



intellicom | **intune** SoftClient Telephony & Contact Centre SoftClients Options & Feature List Brochure

Your Intelligent
Communications Partner



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Telephony & Contact Centre desktop SoftClient Options & Features

intellicom infuse Communicator SoftClient			
Key Features	Business Edition	Contact Centre Agent Edition	Call Center Supervisor Edition
Voice & Unified Communications Features			
Voice Calling	✓	✓	✓
Video Calling	✓	✓	✓
Voicemail	✓	✓	✓
Faxing	✓	✓	✓
Intellicom Telephony System Directory	✓	✓	✓
PBX Accounts	✓	✓	✓
Lines	Unlimited	Unlimited	Unlimited
SoftPhone	✓	✓	✓
Mobile phone number	✓	✓	✓
Office phone	✓	✓	✓
Any phone	✓	✓	✓
Office Phone Control	✓	✓	✓
Answer a call	✓	✓	✓
Hangup / Reject the call	✓	✓	✓
Switch between calls	✓	✓	✓
Transfer a call	✓	✓	✓
Hold / Resume call	✓	✓	✓
Redial	✓	✓	✓
Click to dial	✓	✓	✓
Mute	✓	✓	✓
Speakerphone Support	✓	✓	✓
File sharing	✓	✓	✓
Drag and Drop	✓	✓	✓
Instant Messaging by Chat	✓	✓	✓
Department Group Messaging	✓	✓	✓
Presence	✓	✓	✓
MS Outlook	✓	✓	✓
MS Exchange	✓	✓	✓
Apple Address Book	✓	✓	✓
Google Contacts	✓	✓	✓
Google Contacts	✓	✓	✓
Switch Phone	✓	✓	✓



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Key Features	Business Edition	Contact Centre Agent Edition	Call Center Supervisor Edition
Voice & Unified Communications Features			
Browser Integration	✓	✓	✓
E-mail client Integration	✓	✓	✓
CRM integration	Option	Option	Option
iTunes integration (OS X)	✓	✓	✓
IP Cameras Alarm/Surveillance	✓		✓
Personal Message	✓	✓	✓
Avatar	✓	✓	✓
Multilingual support	✓	✓	✓
OSC - Online Self Care	✓	✓	✓
Multi-Tenant compatible	✓		
Automatic updates	✓	✓	✓

Audio Conferencing Features

Dynamic Conferencing	✓	✓	✓
Static Conferencing	✓	✓	✓

Contact Centre System Features

Call Queue details			✓
Supervisor panel			✓
Closed Group Messaging Agent to Supervisor		✓	✓
Real time Call Monitoring			✓
Agent status and efficiency		✓	✓
Wallboard Display			✓
Custom Tab - link to 3rd party apps		✓	
Agent operations			✓

Supported Platforms

Microsoft Windows	✓	✓	✓
Apple OS X	✓	✓	✓
Ubuntu Linux	✓	✓	✓



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PCI Compliant Payment SoftClient Options & Features



PCI DSS Compliance

Desktop PCI Compliance Application providing secure Payment support during a live customer phone call

intellicom intone PCI Compliant Payment SoftClient	
Standard Features	Common Edition for all User types
PCI Compliance Features	✓
Call Recording Pause & Resume	✓
Silent DTMF Remote Application integration	✓
Compatible with any 3rd Party Payment or CRM application	✓
Supported Platforms	Common Edition for all User types
Microsoft Windows	✓
Apple OS X	✓
Linux	✓

intellicom | infuse API Module

Delivering bi-directional communication between compatible 3rd party applications such as electronic payment and CRM systems and the intellicom | intone Telephony & Contact Centre platform

