

# UCPLUS SERVICES

The UC Plus service provides a connection from the customers PC/CRM system to the Hosted Telephony Platform. There are 3 different Licenses available depending on the functionality you require.

## UCPLUS - SITE LICENSE

A site license will be required for all license types.

## UCPLUS - EXPRESS LICENSE

UC EXPRESS is the entry license to our integration offering, however as standard offers Desktop call control, Presence, Messaging, Dialling and integration into Outlook, Lotus Notes and Google Contacts & Places. This does not allow integration into CRM systems and Databases.

These licenses are PC and Mac compatible.

## UCPLUS - FUSION LICENSE

The UCPLUS Fusion License provides integration into many of the most popular CRM solutions in the market place as well as all of the functionality associated with the UCPLUS – Express license. Other more bespoke CRM systems and databases may be supported, if the one your customer has is not listed below please [click here](#) for more information as well as for the features that are supported on the version of the software your client has.

These licenses are PC and Mac compatible.

*(When buying a Fusion license you receive the features of the Express license included below are the applications that Fusion licenses integrate with).*



## UCPLUS - OPERATOR CONSOLE LICENSE

The UC PLUS Operator Console offers receptionists in busy environments the information required to answer calls quickly and professionally and with a huge amount of live information available at a glance.

Inbound calls can screen pop a database or CRM record to give a script or general information about the caller which is ideal for multi-tenant office environments.

Options to answer, hold and make calls, choose various functions to be driven via mouse, keyboard or even touch screen mode can be enabled.

## Remote Installation

For Non Standard Installations / Partner integrations a remote installation may be required.

The remote installation will include set up and testing of the application integration on a single existing user PC.

Please contact us for further information.

