

## Consilium UniPresence™

Rich Presence, Enhanced Collaboration & Intelligent Mobility

# Enabler of Unified Communications & Collaboration in the Enterprise

### About Consilium Software

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium’s solutions enable companies to improve communication flows, transform business processes and increase business efficiency.

### The Consilium Advantage

Consilium uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. The Consilium team is comprised of management, advisers and delivery leaders who have significantly shaped the global contact center industry for the last 20 years.

### For More Information

If you are interested in learning more about how Consilium UniPresence™ can help you, please write to [info@consiliuminc.com](mailto:info@consiliuminc.com) or visit [www.consiliuminc.com](http://www.consiliuminc.com).

### Contact Us

Consilium Software’s global corporate headquarters is located in Singapore, in the heart of the Asia-Pacific region, with significant presence in Greater China, India and Philippines.

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**UniPresence™** is Consilium Software’s Unified Communications (UC) product for enhancing enterprise communication & collaboration. By enabling integration of the desktop with the enterprise telephony environment, UniPresence™ improves productivity and reduces operating costs. Enterprises get the UC edge with rich presence, collaboration and mobility features in an appliance that takes only two days to implement.

### Rich Presence

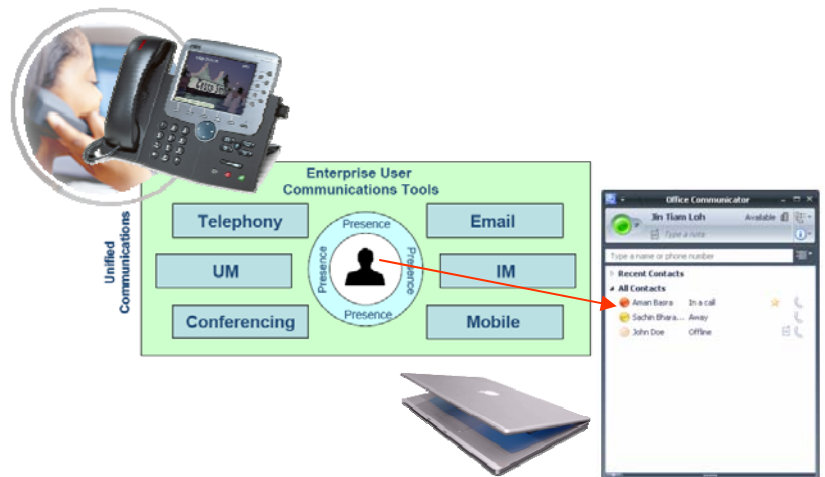
Presence provides an indication of user status in real time. UniPresence™ takes it a step further by integrating presence information from multi-vendor telephony equipment and enterprise instant messaging (IM) services. This “rich” presence is aware of the user’s phone status, allowing staff to reach one another on the first try, instead of having to leave and retrieve voicemail.

### Enhanced Collaboration

With UniPresence™ the desktop is the launch pad for all communications – make, accept and conference calls as well as text-chat from the same unified tool, click-to-call from frequently-used applications, and email integration. The result is faster communications, easier and cost-effective collaboration between employees, customers and partners.

### Intelligent Mobility

UniPresence™ allows the user to see and control incoming calls from any location in real time. It can also intelligently reach the user at the closest device, allowing single-number reach based on presence and location settings. In addition, users can make and receive calls on a soft-phone on their computer when away from office, using the office PBX thereby reducing the use of expensive cell phone auto-roaming and international (IDD) calls.



### Benefits

- Presence to turn knowledge workers into on-demand experts
- Enable communication & collaboration across sites & functions
- Intelligent mobility to reach the user at the closest device
- Improve First Contact Resolution (FCR).
- Leverage existing infrastructure, ensure interoperability