-** Ongoing support and interoperability with the BroadWorks Open Client Server (OCS) for switch integration