



VOIPOFFICE™
Communicator

Communicate more effectively

VoIP Office™ Communicator is a multi-platform softphone application that lets you use your computer or laptop to make voice and video calls. It's simple to acquire, use and setup and works with a variety of different devices and operating systems.

With Communicator, you can access your VoIP Office telephone system from your PC or laptop; greatly increasing productivity and giving you the option to work from anywhere.

As well as being able to use a USB headset, microphone or IP phone to make calls, Communicator provides you with a number of unified communication features that allow you to instant message, click-to-dial, manage voicemails and much more. Communicator can be fully customised to reflect your working habits, resulting in a bespoke application that is responsive to your personal requirements.



Collaborate with colleagues

Communicator allows your colleagues to collaborate more effectively, giving you a happier, more productive workforce. Below are some of Communicator's features that help your staff work better, together.



Softphone

Make and receive telephone calls using your computer, or take part in video conversations with other VoIP users.



Call management tools

View and manage voicemails and dialed, received and missed calls using your computer.



Device integration

Compatible with SIP phones and 3rd party mobile apps.



Instant messaging

Take part in on-screen text chats with individuals or groups.



Presence

See whether your contacts are available before you call them.



Contacts integration

Import contacts from Apple® and Microsoft® Outlook®.



Conferencing

Take part in audio conferences with multiple VoIP users.



Screen popping

See who's calling you with a pop-up window on your computer desktop.



CRM & browser integrations

Communicator seamlessly integrates with CRM systems and browsers bringing together the functionality and features of your phone system and inserting it into the applications that you use on a daily basis.



Firefox





Communicator's full feature list

	FREE	BUSINESS	OPERATOR	CALL CENTRE
DEVICES				
Any SIP phone integration	●	●	●	●
Mobile phone integration	●	●	●	●
Polycom		●		●
SOFTPHONE				
Phone accounts	1	Unlimited	Unlimited	Unlimited
In-text dialing	●	●	●	●
Multiple phone lines	1	Unlimited	Unlimited	Unlimited
CallerID display	●	●	●	●
Notifications display	●	●	●	●
On hold button	●	●	●	●
Voicemail button	●	●	●	●
Call parking button	●	●	●	●
DND	●	●	●	●
Call history	●	●	●	●
Simultaneous calls	1	Unlimited	Unlimited	Unlimited
Call pop-up	●	●	●	●
User avatar image	●	●	●	●
Phone status	●	●	●	●
Dial voicemail	●	●	●	●
Call monitor		●	●	●
Call on available		●	●	●
VOICE & VIDEO CALLS				
Phone calls	●	●	●	●
Video calls	●	●	●	●
Redial	●	●	●	●
Speed dial	●	●	●	●
Call transfer	●	●	●	●
On hold	●	●	●	●
Call recording		●	●	●
Call on available	●	●	●	●

	FREE	BUSINESS	OPERATOR	CALL CENTRE
VOICE & VIDEO CALLS				
DUNDi global network		●	●	●
Noise reduction	●	●	●	●
Auto answer		●	●	●
Speaker phone paging		●	●	●
IVR		●	●	●
CONFERENCING				
Audio conferencing		●	●	●
3-way SIP conference		●	●	●
Dynamic conferencing		●	●	●
View system conferences		●	●	●
View participants		●	●	●
Invite users		●	●	●
Kick/mute		●	●	●
User status		●	●	●
INSTANT MESSAGING				
Instant text messaging	●	●	●	●
Micro blogging		●	●	●
Group chat	●	●	●	●
Nudge	●	●	●	●
Group chat notification	●	●	●	●
Instant group chat	●	●	●	●
Chat from call	●	●	●	●
Call from chat	●	●	●	●
Contact sharing		●	●	●
Emoticons	●	●	●	●
Auto rooster management	●	●	●	●
Contact info	●	●	●	●
Inactivity status	●	●	●	●
Privacy management	●	●	●	●
Kick out actions	●	●	●	●
IM personalisation	●	●	●	●
SSL encryption		●	●	●
Set user alias	●	●	●	●
CONTACTS				
PBXware directory	●	●	●	●
MS Outlook contacts	●	●	●	●
Apple Contacts	●	●	●	●
Sorting	●	●	●	●
Favourites	●	●	●	●
Contacts search	●	●	●	●

	FREE	BUSINESS	OPERATOR	CALL CENTRE
PRODUCTIVITY				
Drag & drop actions	●	●	●	●
Faxing		●	●	●
In-text dialing	●	●	●	●
Speed dial	●	●	●	●
Call from browser	●	●	●	●
File sharing	●	●	●	●
Show always on top	●	●	●	●
Notifications	●	●	●	●
Selectable codecs		●	●	●
Multilingual support	●	●	●	●
INTEGRATIONS				
Call form Outlook	●	●	●	●
Outlook contacts info	●	●	●	●
Presence in Outlook	●	●	●	●
Outlook Calendar	●	●	●	●
Send email from Outlook	●	●	●	●
MS Exchange		●	●	●
CRM integration	●	●	●	●
Generic URL	●	●	●	●
iTunes	●	●	●	●
DIAGNOSTICS				
Monitor extensions		●	●	●
Network statistics	●	●	●	●
SIP debugging info	●	●	●	●
XMPP debugging info	●	●	●	●
VPN status		●	●	●
CALL CENTRE FEATURES				
Agent panel				●
Call queues				●
Queues management				●
Alerts & threshold				●
Wallboard				●
Queues monitoring				●
Agent status				●
Agent pause				●
Quality of service				●



New to VoIPOffice™ Communicator?

Never experienced the benefits of a unified communications platform?

If you have never experienced the benefits of VoIPOffice Communicator, contact your account manager today by calling 0345 557 6100 or visit our website www.telappliant.com