

Outlook Add-in

BENEFITS

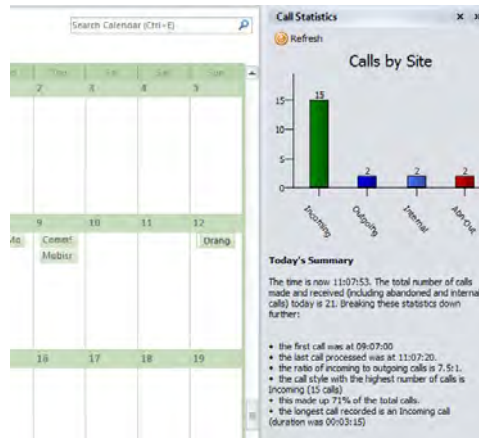
- View 'Calls by Site' Statistics
- Run a Defined Favourites List of Office Solution Reports
- View and Dial Recent calls
- Playback Recent Call Recordings
- Dial from Contacts in the Address Book

FEATURES

- Basic Call Control
- Dial a Number
- Answer a Call
- Hang-up a Call
- Place a Call on Hold
- Transfer a Call
- Dial from MS Outlook Contacts
- Set Break Modes (i.e In Meeting, In Training, At Lunch, etc.)
- View and Dial Playback Audio Call Recordings
- Dial from Telephone System Speed Dial List

SERVICES AVAILABLE

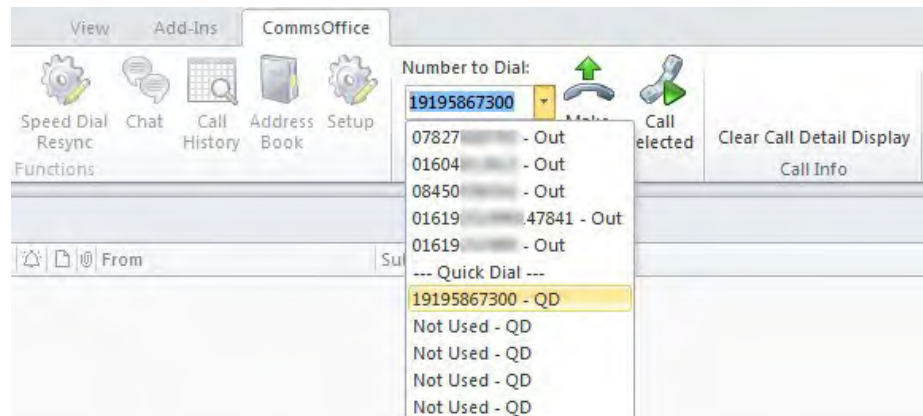
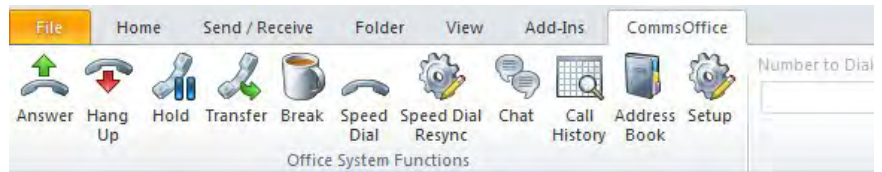
Technical Support
Installation and Setup
Maintenance
Application Support
Hardware Support
Guaranteed Warranty



The **Office Solutions Outlook Add-in** is compatible with MS Outlook 2010 onwards and requires a TAPI connection to the Telephone System. It provides easy access to multiple telephony features, recent calls and recent call recordings (if Office Compact or Office Ultimate Call Recorder installed).

A simple Call Statistics panel is displayed to the right of the Calendar. This will display headline information for site calls (all calls for that site) in both text and graphical format.

The panel can be temporarily hidden by clicking on the small chevron icon; this will slide the panel to the right extending the calendar display area. Reversing this action will reveal the panel again. Closing the panel with the [X] will stop it displaying until the user goes to another MS Outlook page such as Mail or Contacts. The panel will display again the next time they access the calendar page.



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