



The future of  
business communication.  
**Today.**

Mobile phone users immediately took the smartphone to their hearts and with the introduction of the iPhone in 2007 the market skyrocketed. Consumers loved the revolutionary user experience and the ability to use their fingertips when navigating and communicating. The modern smartphone is so much more than a mobile phone; it is a small computer with wireless connectivity and communication capabilities. This makes it the perfect communication tool for many professional users and when it is combined with Telepo Mobile+ they are powered by Telepo Business Communication Solution. Telepo Mobile+ delivers unified business communication services such as instant messaging, directory search, presence, line state and cost control services all on a smartphone. It is also an excellent branding platform for Service Providers that want to connect their delivered value with their own brand.

#### Available for the leading mobile platforms

Telepo Mobile+™ clients are available on all the leading smartphone platforms - Android, Android tablets, BlackBerry, iPhone, iPad and Symbian. All clients have been developed to delight users with a consistent experience both from a Telepo Business Communication Solution™ (BCS) and a mobile platform perspective. iPhone users get their Telepo iPhone experience while Android users get their Android feeling and both are anchored in the underlying user centric Telepo BCS experience.

#### Mobile+ for Android

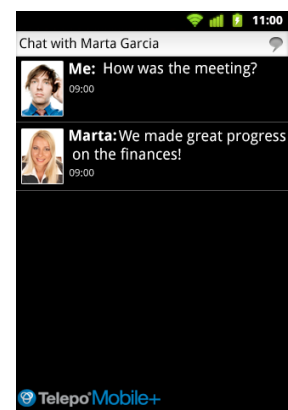
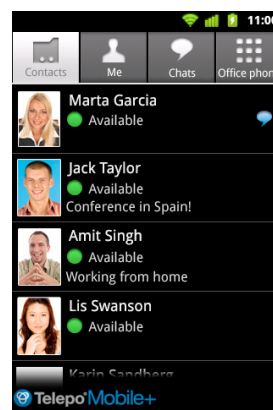
Telepo Mobile+ for Android phones and tablets together with Telepo BCS, provide business users with a rich set of professional services that enhance communications, ensure that users always are part of the corporate network and provide the enterprise sufficient control over mobile phone usage as well as cost.

Telepo Mobile+ is a white-labeled unified communication client using the device capabilities to access corporate directory, user presence, instant messaging and real time line-state. It also provides mobile users with access to corporate voice mail, switchboard operators and dial using enterprise-abbreviated numbers as they would from their fixed office phone.

#### Saving cost for frequent travellers

Built in mobile least cost routing based on call-back, enables international travelers with Telepo Mobile+ to save roaming costs while abroad. For many enterprises the soaring costs of mobile roaming can account for as much as a quarter of total enterprise spend on voice communications. Enterprises using the Telepo least cost routing service can make extensive cost savings, typically 30-60 per cent on local and international calls, as well as typically 50-70 per cent on roaming calls.

The frequent traveller can use local SIM cards to further bring down roaming costs, but still be part of the solution, with the same single number for incoming and outgoing calls.



#### Presence and Directory services

The client uses the available data access (WLAN/3G/GPRS) to connect to the back-end server to provide the user with adequate information about directory enquiries and other information. Users can design their own contact list of team members or most important colleagues. The contact list and directory search results are automatically populated with presence information, tag line, availability information and real-time line state. The embedded directory search engine is dynamic to different input criteria such as name, number, skills, organization etc. which ensures that users can always access resources even if they do not know exactly

who to search for. The search results are based on the corporate directory information (content similar to business card information) and the personal contacts from the local phonebook. Mobile data networks are not always available or are too expensive to use to do an online directory search. Users therefore have the option to activate the offline mode and store company directory information directly on the mobile phone.

Users can easily update their presence information to keep colleagues and switchboard attendants with up to date information about their availability using the Mobile+ interface. The same presence information is used to control call routing and personal voice mail greetings in a multilingual context.

### Reusing Android native services

When the client is installed it automatically integrates with some of the available native APIs in the Android OS. This enables the user to have a native experience and still access Telepo BCS delivered services without opening the Mobile+ client. Functionality such as global search of corporate directory and setting presence from the home page are available services from BCS 3.5.

### Business class Messaging

Telepo Mobile+ offers the enterprise user secure chat services within the enterprise. The user sees the availability of other users in the contact list for messaging and is able to exchange real time chat messages with other Telepo Mobile+, Softphone+ or Softphone Light users.

### Call log synchronization

As a complete fixed and mobile convergence service, Telepo Mobile+ delivers full integration with the other services provided in Telepo BCS. Call log is a key resource of contact information

for business users and calls made using callback in Mobile+ will show up as a placed or received call in other devices such as Softphone+ or a desk phone.

### Attendant and Automatic Call Distribution (ACD) services

Attendants, receptionists and ACD agents are often the front desk for incoming calls and customer care services. With Telepo BCS Mobile+ iPhone client they can free themselves from their desk and use their iPhone to be part of the communication flow, even if they are on the run or working from home. The client allows them to easily log in and out using soft buttons and automatically control when they are available or unavailable regardless of whether they are logged in. This delivers excellent control over all available resources and ensures the high quality demanded by customers.

### Built in Provisioning

Efficient administration and operational excellence are critical factors for business success. This applies for end users, enterprise and Service Provider administrators. Telepo Mobile+ has been designed to fit smoothly into existing enterprise voice infrastructures and to minimize administrative overheads.

Telepo Mobile+ provides built in over the air provisioning and management from the centralized Telepo BCS Management Node. The Android clients are installed from Android Market and a link is sent out via email or SMS directing the user to Mobile+ in the app store. The installation wizard ensures that all users manage the installation successfully, while configuration will be automatically downloaded from the server using GPRS/3G data service. The installation can be initiated by the end-user.

## Key Features

### Unified communication

- Telephony
- Presence
- Messaging
- Personal call routing

### Call handling

- Calls placed via enterprise infrastructure
- Easy access to enterprise voice services
- Short number dialling
- Click to call from native contacts, calling with Telepo application

### Presence and directory

- Set user presence
- Presence widget for Android home screen
- Directory search with presence
- Personal contact list
- Detailed contact view with photo
- Contact line state information
- Offline directory contact search\*

### Usability

- Multi-language
- Intuitive user interface
- Service Provider branding

### Messaging

- Chat
- Text messages

### Least cost routing

- Least cost routing using callback

### Attendant and ACD agent services

- Group statistics
- Group login and logout

### Administration

- Over-the-air installation and updates
- Over-the-air configuration

### Security

- Encryption of user credentials
- User authentication of all calls placed
- HTTPS support for server communication

### Supported phones

- Android phones running 1.6\*\*, 2.0, 2.1, 2.2, 2.3
- Android tablets running 1.6\*\*, 2.0, 2.1, 2.2, 2.3, 3.0, 3.1, 3.2

\* Not available for Android 1.6

\*\* Android 1.6 is deprecated

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Telepo is an innovative software vendor enabling any type of Service Provider to offer advanced business communication as a Service under its own brand/s. The solution helps Service Providers drive revenue, loyalty and margin by allowing enterprises to transform the way they communicate. Telepo AB is privately held, headquartered in Stockholm, Sweden.

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