

# THINKING COMMUNICATOR



OXFORD NETWORKS

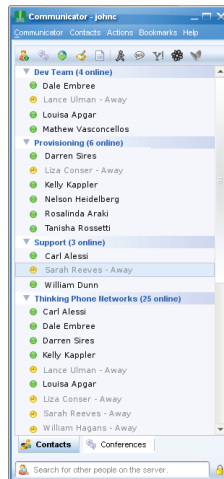
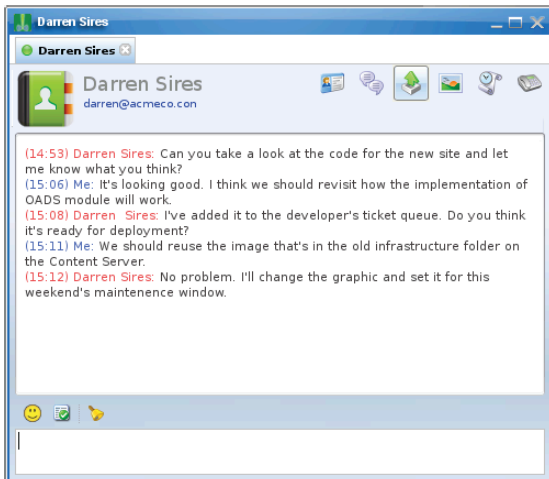
Secure and highly-manageable with extensive reporting capabilities.

**Instant messaging** has firmly established its place in the enterprise as a valuable tool for interaction with co-workers, customers, and business partners alike. Leveraging the instant messaging communications medium effectively has traditionally been difficult as organizations struggle with the security, reporting, and management implications of deploying a legacy system.

Enter **ThinkingCommunicator™** from Thinking Phone Networks.

ThinkingCommunicator addresses traditional instant messaging shortcomings by providing a secure enterprise messaging solution with advanced reporting capabilities. Tightly integrated with the robust ThinkingSuite unified communications ecosystem, ThinkingCommunicator delivers:

- Secure, cross-platform, and real-time messaging throughout the enterprise
- Centralized contact lists supporting groups and automatic membership
- Real-time application awareness, presence information, outbound call initiation, and inbound call notification
- Integration with third-party CRM applications via connectors such as those for Salesforce.com and Microsoft Dynamics CRM



As part of the *ThinkingSuite unified communications ecosystem*, *ThinkingCommunicator offers built in integration to:*

## ThinkingVoice

A cloud-based IP PBX service that removes the cost and complexity of a premise based system.

## ThinkingMobile

Allows mobile users to access all ThinkingSuite unified communications applications from their dual-mode mobile handsets.

## ThinkingAnalytics

Provides consolidated reporting across all components of the ThinkingSuite ecosystem and delivers unprecedented visibility and reporting across phone conversations, instant messages, emails, support incidents, content changes, and sales activity.

## ThinkingContactCenter

Advanced solution for enterprises looking to better manage inbound and outbound contact center environments.

## ThinkingMessaging

An enterprise messaging solution with full support for industry standard messaging clients, including Microsoft Outlook, Mozilla Thunderbird, and Microsoft Entourage.