

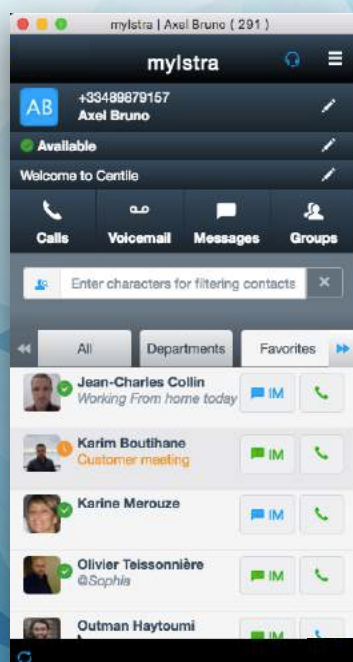


Quick guide to mylstra

mylstra is a self-care client offering enterprise end users an intuitive and easy to use application to manage their unified communications settings from the mobile or the desktop.

Used in stand alone mode, mylstra softphone converts the computer into a multifunction IP phone. It allows the end-user to make, receive and manage communications with a single click from their computer.

In tandem mode (web or installed) with the IP phone, mylstra enables the end-user to control calls from their computer or their IP phone. They can, for example, answer a call from their phone, put the caller on hold and transfer it to another extension from mylstra. mylstra is available on Windows, Linux, iOS and Android.

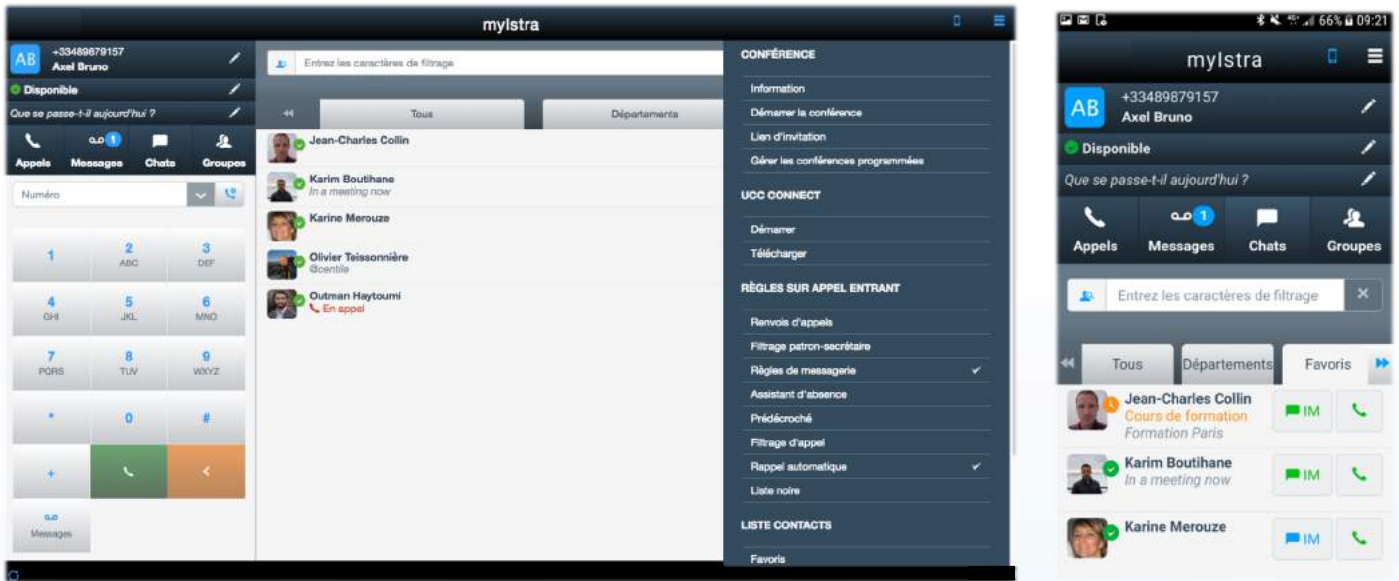


KEY FEATURES

- Multi-platform support (PC, IOS, Android)
- Presence management
- Click to dial on personal and enterprise contacts with UCC Connect CRM connector
- Contacts management (add/filter/add to favorites)
- Caller ID and forwarding rules management
- Video conference service with ISTRA Collab
- Instant messaging and voicemail
- ACD login and logout
- IP terminal management

Multi-platform support

Access your mylstra interface wherever you want, from your PC, Mac or from your smartphone.



CRM Integration

Since 2017, Centile has developed its CRM integration solution with Mondago, providing connectors to 20 + CRM solutions (Salesforce, Microsoft Dynamics, Sugar CRM, Zoho CRM...).

This integration brings several features:

- Click to Call from Mylstra, 20+ CRM and any webpage with phone number
 - Contact infos screen popup on incoming call
 - Contact search from Mylstra to your connected CRM

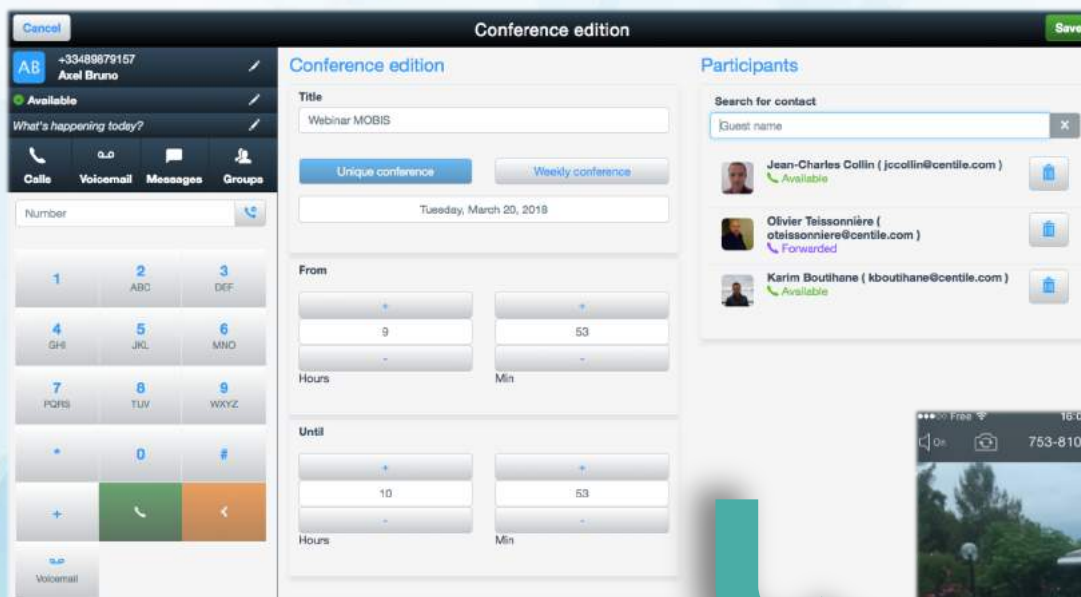


Collaboration

In addition to a user managed telephony portal and a phone remote controller, mylstra is also a collaboration tool. The application (web and desktop) enables users to display employees' presence state from the company directory and initiate chat sessions. Users can also enjoy video conferencing and share desktops with other employees.

Since summer 2017, Centile has developed its collaboration solution (myCollab v2) with Zoom (<http://zoom.us>), enriching its offer with:

- Cross platform support (Desktop, iOS, Android)
- Private (permanent) and shared collaboration spaces
- Up to 50 participants into one collaboration space
 - Whiteboard
 - Remote control
- Global and private chat
- Scheduled meetings



Create and launch video-conference directly from mylstra

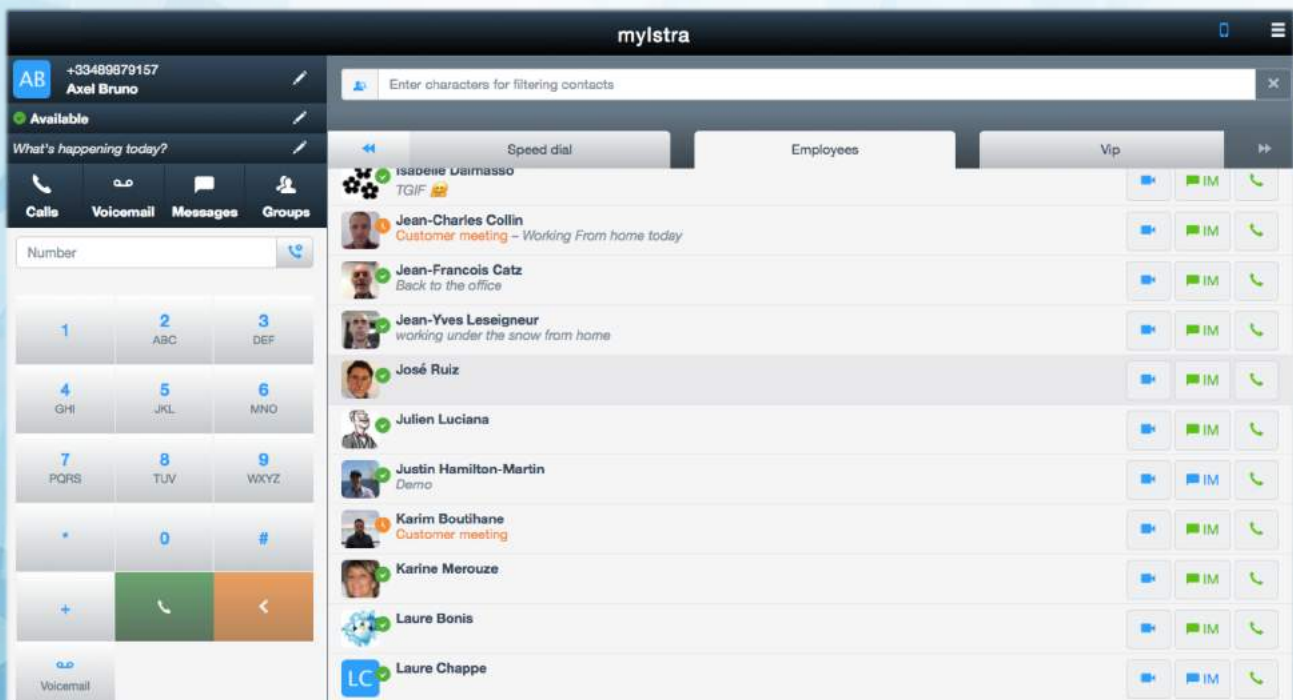


Contact directory

Several contact directories are available into Mylstra:

- « All »: which contain all the contacts, services and group numbers
 - « Department » : that include department contacts
 - « Favorites » : which contain favorites numbers
 - « Groups »: which include groups extension number
- « Personal directory »: which contain user's personal contacts
- « Services » : for service numbers (Voicemail, Auto Attendant...)
- « Shared contacts »: for the contacts shared with the company
- « Speed dial »: extension numbers corresponding to external or internal destinations (company-wide numbers)
 - « Employees »: contain all company employees
 - « Vip » : contain VIP contacts

Company contacts can't be added or deleted through mylstra interface. However, personal contacts can be added, deleted or modified.



Caller ID

Presented number (Caller ID) can be hidden or manually changed. The user can also link a presence state to a particular number, this one will then be dependent of the user presence state.



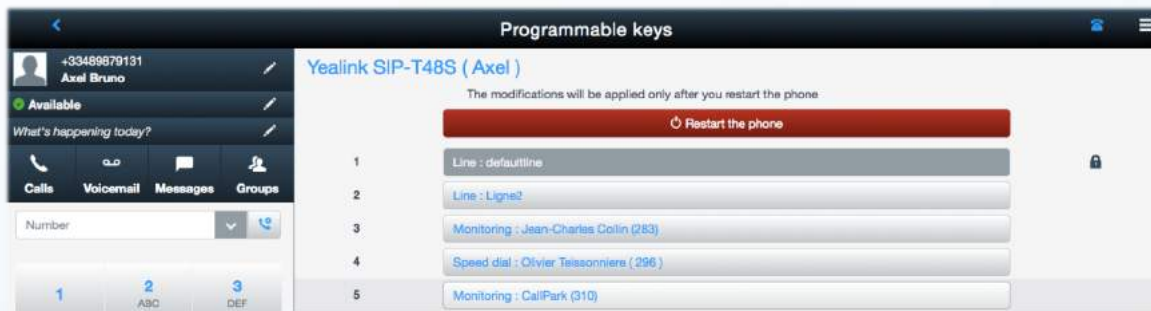
Presence state

End user has the opportunity to manage their presence state between several profiles. By default, presence state is « Available ». The user can define a presence state according to specific schedules. Their presence state is visible to everyone, as well as a customised presence message.



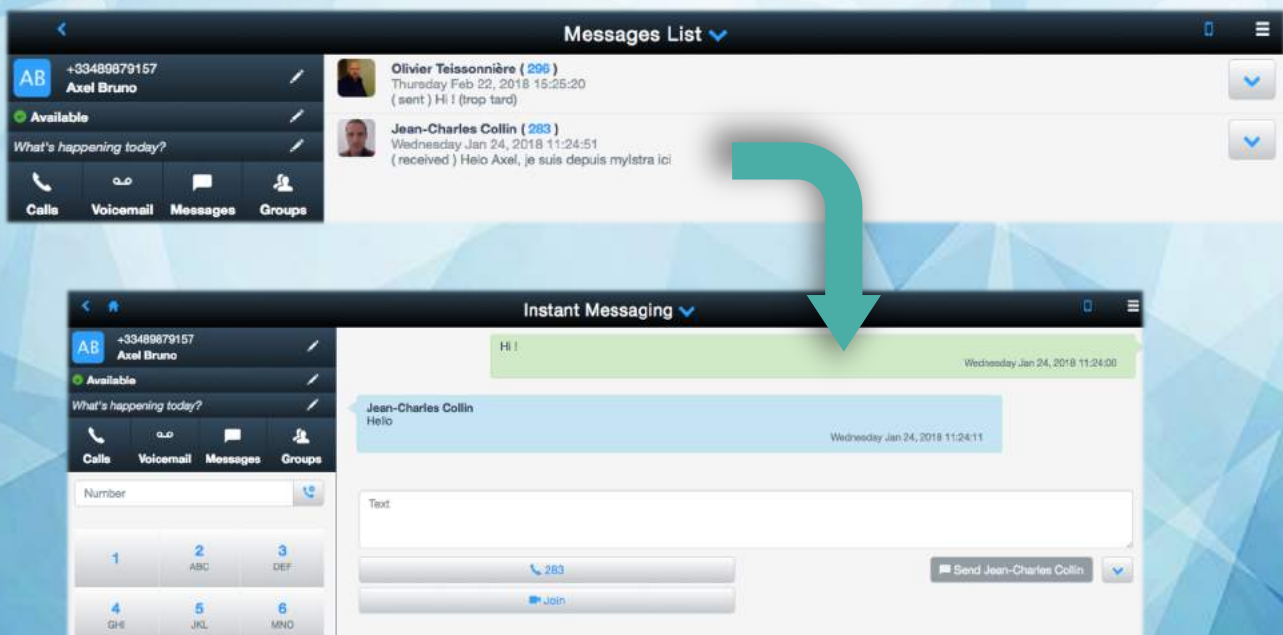
IP Phones management

mylstra can be used to manage the associated IP phone. The user can choose which terminal they want to use to place the call. They can also manage their phone programmable keys.



Instant message and voicemail

The user has access to an instant messaging tool built into mylstra, that allows them to talk with their mylstra contacts.



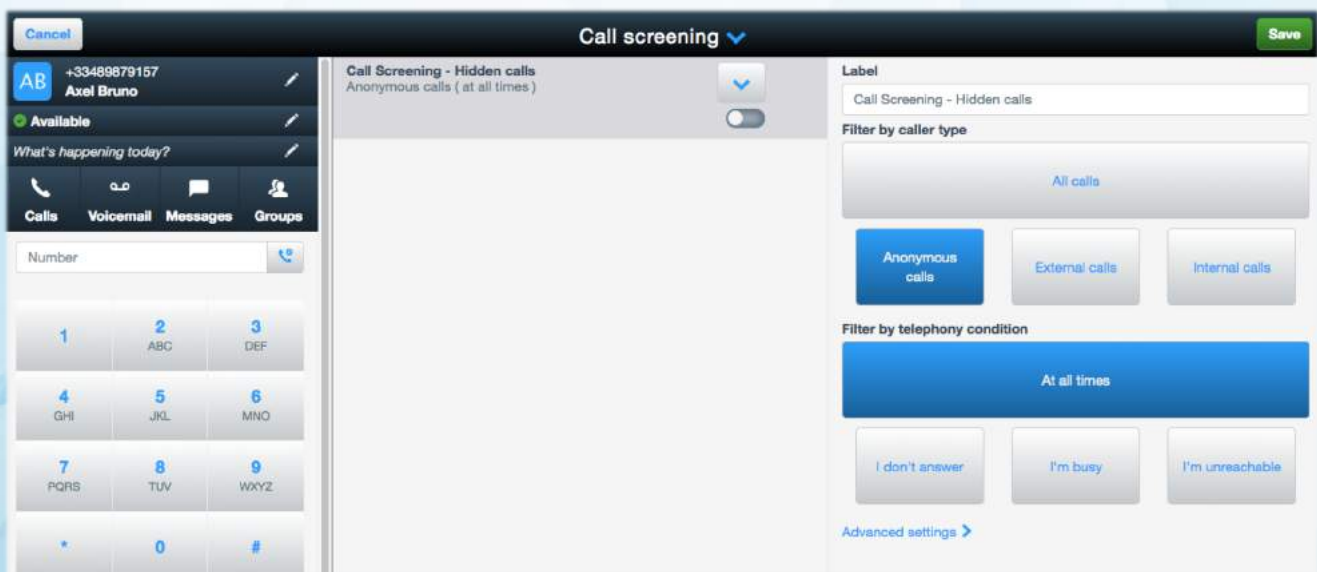
The user has access to their call history (previous calls, missed calls) and they can also listen to their voice messages.

Forwarding rules management

The end user can manage different call rules. Some rules are defined by the company administrator and they can only be activated and deactivated.

There are several call rules types:

- Forwarding: the call is forwarded to another extension
- Boss-secretary: calls to the boss are redirected to the secretary
- Voicemail: define the condition for a call to reach the voicemail
- Away attendant: forward the call to an interactive audio menu
 - Call queuing: keep the call on hold with a waiting music
- Call screening: rule that asks the caller to identify themselves ("I am ...") and puts them on hold.
 - Call back: allow a caller to be called back when the user is busy



Pure Cloud Solutions Ltd.

6 The Pavillions, Amber Close
Tamworth, B77 4RP
www.purecloudsolutions.co.uk
T: 0333 150 6780