



## Five Must-Have Tools for Your Virtual Workspace

The ability to communicate more seamlessly via powerful collaboration and mobility solutions has allowed the business community to be more productive than ever, overcoming the dispersed nature of its workforce.

### Versatile Softphones



With cloud-based phone systems, workers don't even have to own a physical phone in order to make and manage calls. Effective software-based phone systems allow users to simply open the application and make calls with a click of a link—eliminating dialing (or misdialing), and painful searches through a separate directory to locate numbers.

### Extension Management



Workers in an office setting can easily apply rules such as "do not disturb" to their lines with one-click. Extension rules can be changed with little effort using a mobile app, allowing the user to manage calls within or outside the office. An effective softphone will incorporate other tools such as contact management, call history records, and recorded voicemail.

### Presence Management



Through this feature, workers can view the real-time status of anyone in the company. The system shows who is available to take a call, who is not at their desk, and who is busy. These insights allow users to transfer calls to the team members who are readily available, resulting in swift and effective call resolution and increasing customer satisfaction.

### Attended Transfer



These tools allow users to select different methods for transferring calls. For example, an attended transfer feature allows the employee to speak to the caller first, while a "blind transfer" feature sends the caller to another destination with just a click. Users can also apply rules that automatically direct calls to a specific extension if theirs is busy, such as to an assistant, or to a co-worker with specialized expertise.

### Mobile Apps



Easy-to-use applications let workers who are out-and-about view their call histories, retrieve their office voicemails, and take advantage of many of the same functionalities that they can in the office. A huge advantage of mobile tools: Users can make calls from their cell phones that appear to be generated from the regular office. Clients and business partners are none-the-wiser about their actual whereabouts.