

Office Communicator enables employees to find the right person quickly and be able to connect with them in the most effective way. These features are available with Office Communicator from Outsourcery:

### **Presence**

Your colleagues can quickly see if you're busy on a call, in a meeting or on a video conference. They will know when your status is 'Do Not Disturb' or if you're ready and able to communicate. Being empowered with this information can increase productivity.

Presence can be viewed in Outlook, Office Communicator or on your mobile device and works by monitoring your calendar to see if you're in a meeting and your computer for keystrokes. So if you haven't used your mouse or keyboard for a while it, shows you as inactive.

### **Presence access levels**

It is possible to change the levels of access for your presence and contact information. For example if someone is flagged as a member of your "Team", these contacts get access to features such as the ability to contact you when you are in "do not disturb" mode, which is ideal if you're in a meeting but are available to respond to an urgent instant message. Other access levels such as "Company" can see work contact information plus basic schedule and availability, but not all your contacts for instance.

### **Contact tagging**

Allows you to tag a contact that is unavailable and as soon as their status changes, you're notified so you're not constantly ringing them in the hope they have returned to their desk.

### **Instant messaging**

Simply click on a contact within Office Communicator to chat immediately, either on your PC or mobile device. Alternatively in Outlook, if you're reading an email and decide you want to chat to the contact, you can right click on their name and enter directly into instant messaging. You can also send a document via instant messaging to reduce the number of emails in your inbox. Using instant messaging in your organisation is efficient and cost effective. Questions and problems can be resolved quickly through real time communication – even customers can benefit from faster and more efficient internal communications, giving them answers almost immediately and eliminating the need and cost to call the customer back. It also increases you teams productivity as you can hold a conversation with three of more people at a time.

### **Escalate to different modes**

If you're in an instant message 'chat' and decide you need to speak to the contact, you can click to escalate the conversation to a desktop share or a video conference for 'face-to-face' communication.

### **Audio Conferencing**

This allows you to voice chat 'PC to PC' with other contacts in your organisation. You can access this through Office Communicator or right click a contact on email from your Outlook and select to 'Call' them. You can hold a call with one or multiple people (up to 10 people subject to customer bandwidth restrictions) which is ideal for a quick meeting to resolve issues or gain agreement.

## Video Conferencing

Video/voice conference 'PC-to-PC' with other contacts within your organisation, which is an ideal replacement for 'face-to-face' meetings without having to leave your desk or find a meeting room. This is especially useful for businesses which have multiple sites or remote workers, all of who can join a voice/video conference from wherever they are based. This reduces travel and accommodation costs, petrol costs and insurance premiums, not to mention the most expensive element, your time. You can have up to 10 people on a video conference (subject to customer bandwidth restrictions).

## Office Communicator Live Meeting

Live meeting's can be easily initiated through Outlook or Office Communicator, from an active conversation through to a meeting request. Cost savings are made from not only the time and expense of attending meetings but in the cost of implementing expensive stand-alone conferencing facilities. Meetings become as effective as 'face-to-face' meetings by incorporating rich media and video to engage employees.

Live Meeting can be started from Office Communicator or Outlook, or can be scheduled in using the "Schedule a Live Meeting" function in Outlook, which sends a meeting request to all participants to ensure it's in everyone's calendar and has the capability for up to 10 users at one time (subject to customer bandwidth restrictions). Features include:

- **PowerPoint** – uploading and sharing presentations on Live Meeting which is ideal for training, meetings and holding team meetings
- **Application & Desktop Sharing** – you can give control of your desktop to another contact in the meeting, which is ideal if you have two presenters in different locations. It's also ideal for joint working on a spreadsheet, preparing a presentation or even giving your in-house IT support team access remotely to your PC, to diagnose any issues
- **Web page** – sharing web pages that can be viewed by all participants which is ideal in training scenarios, to show delegates where to find valuable information
- **Handouts** – give the attendees on the Live Meeting access to slides at the end of a presentation which means you don't have to email them out
- **Whiteboard** – a place for free-form drawing and writing in a common shared space
- **Polling** – the ability to create questions and answers, and compile and share responses from participants which is ideal for getting feedback instantly on a training session
- **Q&A** – asking and answering questions during a meeting
- **Record** – you can record a full presentation, meeting or training session and save it to your desktop or online for other colleagues or customers to access.

To get started with Office Communicator today, call us on 0844 847 9667 or [click here](#) to sign up now.