



## intelligent Mobile (iM) is a fully integrated mobile application enabling users to access corporate PBX functionality from the mobile phone

Business use of the mobile phone has increased steadily over the last decade. Until now mobile phone users have been denied access to most of the functionality available at a corporate PBX telephone extension. On the occasions when access to these corporate phone system features and telephony applications have been available, they have typically been accessed by a set of key selections that must be remembered by the user.

With the iM, a simple-to-use menu-based interface provides easy access without the need for any training. Available for use by existing TeleWare hosted and on-premise system users.

### Key Features of intelligent Mobile

- Intelligently sends voice calls via the preferred route. This could be either the most cost effective or for Call Recording.
- Transfer facility to move calls to another user's number or to another phone registered to the user, for instance, to transfer a mobile call to an office or home phone in the vicinity.
- iM runs on many popular Nokia E-series, N-series, Windows Mobile 6 and BlackBerry devices.
- Seamless integration with device UI – no change in user behaviour is required.
- Includes generic, easy to brand UI.
- Support for business and personal modes whereby business profile can be turned off.
- Mobile access to rich PBX functionality including:
  - Short-code dialing
  - Call-holding
  - Call-transferring
  - Conferencing
  - Call Recording

### Key Benefits

Enables **call cost savings** using least cost routing.

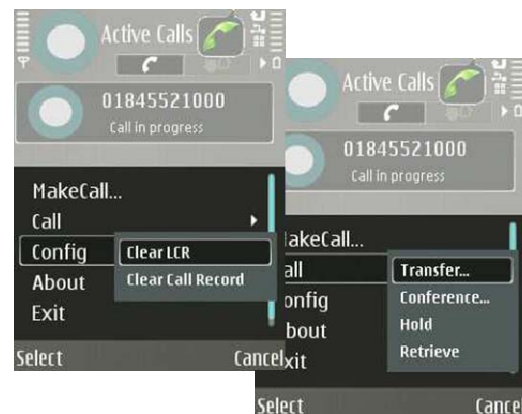
Delivers **quality telephony system applications** from a menu without the need to change handset

One device, one number, feature-rich telephony – **convergence without compromise**

Enables **call recording** on the mobile phone

**Intuitive** menu-driven interface

Suitable for a **wide range** of mobile handsets



### Associated Products

intelligent Number  
Private Mobile Office (PMO)  
Private Mobile Extension (PME)

## Corporate Phone System Applications on the Mobile

Mobile users have, until recently, had very little choice over how their telephony services are provided. However, there is now much greater choice using the intelligent Mobile client from TeleWare. An easy-to-use menu provides customers with access to these business telephony features from the mobile:

- Call recording services on the mobile phone for both incoming and outgoing calls.
- Cost savings through least cost routing.
- Ability to put calls on hold.
- Transfer facility to move calls to another user's number or to another phone registered to the user. For instance, to transfer a mobile call to the home phone when arriving at the house.

### Least Cost Routing (LCR)

A key feature of the iM application is Intelligent Call Routing (ICR) which provides the capability to capture all calls made on the handset and route them by particular priorities such as 'least cost' or 'highest quality'. These options are entirely configurable to customer preference.

A setting on the application menu enables Intelligent Call Routing and allows the user to make calls over a chosen route/network and therefore gain the benefit of making calls at comparatively lower tariff rates. All settings are pushed via the TeleWare server and routed accordingly to predefined routing rules and cost-based parameters. The LCR can be used for all calls, or on an ad hoc basis to activate for a specific call. This is, typically, used to route calls to expensive international and non geographic numbers while leaving the in tariff calls as they are.

### Conferencing

The ability to conference in other users from the mobile is both simple to use and fully integrated into the device platform. This enables instant conferencing without the need to pre-book. The intelligent mobile conferencing option provides a cost effective solution compared with typical bureau services as there is no set-up charge for each conference and no premium per minute charges for connected parties.

### Call Recording

A menu based option allows you to record your business critical calls from your mobile phone. The call recording option can be set to record all calls automatically or invoked by a user on an ad hoc basis. Upon completion of a call, the recording is converted into an audio file that can be received via voicemail. It can also be stored and accessed online using the iCR web interface.

Call Recording provides peace of mind, it can be used to enhance understanding of the customer experience or to identify staff training needs. Intelligent Mobile ensures that call recording an affordable solution that eliminates the need to purchase expensive on-site recording equipment.

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