



Advanced Call ManagementSM
The Next Generation in Unified CommunicationsSM

Unified Communications



Optimum Communications Management



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Optivon serves business professionals who need superior control of calls and messages.

Unified Communications is the cornerstone of your Advanced Call Management suite of services. This sophisticated service, which each professional can easily customize, turns call and message management into a best practice.

How Unified Communications works

Each Optivon client in your company has a unique phone number and password access to a secure Web portal. At the portal or by phone, the client can access and manage all voice messages and e-mail accounts.

How you can use Optivon's Unified Communications

1. Establish your priorities. Set up how you want to handle calls according to caller's ID, time of day, day of week, or a range of dates.
2. Define how you can be reached. You can selectively define how the incoming call should be routed: Sent to another phone number because the primary number is busy or you do not answer; sent to voicemail; or blocked. For important callers, use advanced "find me" rules. By enhancing your Unified Communications service with Optivon's Personal Agent service for on-call assistance, you can also direct certain calls at any time to Optivon's skilled personal agents for specialized handling.
3. Access messages at the time and place of your choosing. View your e-mail. Listen to your voicemail. Forward voicemail to e-mail.
4. Respond to messages that count. No more missed or mishandled messages. Deal with important issues when they arise, not hours later when time is finally available for checking the day's messages.
5. Originate conference calls. In every business, collaboration is critical. Sometimes at moment's notice, you need to discuss matters with a group of people in different places. Optivon's Unified Communications service gives you a powerful tool for setting up on-demand or scheduled conference calls.
6. Manage your unified inbox. The Unified Communications service has a powerful and comprehensive feature set. Compose, save, forward and organize messages in personal folders. Browse your calendar. Manage personal greetings, routing and billing information. Integrate your Optivon inbox, calendar and address book with Microsoft Outlook.



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