

FLEXICALL FREEDOM



BRIDGING YOUR DESK AND MOBILE PHONE



FlexiCall



You can always be reached at the office

The FlexiCall software feature turns employee mobile and remote telephones into virtual extensions of the Coral IPx telephone system, regardless of location or wireless service provider.

With FlexiCall, no matter where you are, a single phone number and mailbox are all you'll need to handle your business calls. FlexiCall integrates your desk phone and mobile number to make sure you have a chance to answer every call. With the ability to ring both your mobile and office phone simultaneously, you no longer have to worry about missing a call when away from your desk.

Features



- Improved mobility - extends the features including voice mail, call transfer and caller ID to remote users as if they were on site, keeping mobile workers in contact with customers at any time.
- Increased customer satisfaction - eliminates long on-hold times and phone tag by simultaneously ringing desk phones and remote destinations.
- Increased productivity - enables sales staff and mobile professionals to respond to inquiries and make decisions on the spot.
- Improved time management - centralised voice mail saves time by eliminating the need to manage multiple voice mail accounts.
- Fewer missed opportunities - greater call completion reduces the loss of time-sensitive calls to the sales department while permitting maximum flexibility.

Here's how it works:

1. Activate FlexiCall from your display phone and set up your mobile phone (or other remote number) as the second number.
2. Select whether or not internal calls also invoke your mobile phone, or just external calls.
3. When a caller dials your desk phone, your phone will ring normally. Starting on about the third ring your mobile phone will also start to ring. If neither is answered, your office forwarding (usually to voice mail) will take the call.
4. Answer either phone. The Caller ID of the outside caller will be sent to the mobile phone to let you know who is calling.
5. If you answer the call on your cell you still have access to the office telephone features, you can simply dial a 2 digit code for these options: *1 – place a new call, *2- transfer the current call, *3 – call divert to a Coral IPx telephone, *4- enable IVR/voice mail, *5- transfer the call to your desk telephone, *6- record conversation (requires Coral Navigator).

Freedom

In-office features from your mobile phone

Do you need to connect your traveling or remote employees into the organisation?

Coral Freedom allows you to extend the Coral IPx system to users via their mobile or home telephones.

Coral Freedom gives today's mobile workforce a very powerful tool without sacrificing security. Freedom authenticates users based on an ANI (Caller ID) programmed into the Coral. An employee may either call their own DDI number and automatically access system features, or for an additional layer of security, a password can be required for authentication. Once the user is authorised, they now have access to many of the advanced Coral IPx telephony functions that would be available to them on their office phone, such as System Paging, Multi-party Bridged Conferencing, FlexiCall control, outbound local and long distance calling with system Caller ID and Call Detail tracking, and many more. You never have to be afraid to return a call from your mobile phone. With Freedom, the party you are calling will see your office number as the inbound caller ID. The office is truly extended to your mobile (or other remote) phone.



Benefits of Coral Freedom:

- Works with any carrier's mobile phones.
- Also works with your home phone.
- Pick up callers waiting on a page (park) queue.
- Page a co-worker inside the building.
- Use the company network for toll savings.
- Display the office phone number as your CID.
- Call accounting package will track your call so you can bill.
- Eliminate the need for local OPX lines.
- Employees don't need to use private mobile numbers.
- Change your FlexiCall settings.

Redirect your business

Use your mobile phone (speed dialing capability) to redirect all your office calls to another location or co-worker by pressing of a single digit or a voice command.



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