

UCedge® Client Enhancements

The Toshiba UCedge client is an all-in-one application which addresses several business needs. This latest release of UCedge software, version 2.5 includes the following major enhancements:

- Enables ACD Agents and Supervisors to log in to the ACD remotely using their cell phones, tablets or PCs using UCedge.
- Enables Supervisors to use Contact Center features from the UCedge client.
- UCedge for Windows® and Mac® computers supports the built-in softphone so that the user can take advantage of the Toshiba IP telephone's advanced features.
- Essentials supports the basic operations with the UCedge license included in the system.

Contact Center Features

UCedge provides features for Contact Center Agent and Supervisor operations. Through its built-in softphone, an agent or a supervisor can take an ACD call anywhere. Supervisors can always see the group status and contact agents through instant messaging.

The UCedge client also enables pairing the desk phone with the tablet or PC/Mac to control the operation while using the desk phone for the call.

- **Agent / Supervisor Login** – Agents can login to all groups or selected groups from the UCedge client application. The Supervisor has the option of either taking or not taking ACD calls.
- **Agent status change** – Agent's status can be automatically changed when taking ACD calls. Agents can change their Available/Unavailable status for the break and other non-call associated tasks.
- **ACD call handling including wrap-up** – Agents can answer the call, hold/retrieve the call, and transfer/conference the call through the UCedge GUI. It also supports the after-call wrap-up operation.
- **Call Notes to associate the information with the call** – Agents can type notes associated with a call so that the agent can review the call notes later. Notes are accessible from the History after the call is done.
- **Broadcast to ACD group members** – From the ACD Group menu, Agents and Supervisor can send broadcast messages to all the members of the ACD group immediately in case of emergency or to communicate important notifications.



- **ACD Real-time display** – Number of calls in the queue and/or waiting time is available, and status of all the agents in the group can be viewed.
- **ACD Warning** – By setting the criteria, the warning message and tone can be provided by UCedge client so that agents and supervisors can react to the problems quickly.
- **Agent Help** – Agent can send the Help call request to the Supervisor. Agents can also send instant messages to supervisors and agents as needed.
- **Supervisor Monitor** – Supervisor can monitor an agent's call for quality assurance, agent evaluation, and other purposes.

Notes

- UCedge Contact Center feature supports Toshiba's web callback feature. Chat Contact Center feature is not supported. Please use Call Manager for the Chat contact center support.
- ACD Supervisors using iPhone® 5s may show a blank screen when the device wakes up from sleep mode. If this happens, logout of UCedge and login again.
- Supervisors can only log in to ACD from one device at a time.
- For best results, ACD Agents using iPhones should activate "Vibrate on Ring" under Settings > Sounds.
- Answer/Hangup button on the headset does not work with UCedge softphone. Headset users should answer or disconnect the call from the application. On Windows or Mac, the user may also need to operate the answer/hangup button on the headset to connect the audio path.

UCedge Windows/Mac Softphone

UCedge provides built-in softphone features for Windows and Mac. These are the same set of phone features included in the Android and iOS. This now includes the G.729 codec support.

UCedge Essentials

Toshiba now offers two versions of UCedge: Essentials and UCedge. Essentials operates on the UCedge/Call Manager standard license (CM-STD1) and provides a subset of features.

When the user logs in to UCedge, the user can select UCedge (full set of feature with I-UC-CLIENT license) or Essentials (reduced set of features with CM-STD1). UCedge can be set to Automatic. In this setting UCedge tries to use UCedge first and reverts to Essentials if the license is not available.

UCedge Essentials Features

Corp Contact – A user can make a call to another user in the system using the Corp Contact as the directory. Presence and Instant Messaging is not available.

History – Call history is available natively.

Callback/Call through (smart phone only) – Callback/Call through feature allows UCedge clients to make calls and send their office phone DID number. Office extensions can also be dialed directly.

Visual voice/fax mail – The user can see the list of voice and fax mail and playback or respond to them from the UCedge client.

Greeting and routing management – Greeting can be recorded and changed from the UCedge client, and the user can change the Follow-Me activation and/or destination from the UCedge client.

Call Alert/In Call menu – For missed calls forwarded to Messaging, Follow Me calls and Callback/Call through calls, the UCedge user is able to transfer the call to another extension or record the call using the Call Alert and In Call menu.

Note If Automatic is specified in Net Server, all the devices for the user will use the same license without consuming an extra license. If Local license is specified in Net Server and multiple devices have both UCedge and Essentials, each device will use the specified license on that device.

Usability Enhancements

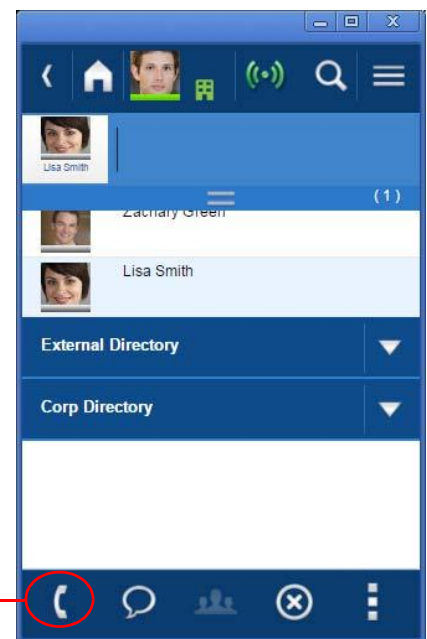
Make Call and Transfer/Conference operations have been modified to provide a more intuitive user experience.

Make Call

By simply taping the Phone icon (shown right) to make a call, the UCedge client selects the default line (prime or phantom DN) and the default destination (Extension, Home, Work, Mobile phone number). Transfer

Transfer, the default transfer mode (unscreened or screened) will be selected. The default operations can be changed from the Settings menu. Users can make changes to these operations on the fly by using a long tap (for iOS and Android devices) or double clicking (for Windows and Mac computers). This will display all options for making or transferring that particular call.

Phone icon



System Requirements

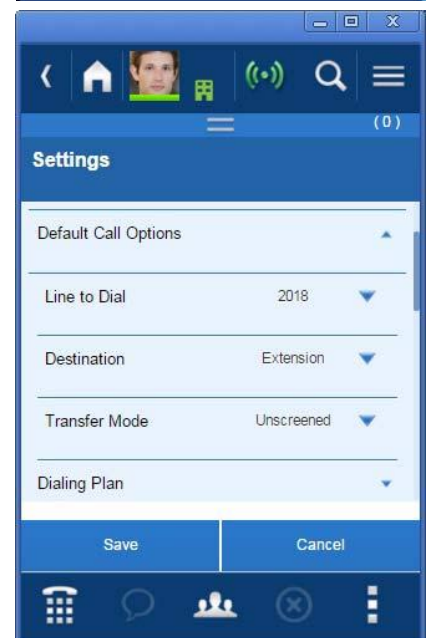
Client Requirements

UCedge for Android

Android OS: 4.x or above

The user experience may be different depending on the device and the carrier. The following devices have been tested:

- Samsung Galaxy Nexus
- Samsung Galaxy S5/6
- Samsung Galaxy Note III



UCedge for iOS

iOS: 8 or above

The user experience may be different depending on the device and the carrier. The following devices have been tested:

- iPhone 5/5S
- iPhone 6/6S
- iPad 2/3
- iPad Air/2
- iPad Mini 2/3

UCedge for Windows

- Windows OS: XP, 7 (32 and 64 bit), 8, 8.1, 10, Terminal Server
- Chrome browser version 39 or later

UCedge for Mac

- Mac OSx 10.9 or above
- Chrome browser version 39 or later

Server Requirements

IPedge Server Requirements

- Minimum requirement: TGZ 1.6.2.359
- IPedge software release 1.7.1 or later is recommended.

Strata CIX Requirements

- Strata CIX requires the latest software release.
- The IPedge Application Server is required with the following software:
 - Minimum requirement: TGZ 1.6.2.359
 - IPedge software release 1.7.1 or later is recommended.

VIPedge Server Requirements

- VIPedge version 1.6 is required.

License

Each UCedge client with the full set of features requires the client license (I-UC-CLIENT). If the same user logs in from multiple devices including Windows and Mac PC, only one license is required. Up to three devices are supported.

UCedge Essentials requires the CM-STD1 license and a user license on the server. These are bundled together in the I-USR-STD license.

VIPedge users do not require a separate license as the user subscription includes the UCedge license.

Installation of UCedge

UCedge for Android is available from Google Play for free download.

UCedge for iOS is available on App Store for free download.

UCedge for Windows/Mac is available from Chrome App Store for free.

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