

# CommSouth Solutions

## Enterprise Directory Solution

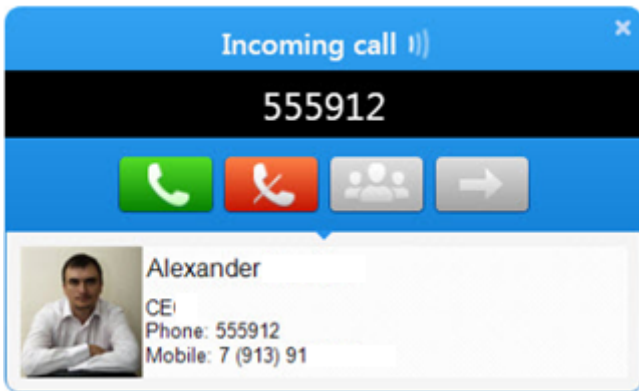
### Extended Caller ID on Cisco IP Phone Display



During incoming calls you receive detailed information about the calling party – name of employee, employee's position in the company, company affiliate and employee's photo.

Caller ID works for external calls as well, for example, displaying a company (or client) name, city, etc.

### Extended Caller ID on PC Display



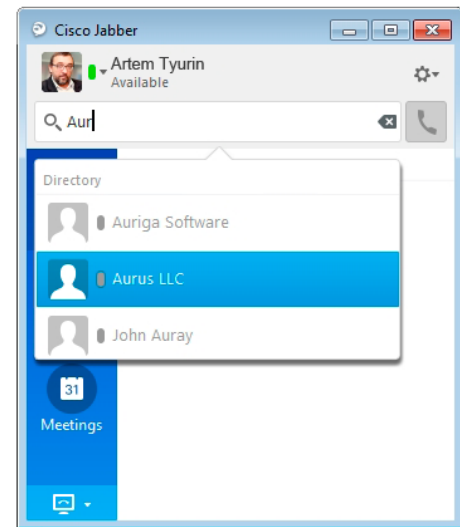
Employees with low-cost IP phones will benefit from "PhoneUP Agent" app that shows the Caller ID popup on the display of PC.

### Contact Quick Search and Presence

The contact search is available on Cisco IP phones and PC ("PhoneUP Agent" app) – just enter several letters of the employee or company name and you'll get all available phone numbers along with the presence status.

## Extended Directory for Cisco Jabber

Find **any** contact in Cisco Jabber – employees, clients, partners etc.



During the incoming call Cisco Jabber will show you the detailed **Caller ID Info** even if the call is external.

## Integration with any Data Source

The module contains a set of connectors for integration with external sources – AD, LDAP, IBM Lotus Notes, CSV, XML, CUCM, SQL DBMS. By configuring integration, you can provide automatic import of clients according to a specified schedule.

## Click-to-Call and DTMF support

"PhoneUP Agent" app will provide you with the intelligent click-to-call feature which normalizes the phone number and modifies it before placing a call.

The phone numbers you click may even contain DTMF extensions - this way, just by a single click, you call directly to the required contact without connecting to office reception.

## Missed Call Notifications

After returning to your work place, you will see a list of missed calls on your Cisco IP phone. The list includes employees' names or company names of the callers.

You'll also get the email or SMS notifications about every missed call. The notification message contains the caller name and phone numbers.

## Auto Redialing Feature

If a party you are calling is busy, activate the "Auto redial" option just by clicking one button on your IP phone and save your time.

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## Feature list

Caller ID popup for any internal and external incoming call:

- on Cisco IP phones with text and graphic display
- on the PC display ("PhoneUP Agent" app)
- in Cisco Jabber
- the Caller ID popup is fully customizable, may contain any contact info and photo

Contact search:

- on Cisco IP phones
- on PC ("PhoneUP Agent" app)
- in Cisco Jabber search string
- customizable search type for each field of the phonebook
- presence indication

Multiple phonebooks:

- global and personal phonebooks
- customizable structure of phonebook
- access to phonebooks is configurable for users and user groups
- personal phonebook may be integrated with MS Outlook contacts
- DTMF support

Import contacts from enterprise software:

- connectors available - AD, LDAP, IBM Lotus Notes, CSV, XML, CUCM, SQL DBMS
- field mapping
- scheduled import
- automatic phone number normalization
- filtering contacts during the import

Other features:

- intelligent click-to-call option
- extended missed calls interface on the IP phone
- auto-redial option

Supported environment:

- IP PBX: CUCM Enterprise / Business Edition
- Endpoints: Cisco IP phones, Cisco Jabber, Cisco IP Communicator
- Virtualization is supported
- Server OS: Windows server

