

Vision 80/20 Calendar Link

CALENDAR INTEGRATION

PRODUCT SHEET

Vision 80/20 Calendar Link gives the operator and users access to the organization's calendar activities in real time. A calendar booking can automatically set up a referral or close an extension. Combining Calendar Link with Vision 80/20 Auto Attendant makes several more useful voice-operated features available to you.

The Right Information at the Right Time

Calendar Link simplifies the flow of information throughout your organization and ensures your operator and employees have the right information exactly when they need it.

Calendar information is an extremely useful complement to the information the operator already gets via the presence and availability management system.

With both Calendar Link and Auto Attendant, users can easily perform tasks such as making appointments via telephone and quickly calling contacts from the Microsoft Outlook personal contact list.

Bookings Close/Forward Extensions

When a user adds a booking in the calendar, the relevant extension is automatically closed or forwarded as appropriate. The user chooses which calendar activities closes the extension.

When the presence and availability management system is connected to spoken presence messages to callers are automatically controlled by calendar bookings. For example, if you have set up the message "Gone for the day. Back tomorrow at 9:00", the message will automatically be updated the next day to "Back at 9:00", thus giving incoming callers the correct information.

Quick Facts

- **Calendar systems:** Microsoft Exchange and Office 365, iCal, Google Calendar, Novell GroupWise and Lotus Domino/Notes
- Replication is done automatically in real time. The operator and the organization always have the correct information.
- Calendar bookings forwards/closes extensions automatically. Two-way replication with Microsoft Exchange 2007, 2010, Office 365 and Lotus Domino
- Select which information you wish to be displayed/hidden for the organization and the operator.
- Voice-controlled services for voice-activated calendar booking and dialing via the personal contact list in Outlook.

Operator Always Up-to-Date

Automatic calendar replication allows the operator to inform callers when the person they are seeking will next be available. The operator can see, for example, if the person has several bookings and whether they are available the next day or the day after.

User calendars are shown in clear list or an image that resembles the calendar in MS Outlook. Via two-way replication, the operator can make bookings in user.

Scheduled or recurring activities are easily handled with Calendar Link for MS Exchange.

Information on Colleagues

To see information about colleagues, simply search the web-based interface "Vision 80/20 User Web" for the desired person. This displays a list showing the current booking and referrals as well as any future referrals. Calendar bookings can also be displayed graphically per day.

Display the Desired Appointments

Calendar Link is configured according to your company policies. We deliver Calendar Link with all calendar activities set as "busy" which also closes the extensions. There are a number of configuration alternatives for standard installation, which can be arranged for your organization. There is additionally the option to change settings for specific activities, such as hiding private appointments or setting these to close/forward the extension.

Book teleconference

Users can easily book a teleconference via their calendar systems. Enter the teleconference in the calendar booking, and the invitation with telephone number and code is then sent to all invitees. Your own calendar is naturally updated with this information as well.

Calendar Systems Connected to Vision 80/20

Vision 80/20 supports the following calendar systems:

- Microsoft Exchange 2007, 2010
- Microsoft Office 365
- iCal
- Google Calendar
- Lotus Domino/Notes
- Novell GroupWise

Voice-operated Services

If you already have Vision 80/20 Auto Attendant, the following functions are available:

- **Calendar.** Call and get the calendar activity read to you via the telephone. It is also possible to book new activities and invite people to meetings via email.
- **Personal contact list.** Make voice-operated calls to personal contacts from e.g., MS Outlook.
- **Booking.** Make voice-operated bookings of resources, meeting locales, cars, and other such items that can be booked via the calendar.
- **Teleconference.** Teleconference system with voice-operated booking and invitations via email and/or SMS. Provides the ability to record calls and print out transcripts.
- **Email.** Get your email messages read to you over the telephone. Then simply use your voice to forward, delete or answer these messages.

About Enhouse Interactive

Enhouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enhouse Interactive's integrated suite of solutions includes multi-channel contact centre with integrated attendant clients, rich presence management, self-service, visit management, statistics and billing. These solutions enable organisations to classify and respond to customers in the way they want: quickly, efficiently and successfully, with minimal effort.
