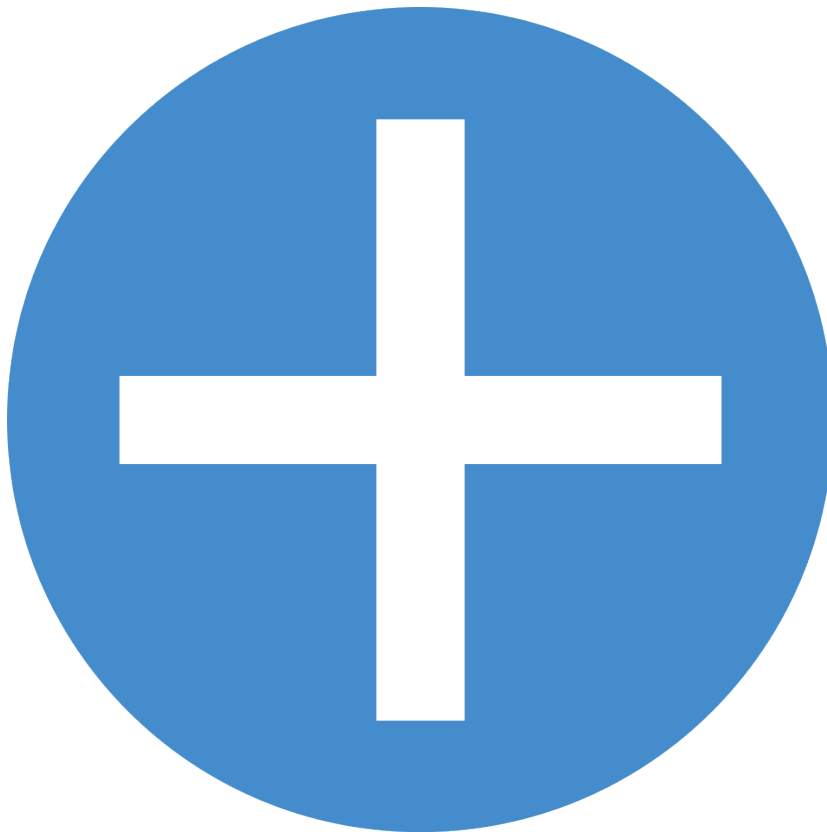


ucplus

ucplus is a powerful unified communication software suite which enables users to significantly increase productivity.

With desktop control of your handset you can utilise the power of your telephone system from within the applications you use everyday. Click to dial from Outlook, screen pop your CRM system, see your team's presence and easily transfer calls all from your desktop.

ucplus integrates telephony into your desktop and your business processes making call control just a mouse click away.



ucplus Express

ucplus Express is the entry level version of ucplus and provides an extensive range of features at a very cost-effective price point. Features include call control, click-to-dial, call history, screen popping (Outlook, IBM/Lotus Notes and Google Contacts), real time presence and availability, instant messaging and custom events.

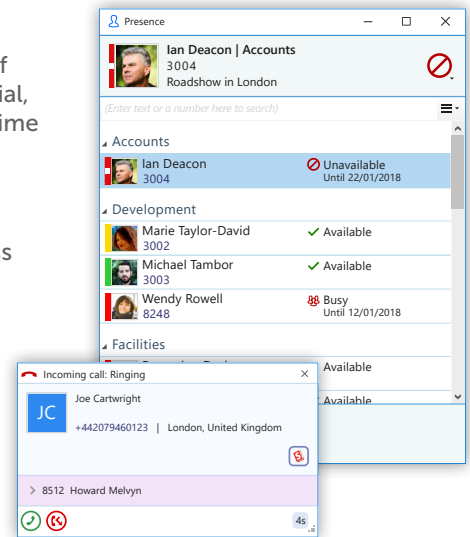
ucplus Extra

ucplus Extra is the mid-range license type and includes all the features of the Express license plus user and extension "combined" presence, preferred device selection, availability actions and all-device caller preview. The Extra license is particularly useful for users managing multiple devices e.g. a desk phone in the office and a softphone at home.

ucplus Fusion

ucplus Fusion is the top-level license and includes all the features of the Extra license plus integration to an extended range of business application integrations.

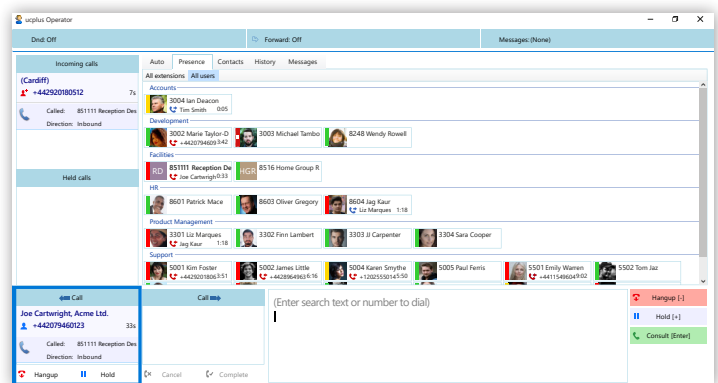
ucplus Extra and ucplus Fusion are also available for Mac computers.



ucplus Operator

ucplus Operator is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

- View all waiting calls and answer in any order*
- Use the wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- Set up personal extension tabs and configure Operator to present the tab when a call to a selected DID/DDI number is received
- Add custom greetings/scripts for multiple tenants



ucplus Operator supports all of the integrations supported by ucplus Fusion.

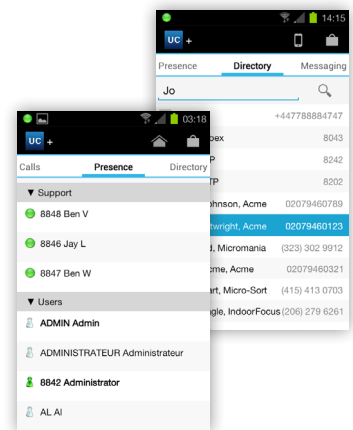
* dependent upon configuration of the telephone system

ucplus Mobile

ucplus Mobile is an Android client providing collaboration (presence, chat) and outbound calling features with other ucplus users.

- Call colleagues directly in the office even if they do not have a DID/DDI (Direct Dial Inward) number
- Take advantage of cheaper (or even free of charge) call rates
- Accessing the application's shared address book allows the mobile user to quickly access and call important external contacts without needing to store each number in the mobile phone contacts list
- Check status of colleagues before calling them
- Update colleagues of your availability from your mobile device

An iPhone variant is also available.



ucplus TAPI Driver

ucplus TAPI Driver allows a TAPI-compliant application to monitor and control extensions on a communication system. TAPI is most frequently used by application developers so that they can build telephony features such as screen popping and click-to-dial natively into their applications.

The ucplus TAPI driver connects to a standard ucplus server. It consumes a ucplus TAPI license and works independently of the other ucplus client license types. It can work in 1st party (client side) or 3rd party (server side mode) and can also work in Terminal Services / Citrix environments.

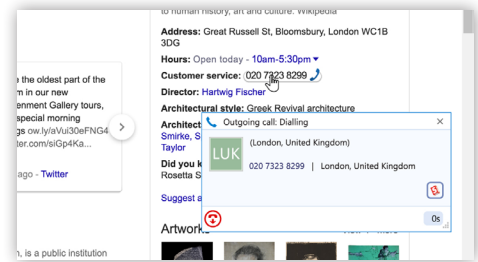
Plus Software are an experienced provider of TAPI drivers and maintain a list of compatible TAPI compliant business applications known to previously work with the ucplus TAPI driver. Plus Software can, in some instances, make changes to improve performance with a TAPI-compliant application. When combined with Plus Software's proven interface to the phone systems it makes for an effective and reliable product.

Click-to-dial

All PC license types of ucplus ship with an extensive range of click-to-dial features including:

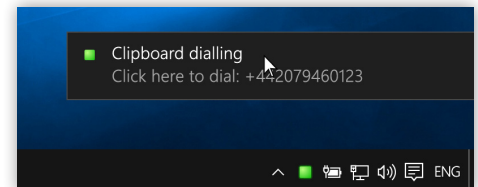
Web page dialing

ucplus supports two separate ways of dialing from web pages. Web pages can be scanned for valid telephone numbers and, when found, they are turned into hyperlinks to make dialing easy. Also, ucplus can be configured to provide dialling directly from many web-based business applications packages.



Clipboard dialing

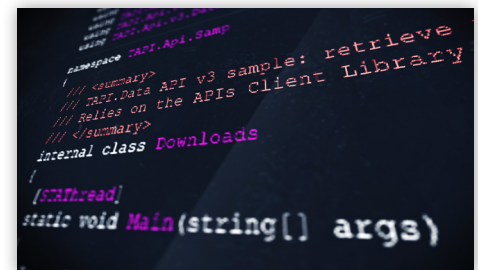
Each time you copy a valid telephone number to the clipboard, a windows notification will appear which, when clicked, will dial the number.



Custom dialing

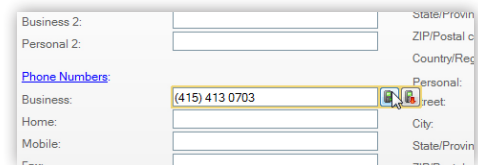
ucplus allows developers to add dialing support directly from their applications. Instructions are provided within the software.

Alternatively, ucplus can often be configured to work with existing applications to save any development work. See "Application dialing" for more details.



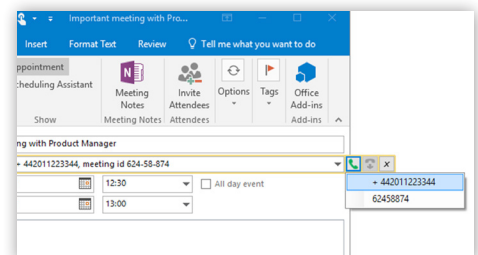
Application dialing

ucplus can be trained to recognize telephone number fields in the business application and present a button to dial the number.



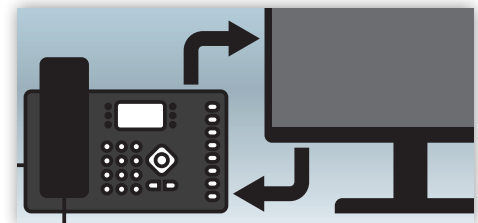
Focus dialing

Focus dialing will automatically detect fields that contain dialable numbers and will present a click-to-dial option to the right of the field. If the application field contains more than one potential telephone number, a drop-down is displayed when you hover over the click-to-dial icon, allowing you to select which number to dial.



TAPI dialing






The Express, Extra and Fusion clients also include a "dial only" TAPI driver enabling click-to-dial from TAPI compatible business applications. Note: if full TAPI compatibility is required, the standalone TAPI driver is required.



ucplus integrates telephony into your desktop and CRM making call control just a mouse click away.

Integration information

Typical integration features*

-  Contact searching
-  Contact popping
-  Caller preview
-  Activity logging**
-  Click-to-dial

* go to <https://apps.plus-software.com/crm-integrations/> to check supported features for each integration

** currently available with a limited range of business applications

Types of integration

Integrations are divided into three types:

- Standard
- Controlled
- TAPI

Standard integrations

Standard integrations are available by default within ucplus and installation can be completed by the reseller / end user using the provided add-in guide where applicable. Standard integrations use open APIs or benefit from partner agreements with the application developer and it is expected that support for future release will be maintained.

Controlled integrations

Controlled integrations have typically been provided on a customer project basis and either a limited agreement or no agreement is maintained with the application developer and support for future versions might not be available. The integration add-in is not available by default within the ucplus client and must be enabled by the ucplus developer at the time of installation.

TAPI integrations

The method provides a TAPI driver that can connect to TAPI compliant*** application. With TAPI integration, the driver simply provides call information to the business application and it is the business application that provides the integration features.

Plus Software also have partner arrangements with a number of Application developers providing integration using TAPI.

*** TAPI 2.0 and TAPI 2.1

Further information about all of the products in this brochure can be found at www.plus-software.com

Alternatively, contact your Service Provider or send an email to Plus Software at support@plus-software.com

	EXPRESS (PC)	EXTRA (PC)	FUSION (PC)	EXPRESS (MAC)	EXTRA (MAC)	FUSION (MAC)	OPERATOR (PC)
STANDARD INTEGRATIONS							
Access Profile	x	x	✓	x	x	x	✓
Act! Premium	x	x	✓	x	x	x	✓
Act! Professional	x	x	✓	x	x	x	✓
Carerix	x	x	✓	x	x	x	✓
ConnectWise Manage	x	x	✓	x	x	x	✓
DATEV	x	x	✓	x	x	x	✓
Datto Autotask PSA	x	x	✓	x	x	x	✓
Dezrez Rezi	x	x	✓	x	x	x	✓
Dynamics 365 Customer Engagement	x	x	✓	x	x	x	✓
Dynamics 365 For Sales	x	x	✓	x	x	x	✓
Dynamics CRM	x	x	✓	x	x	x	✓
eGroupware	x	x	✓	x	x	x	✓
Envoy Taxi Dispatch System	x	x	✓	x	x	x	✓
Estates IT PCHomes	x	x	✓	x	x	x	✓
Exact Online	x	x	✓	x	x	x	✓
Flexkids	x	x	✓	x	x	x	✓
GoldMine	x	x	✓	x	x	x	✓
Google Contacts	✓	✓	✓	✓	✓	✓	✓
Hubspot	x	x	✓	x	x	x	✓
IBM/Lotus Notes	✓	✓	✓	x	x	x	✓
LDAP	x	x	✓	x	x	x	✓
Logical Office	x	x	✓	x	x	x	✓
macOS Contacts	x	x	x	✓	✓	✓	x
Maximizer	x	x	✓	x	x	x	✓
Maximizer CRM Web Access	x	x	✓	x	x	x	✓
Microsoft Access	x	x	✓	x	x	x	✓
MobileMax	x	x	✓	x	x	x	✓
Mondago Adapter for Salesforce	x	x	x	x	x	✓	x
Netsuite	x	x	✓	x	x	x	✓
ODBC	x	x	✓	x	x	x	✓
OnContact CRM	x	x	✓	x	x	x	✓
Outlook	✓	✓	✓	x	x	x	✓
Outlook Web Access (OWA)	✓	✓	✓	x	x	x	✓
Perfectview Online CRM	x	x	✓	x	x	x	✓
PVCRM	x	x	✓	x	x	x	✓
Really Simple Systems	x	x	✓	x	x	x	✓
RPM	x	x	✓	x	x	x	✓
Sage 200	x	x	✓	x	x	x	✓
Sage 50c	x	x	✓	x	x	x	✓
Sage CRM	x	x	✓	x	x	x	✓
Sage SalesLogix	x	x	✓	x	x	x	✓
Salesforce	x	x	✓	x	x	✓	✓
Salesforce Service Cloud	x	x	✓	x	x	x	✓
Saleslogix	x	x	✓	x	x	x	✓
Salos AutomaaT GO	x	x	✓	x	x	x	✓
Simplicate	x	x	✓	x	x	x	✓
SIS	x	x	✓	x	x	x	✓
Sugar CRM	x	x	✓	x	x	✓	✓
SuperOffice	x	x	✓	x	x	x	✓
Teamleader	x	x	✓	x	x	x	✓
TechMan	x	x	✓	x	x	x	✓
tel.search.ch	✓	✓	✓	x	x	x	✓
Thinkka SAM	x	x	✓	x	x	x	✓
Titan	x	x	✓	x	x	x	✓
vTiger CRM	x	x	✓	x	x	x	✓
webCRM	x	x	✓	x	x	x	✓
WinSIMS	x	x	✓	x	x	x	✓
Workbooks	x	x	✓	x	x	x	✓
Zendesk	x	x	✓	x	x	x	✓
Zoho CRM	x	x	✓	x	x	✓	✓
Zoho CRM (PhoneBridge)	x	x	✓	x	x	x	✓

A full list of supported applications can be found at:

<https://apps.plus-software.com/crm-integrations/>

Other databases can be supported on a custom basis. Please contact Plus Software or your local representative for further information.