

ZCC Instant Messaging

Leverage the immediacy of powerful real-time communications



Choose the best tool for the job

And get instant response

Instant Messaging is making inroads into the business world as yet another useful tool to quickly contact colleagues, respond to customer queries, or make your contact center more responsive. And for very good reasons. An email may end up in an overflowing Mailbox, where it won't get answered until the next day. Texting (SMS) has its limitations. And phonecalls can easily lead to endless voice mail exchanges.

So, as ever larger numbers of businesses add IM to their array of communication media - to connect with over 100 million IM users around the world - it is turning into an indispensable part of any corporate Unified Communications solution.

Key Benefits

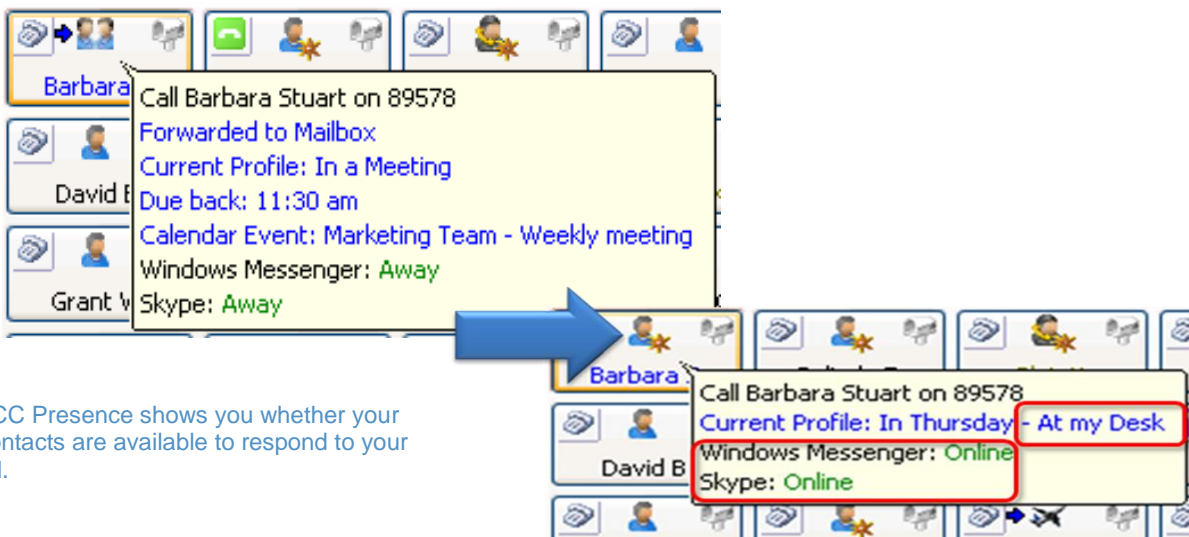
The IM functionality that's an integral part of *Zeacom Communications Center (ZCC)* gives you the opportunity to see at a glance in Skype, MSN Messenger, Windows Messenger, or Live Messenger whether somebody is actually online, and then quickly engage in a rapid-fire exchange of information until your issue is resolved. If you have a customer on the phone with a difficult question, you can multi-task and IM a colleague expert to help out. You're adding yet another level of immediacy to your communications.

- Choose the appropriate communication media, with a single click
- Resolve issues quickly and easily
- Make communicating less time consuming
- Avoid delayed communications
- Increase efficiency
- Improve productivity
- Do better business, more quickly

Features

As a Unified Communications solution, IM combined with *ZCC Presence* provides a wider, enhanced view of users' availability – outside and inside the organization. Because ZCC Presence analyzes phone and desk activity, your view of users' availability is real, and not based on whether they logged in some time during the day. This way, you can take advantage of the immediacy of real-time communications, without wasting time.

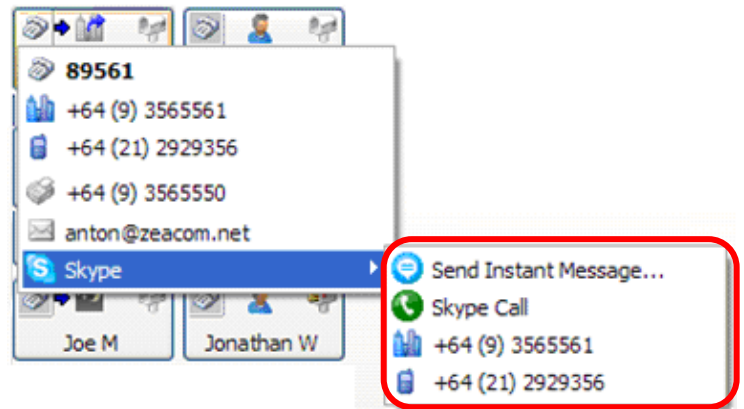
- Create a highly responsive organization
- Respond in real time, with immediate replies
- Enable your contact center to deliver faster, better customer service
- Enable multi-tasking - Let staff fetch the expert, while talking to a customer



ZCC Presence shows you whether your contacts are available to respond to your IM.

Key Functionality

- With the IM application already enabled on the user's desktop - users and organizations can use their preferred, familiar IM platform
- Integration with ZCC Presence results in a view – inside your Presence screen - of IM users' availability outside and inside the organization
- ZCC Presence analyzes phone / desk activity, so that the view of users' presence reflects real-time availability
- IM is integrated with *ZCC Contact Centre* functionality to improve the organization's ability to communicate and resolve customer issues
- Initiate outbound chat and calling via the *ZCC Desktop / ZCC Executive Outlook*
- Add Skype or Windows Messenger details to your external *ZCC Phonebook* contacts and display them as easy-to-manage ZCC Presence buttons
- Let administrators use ZCC to configure site preferences and security, and select which classes and users can perform specific IM integration functions
- A simple ZCC Desktop / Executive Outlook wizard helps you set up integration during installs / upgrades
- At start-up, ZCC Desktop / Executive Outlook recognizes whether you are running Skype or Microsoft IM
- Because ZCC is integrated with best of breed applications like Skype, Windows Messenger, Live Messenger and MSN Messenger, you can always take advantage of the latest technical developments provided by the market leaders – Such as videoconferencing through Skype



Sending an IM, or making a call, is as easy as scroll and click.

Required Modules

Each ZCC IM user requires one of the following applications*:

- ZCC Agent Desktop
- ZCC Executive Desktop
- ZCC Executive Outlook

* For detailed information on each of these modules, request the respective ZCC Whitepapers or Fact Sheets.

Licensing

ZCC IM integration is delivered as part of the ZCC suite of functionality, and no additional license is required.

More Information

If you are interested in ZCC Instant Messaging, you may also want to find out more about functionality such as ZCC Presence or Mobility.

For the full story on how a Zeacom Communications Center solution can unify your business communications, visit zeacom.com

To request a live ZCC demonstration, contact your Account Manager or visit zeacom.com