

Executive Mobile

White Paper

Your favorite desktop functions now available from your cell phone. Stay in control of all your communications using a consistent interface on your desktop, inside your browser, and on your mobile phone.



With NEC's UC for Business Executive Mobile you don't have to be in the office to set your presence profile, view your most recent calls or missed calls, look up contacts and view their Presence, or check your messages.

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Mobility

What is Mobility?

Mobility has become one of the key features of unified communications (UC).

In UC terms, mobility – quite simply – is the ability to communicate wherever you are; the ability to be contacted and make contact on any device, at any location, and at your own convenience.

Mobility workers include mobile workers (typically equipped with cell phones, PDAs, etc...) and remote workers, i.e., those travelling, or working from home.

“I'm sorry — he's not at his desk” is no longer an acceptable excuse. Mobility is a mandatory capability for any enterprise.’

[Nick Jones, VP and Distinguished Analyst, Gartner](#)

‘When you look at mobility, it's really about shortening the transactional turnaround time for people when they're away from their desks.’

[Ken Dulaney, Gartner featured analyst](#)

Figure 1. Executive Mobile Architecture

UCB Mobility

UC for Business (UCB) Executive Mobile module is just one part of its mobility offering; functionality that is growing and developing with each new release.

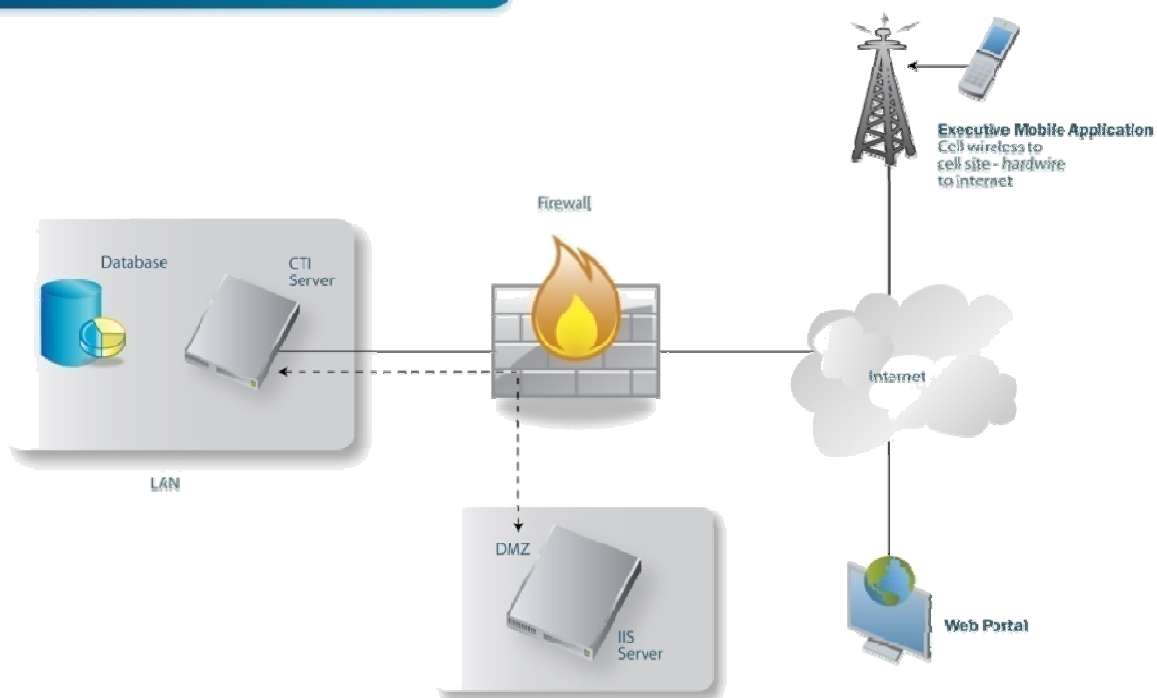
This latest module is a PBX-generic, licensable module for cell phone users, and web users.

UCB's Executive Mobile module consists of two complementary applications:

- Cellular Application
- Web Portal

Physical Architecture

Executive Mobile Diagram



Executive Mobile – Cellular Application

Desktop Functionality on Your Cell Phone

Downloadable from a web address on to your supported mobile phone, the cellular application allows UCB users to interface with their UC mailbox and desktop application via their cell phone. It also provides an SMS option to in-house colleagues (as well as an option to call).

Secure data transmission is used; all transmissions are encrypted using AES encryption.

Features

Executive Mobile cell phone application provides...

- Profile selection/update including scheduling and ETR (Expected Time of Return)
- Presence and dialing or SMS (Presence can optionally be updated in real time)
- UCB phonebook lookup and dialing – or SMS
- Make a “Call Me” request that pops up on a colleague in the office
- Download and play your office voice messages
- Missed/Recent call history and dialing

Benefits

With Executive Mobile you are always in control of your communications...

- Rushed out without updating your greeting? Simply log in to Executive Mobile and key in your new presence profile and your anticipated return time – your callers always know your status and availability, wherever you are.
- You can see the availability of your colleagues back in the office, and call them when you know they are free. No more wasted time or phone tag; now each call makes contact.
- Alleviate multiple contact lists; just access your office contacts as you need them directly from the UCB phonebook. How often do you call the office to get a business contact's phone number? Those business contacts that everyone in your office needs to access are loaded just once, centrally; now they are available offsite as well as from your desk.
- Sitting in a meeting waiting for someone to get in touch? You won't have to leave your phone on silent, and rush out, whispering, to take your call... Leave a personalized greeting for that special caller, using UCB's caller profile, then when you see the call or message from the person you're waiting on, you'll know it's time to make contact in your own time.
- See who called while you were unavailable – and call them back instantly. Whether you're in or out of the office, it can be useful to know who has been trying to contact you while you were too busy to take calls. With Executive Mobile, all the information is available as soon as you're ready to check.

Example



Figure 2. Executive Mobile Cellular Application

- 1 View your current Voice Messaging Profile and choose a new Profile from your list of available profiles (including set ETR (estimated time of return))

- 2 View and enter Presence Notes to provide your coworkers with ad-hoc information

- 3 View and play both Read and Unread Voice Messages

- 4 View the number of Missed Calls at your desk phone back in the office; request a list of callers and call them back

Detailed Features

The following examples show a cell phone running Executive Mobile for Windows® Mobile

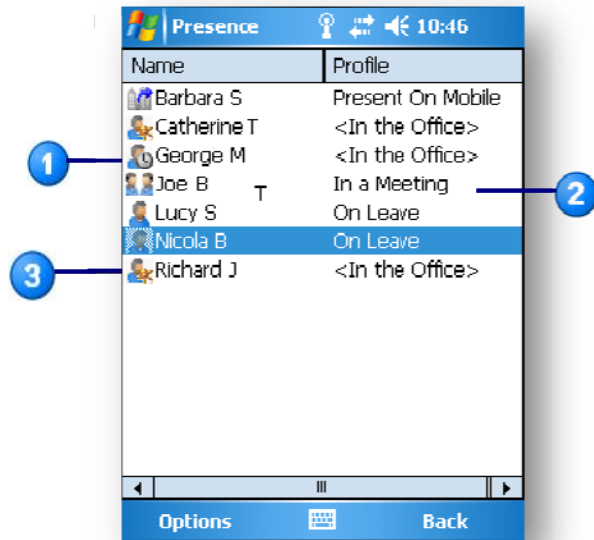


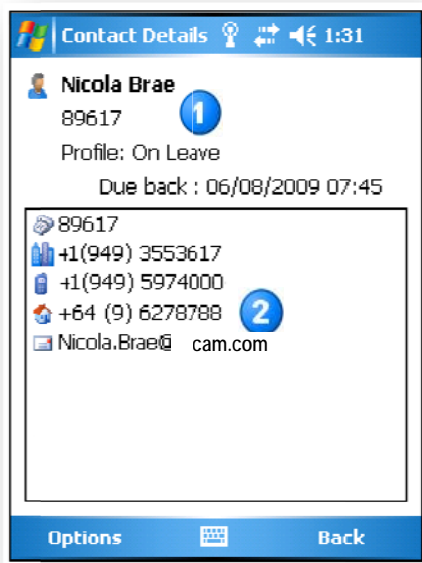
Figure 3. Executive Mobile Presence

View presence information for your most frequently called colleagues

- 1 Catherine T is in the office and at her desk.

- 2 George M is in the office but away from his desk.

- 3 Select a colleague to view their contact details and ETR information (estimated time of return).



- 1 A red exclamation mark indicates a missed call (the caller has not left a message)
- 2 The purple arrow on the icon indicates an outbound call
- 3 A green inwards arrow indicates an inbound call
- 4 This icon shows an unread voice message (an opened envelope indicates a voice message that has been listened to).

Press enter on a voice message to download and play through your mobile handset.

Figure 4. Presence Details

- 1 View a contact's full presence information and ETR information
- 2 Select any of the contact details shown to call, SMS or email the person

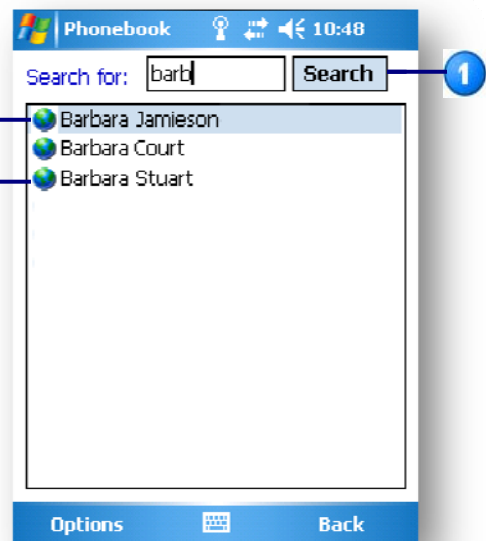


Figure 6. Phonebook Search

Access your office contacts as you need them directly from the UCB phonebook without the need to call the office to be transferred.

- 1 Enter the first few letters of the person's name in the Search box
- 2 All possible matches are immediately shown. Select the person you wish to dial

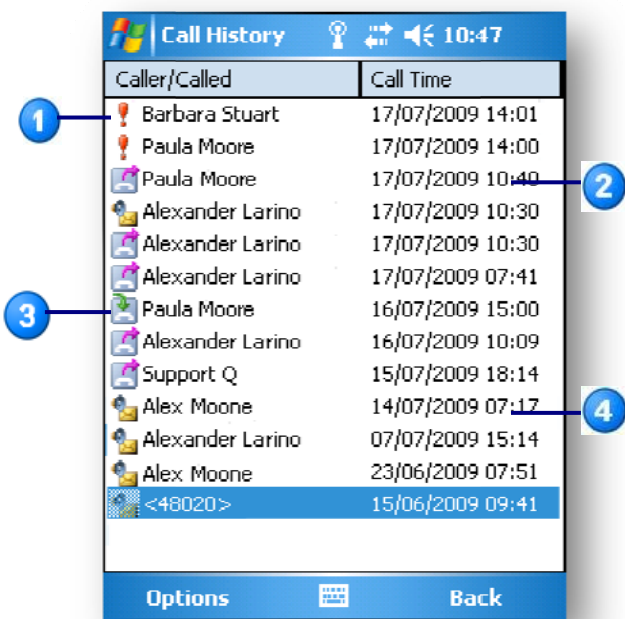


Figure 5. Call History

Requirements

Executive Mobile is sold per named (not concurrent) user with the following requirements:

1. UCB V5.0 SP2 or later
2. Recommended implementation is for up to 20 users on an existing IIS Server V5.0 or 6. Please contact your sales representative for Web Server requirements for licenses above this number.
3. Supported on...¹
 - Sony Ericsson P990
 - Okta Boss, Agent and Touch (also known as HTC, including HTC YyTN II)
 - Palm Treo, Windows Mobile v5 and 6,
 - BlackBerry (with Enterprise Server) – Note - not all models may be supported. Testing has currently been carried out on the Pearl and the Curve models.
 - Nokia N95, E51, 6121C
 - Samsung SCH-1760 Smartphone
4. Executive Mobile web services must be installed on a Microsoft® Windows web server at the customer site. Users can then connect and download the mobile application that enables them to use the services and access UCB information.
5. The web server must be running IIS 5.0 or above and be connected to the UCB CTI Server. Services must not be installed on the CTI Server.
6. Web chat or Web callback runs under IIS 5.0 in isolation mode. Executive Mobile needs to run under IIS 5.0 or 6 or higher, not in isolation mode. This means Executive Mobile must be installed on a separate server.
7. In order to utilize Web Portal and Executive Mobile functionality the IIS Web Server must be accessible from the Internet. Please refer to the Network Configuration section of this document which includes diagrams.
8. In order for a user to utilize the Web Portal Microsoft® Internet Explorer v7.0 or later is required or Mozilla Firefox v3.0 or later.
9. Data transmission is secure; all transmissions are encrypted using AES encryption
10. UCB security controls licensed users, i.e., with 10 Executive Mobile licenses, administrators can specify 10 users.
11. Each named licensed user downloads the Executive Mobile application from the web server onto their supported mobile phone
12. PBX platform-generic
13. Data usage for a light to medium cell phone user would typically be under 30KB per session, a session being defined as time of login to logout.
14. Load on the web server is negligible.
15. Executive Mobile would suit users with Executive Desktop and Voice Messaging.

Disclaimer

The customer is responsible for providing Internet accessibility for the IIS Server running the Executive Mobile application.

UCB's deployment of Executive Mobile does not include site-specific resource or instructions on how to set up Firewall access for downloading the Executive Mobile cellular applications.

Virus, SPAM protection and Web Security are the customer's responsibility.

Due to issues outside UCB's control such as carrier or cell phone functionality, UCB cannot warrant and accepts no responsibility if Executive Mobile does not perform as designed.

¹ Executive Mobile runs on specified S60 Feature pack 3 platform phones. UCB welcomes feedback about compatibility on other mobile phones not listed above.

If UCB's Executive Mobile module does not work satisfactorily, customers will be offered a money back refund for the Executive Mobile module.

Executive Mobile Web Portal

The Web Portal browser application provides access to office communications for all your mobile workers from their home, hotel or laptop browser.

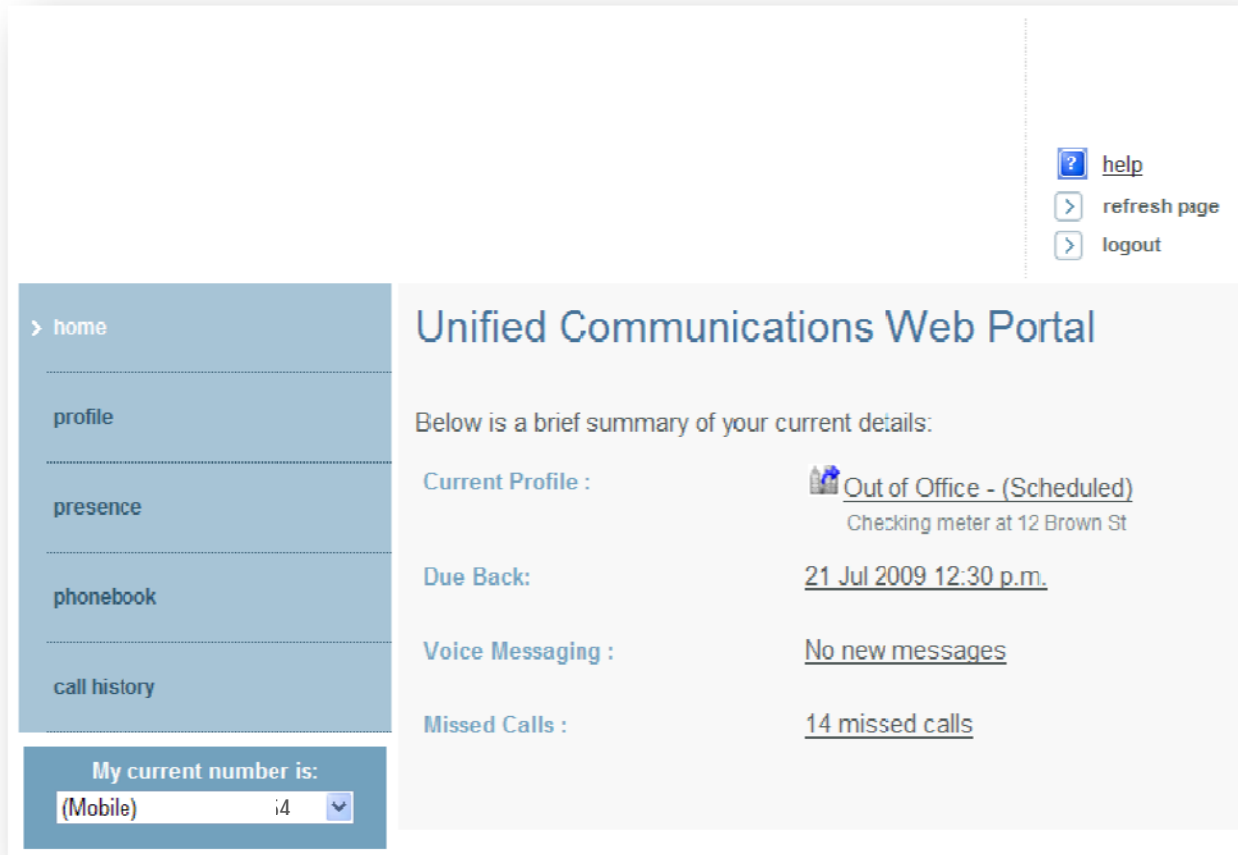
Empower your executives and travelling staff with the tools to stay in touch with all their contacts, and keep them up to date with the information they need.

Features

- Profile selection/update including Scheduling and ETR

- View and play your voice messages
- Call history
- UCB Phonebook lookup
- View Presence. Display all your Presence pages from Desktop or Executive Insight (Presence can optionally be updated in real time)
- Make a "Call Me" request that pops up on a colleague in the office
- Reverse dialing to the office server from a specified local phone or mobile²

Figure 7. Web Portal Home Screen



² Reverse dialing is currently only available on NEC OAI PBX platforms

Benefits

Executive Mobile Web Portal is designed for offsite workers both at home and roaming. Improve the quality of your remote communications while saving costs on the previously unavoidable expenses of staying in touch while engaged in business travel.

- Managing messages visually is always easier and more efficient than via TUI (telephone user interface). Information you have to wait for orally is instantly available on the screen, allowing you to prioritize and instantly respond to messages based on the information you see:
 - Caller
 - Time of message
 - Caller details, including number
- See who's called you, back at your desk, from any remote browser and return the most critical calls instantly

- Search and call any internal or external contact stored in your office's global, or your own personal UCB Phonebook directory
- Stay up-to-date and in contact with colleagues in the office in real-time, based on their UCB presence, provided by their desktop clients. Only call when you can see they are available, and at their desk
- Save costs on expensive roaming or hotel outbound call charges by having the office call you instead, on your nominated device or number, connecting you to the number you wish to dial

Future features include

- Mailbox administration
- Fax management and viewing
- Chat to internal contacts
- Conference management

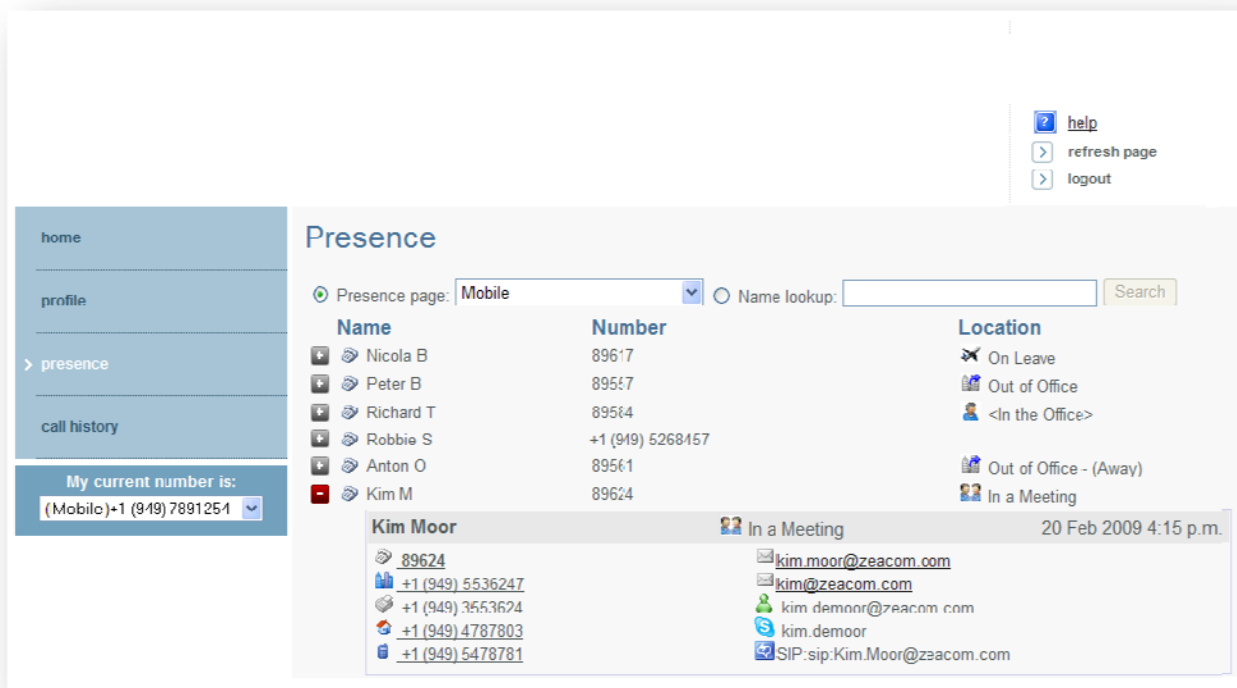


Figure 8. Presence and lookup

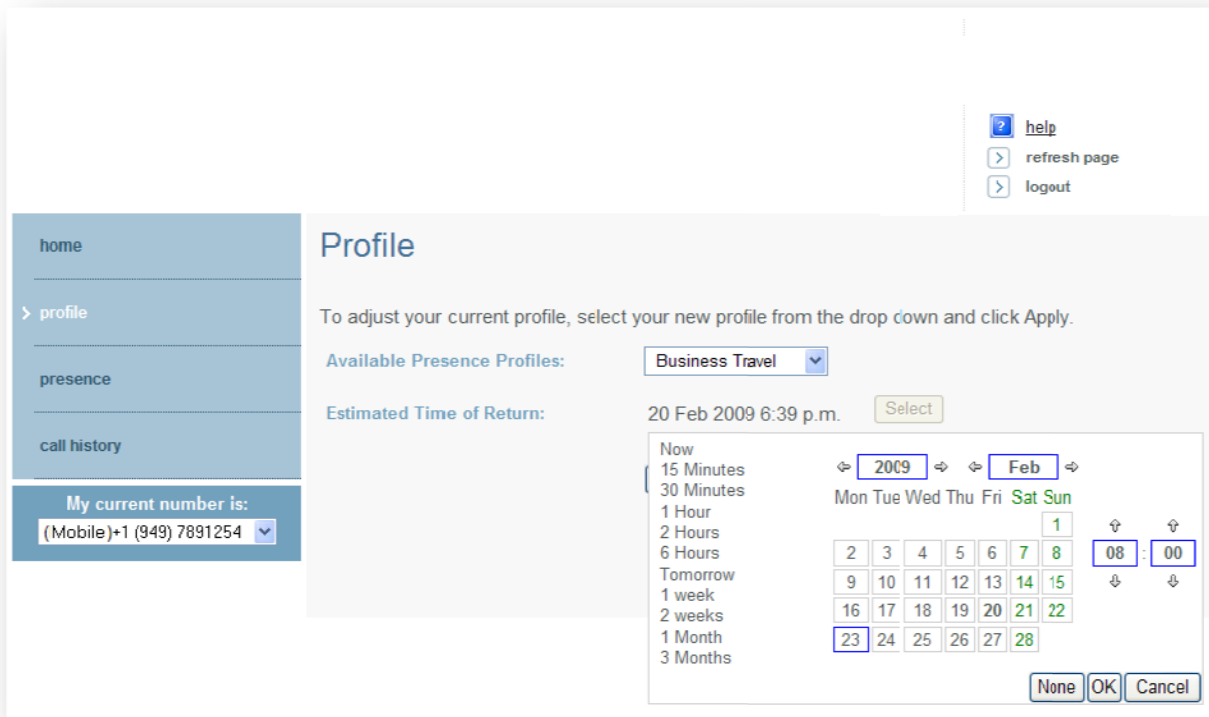


Figure 9. Set Profile and Estimated Return Time

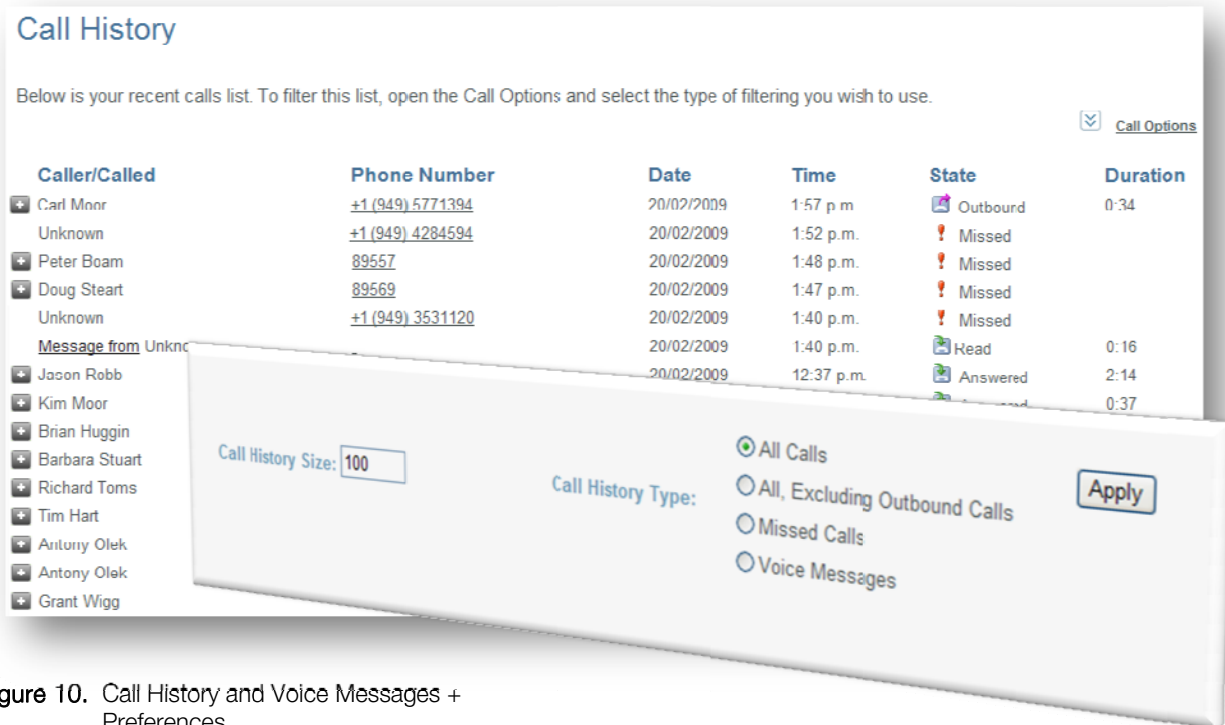


Figure 10. Call History and Voice Messages + Preferences

Executive Mobile Web Installation Overview

The Executive Mobile Web Portal provides remote Users with an access point to the UCB Server. A standard browser is used to access the Web Portal.

The operation of the Web Portal is dependent on the creation and configuration of a functional web environment. This is accomplished by setting up a Server with:

- IIS version 6.0
- .net Framework 2.0
- Web Service Extension - ASP.NET v2.0.50727 or later
- Create and configure an Executive Mobile web site

When an existing IIS server is used, it is only necessary to install the required UCB components.

Once IIS and the .net framework are installed on the IIS Server, the Web Services are installed. Web Services provides a secure communications layer between the CTI Server and the external environment (Browser or Mobile phone).

The Executive Mobile application is downloaded from a specified URL, via the WAP functionality to the mobile phone, using the phone's web browser. The phone communicates with the CTI server, via Web Services, to update presence and message data.

The User's web browser opens the Web Portal and communicates with the CTI Server via Web Services to update and display requested data from the CTI Server or to transmit user inputs to the CTI Server.

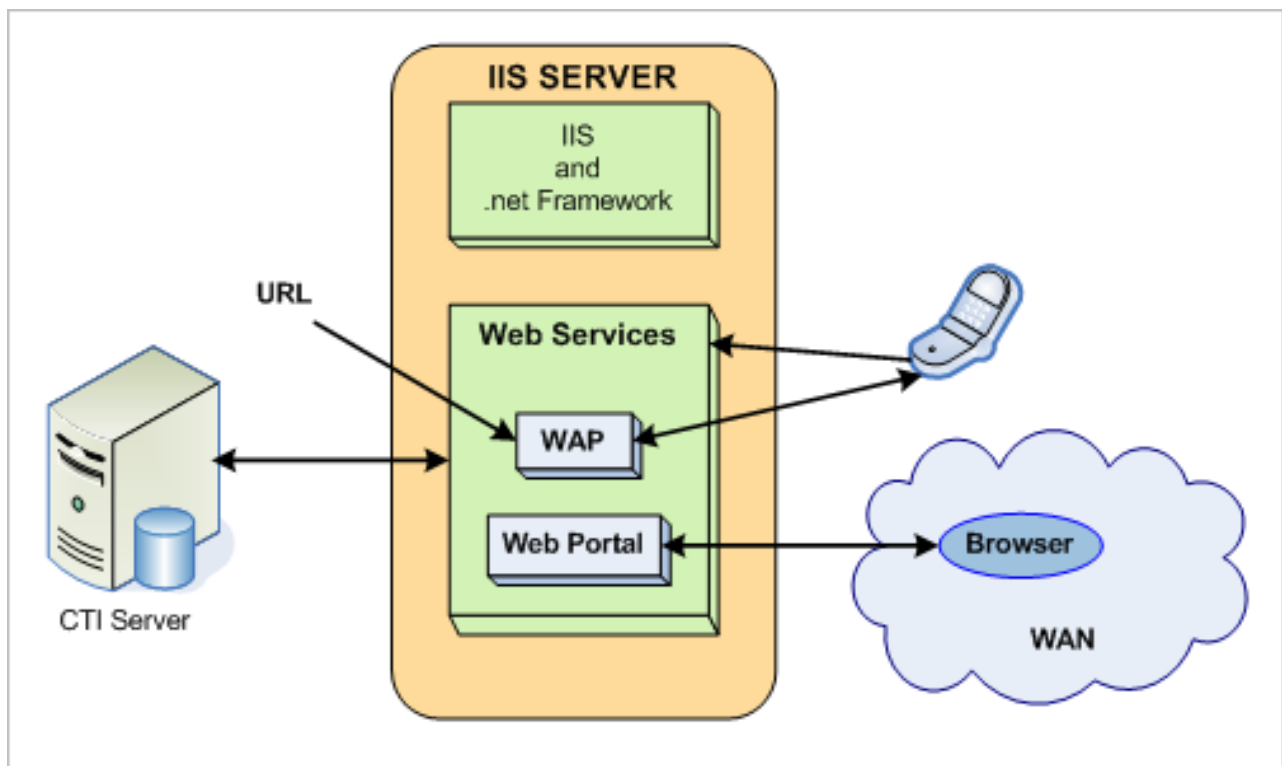


Figure 11. IIS Server Operation

Network Configuration

The minimum recommended configuration is to use a separate IIS server and a firewall to provide the required interface between the CTI server and the public network. The Executive Mobile web site, Web Services and Web Portal are located on the IIS Server. The IIS Server can be located either within the Firewall on the Internal LAN or outside of the Firewall as shown below.

Placing the IIS Server within the firewall (figure 9) enables it to be shared with other UCB applications, such as 'Dial from Anywhere', that require Internet access, whereas placing it beyond the firewall (Figure 10) effectively eliminates use of the IIS server by other UCB applications.

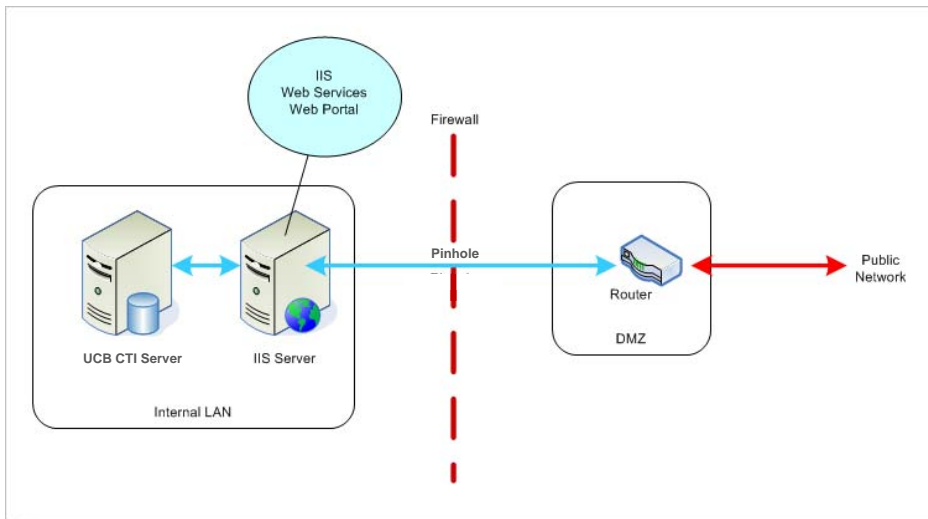


Figure 12. IIS Server located within the Firewall

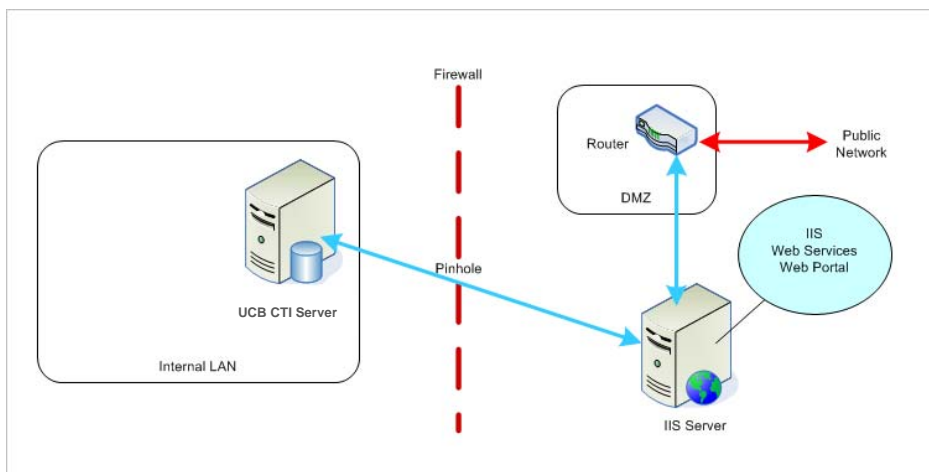


Figure 13. IIS Server located outside the Firewall