OFFICELINX™ 9.1

Next generation communication solutions

Esna Officelinx 9.1 is a comprehensive, cloud-enabled unified communications and collaboration platform. With Officelinx you choose the right communication solution for your organization. Officelinx offers:

▌ **Unified messaging with voicemail that integrates voice and fax messages with email and social collaboration applications from Google, Microsoft, IBM, Jive and others**

▌ **Real-time communication applications like voice and instant messaging (IM) communications, presence, click-to-call, voice conferencing, and geo-location mapping integrated inside business applications like email and CRM**

These solutions offer next generation communication features that improve collaboration and boost productivity. Officelinx interoperates with any SIP or TDM based PBX or phone system and is purposely built to work across multiple PBXs simultaneously. It is available for Windows and for Mac as well as Android, iOS, Windows Phone and Blackberry smartphones and tablets. With Officelinx you choose how to connect, communicate and collaborate with others using the applications and devices of your choice.

COLLABORATE IN ANY WEB APPLICATION

Connect, communicate and collaborate with others in any web application or web page. With Officelinx and Esna's iLink Pro Chrome browser extension you have instant access to real time communication tools like IM, voice communications, click-to-call, presence and location sharing right from the Web, without any software.
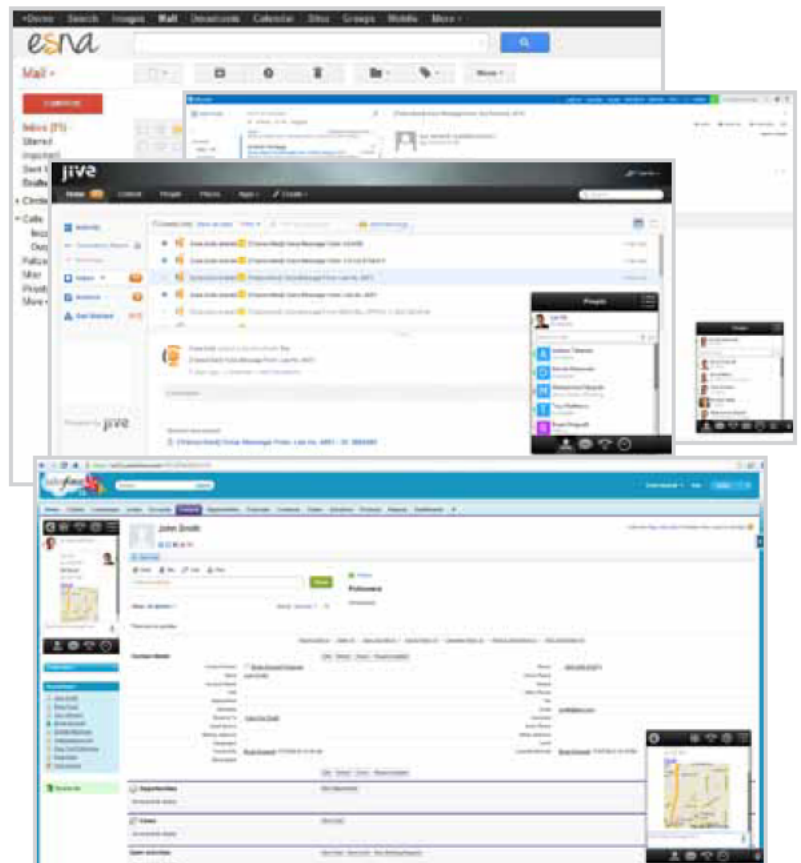
QUICKLY LOCATE OTHERS

Connect with the people you want to communicate with by knowing where they're located and their availability in real time. Officelinx presence and geo-location services integrated with Google Maps makes it easier to find others or to share your location, which leads to speedier responses, quicker decisions and faster problem resolution.

WORK MORE EFFICIENTLY

Officelinx delivers your voice and fax messages into the applications you use most like email and social collaboration tools. Manage emails, voice messages, faxes and social updates from one inbox. Access any message from any web browser on any desktop or mobile device.

GO MOBILE

Officelinx and Esna's iLink Mobile software integrate your smartphone with your company's phone system/PBX. Make and receive calls using one unified phone number, manage calls on your smartphone like you would on your desk phone (hold, transfer, send to voicemail) and use your smartphone's location services to intelligently route calls to different devices based on your physical location.

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KEY FEATURES

UNIFIED MESSAGING: Access and manage voice messages and faxes in the same inbox as your email. Resolve messages to your contacts, escalate any message thread to a live voice or video conversation and even share messages on social media. Voice messages are converted to MP3s and can be transcribed to text.

REAL TIME PRESENCE: Easily see when others are on or off the phone and if they're free or busy. Officelinx pulls people's phone presence off your company's PBX and displays it next to their photo. Google Apps users can integrate their Google Calendar with Officelinx to automatically share their location and availability.

INSTANT MESSAGING: Chat 1-on-1 or with a group of people. Easily add people to any IM session and share your location right within the chat window.

CLICK-TO-CALL: Click on any number or extension and place calls from any Web page inside a Chrome browser. You can select the device you want your call to be sent to including mobile devices.

FIND ME/FOLLOW ME: Use a single unified number that calls the right phone at the right time regardless of your location.

CALENDAR INTEGRATION: Greet callers and route calls to different devices or voicemail based on your free/busy status in your calendar (available with Google Calendar only).

INTEGRATED FAX: Send and receive faxes right from your inbox or smartphone. Incoming faxes can be automatically organized and stored on Google Drive.

COMPLETE MOBILITY: Integrate your smartphone with your company's phone system or PBX and manage mobile calls as if you are in the office. Place callers on hold, transfer calls, send calls to voicemail and take calls out of voicemail all from your mobile device.

GEO-LOCATION SERVICES: Leverage your smartphone's location services to share your location with others, to see other people's location and route calls to different devices based on your physical location.

FIXED-TO-MOBILE CONVERGENCE: Seamlessly move calls from one phone to the other. Begin a call on your mobile phone and move it to your desk phone without interrupting the call.

SPEECH ENABLED: Navigate your email, calendar and contacts using just speech. You can even have emails read to you over phone.

AUTO ATTENDANT + IVR: Use a speech-enabled auto attendant to greet callers in different languages, route calls and retrieve information. Callers can dial one number and simply say the name of the person they want to reach.

HIGH AVAILABILITY: Officelinx scales up to 900 ports and 9 voice servers and can be implemented as SIP to SIP trunks and extensions, or SIP to TDM gateways. Its distributed architecture over multiple servers ensures true active redundancy, massive scalability and disaster recovery. Leverages VMware vSphere to ensure scalable and always available UC services.

BROAD INTEROPERABILITY: Officelinx is PBX independent and integrates with over 250 traditional and IP-based phone systems individually or at the same time.

/ TECHNICAL OVERVIEW

VOICE (SIP) VALIDATED

- Asterisk
- Avaya Session Manager (SM w/ Communication Manager)
- Avaya SIP Enablement Services (SES w/ Communication Manager)
- Avaya IP Office 500 6.1, 7.0, 8.0 (SIP Trunking and TAPI CTI)
- Broadsoft Broadworks Release 17
- Cisco Unified Call Manager 8.0
- Mitel MCD 4.2
- Nortel (now Avaya-Nortel) Business Communication Manager (BCM R6)
- Nortel CS1000 (v7.5, NRS and SM)
- Nortel CS2100 Release 13
- ShoreTel ShoreGear platform (SIP Trunking and TAPI CTI) 11.1

CTI (RICH PRESENCE AND CALL CONTROL SUPPORT)

- Avaya CM 5.2, 6.1 (AES TSAPI)
- Avaya IP Office 500 6.1, 7.0, 8.0 (TAPI)
- Cisco Unified Call Manager 8.x (TAPI)
- Iwatsu ECS
- Mitel MCD 4.2
- ShoreTel ShoreGear platform 11.1 (TAPI)
- Toshiba Strata CIX CSTA
- Broadsoft XSI (Controlled introduction)