



# IPC Productivity Toolbar

## Turbo Charging IPC Turret collaboration on Desktop Apps & Microsoft Teams Solution Sheet

### Highlights

#### Dialing & Search functions:

- > Click to dial from desktop applications



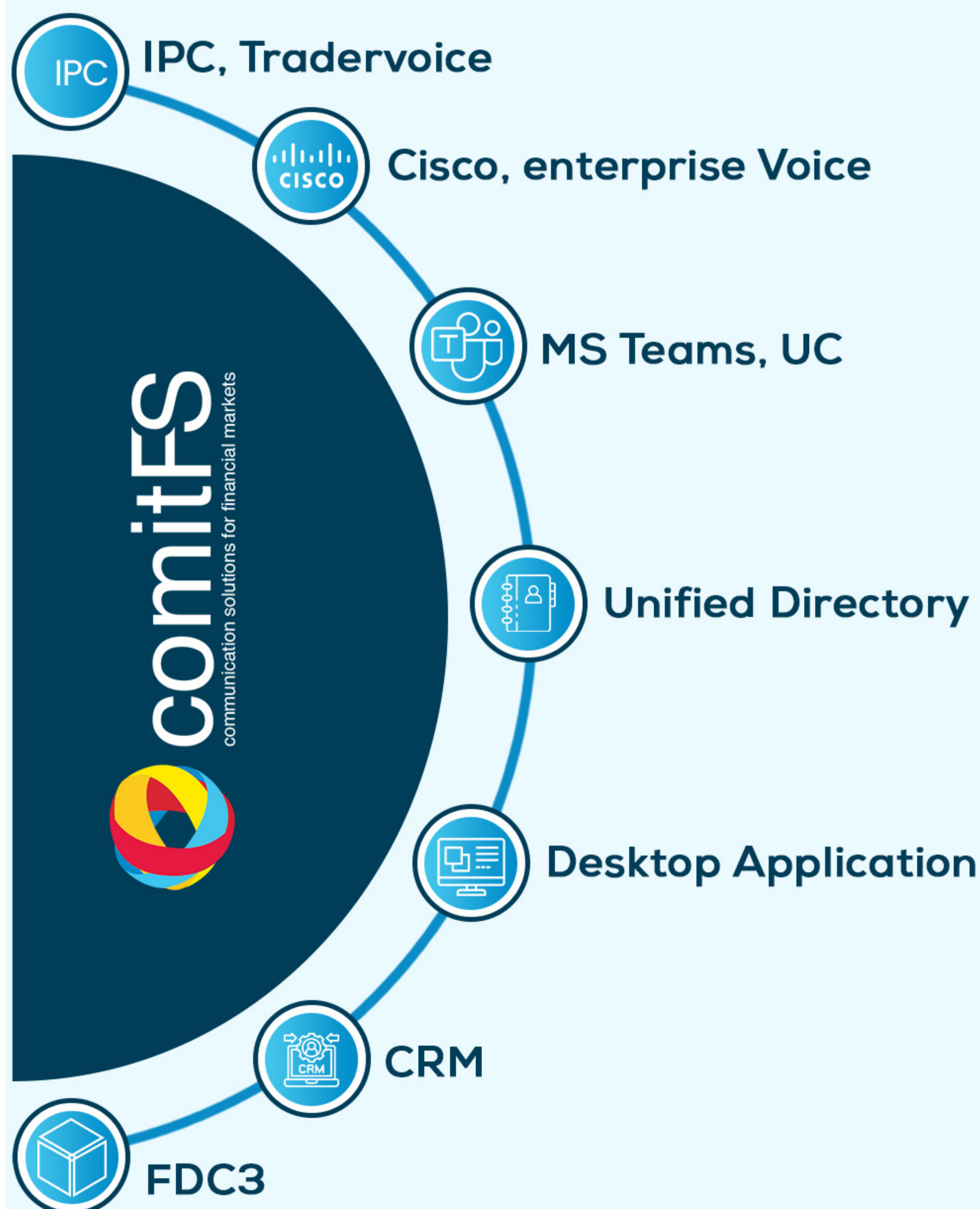
- > Integrated unified directory search bar
- > Redial from call lists:
  - > Outgoing/incoming history
  - > Missed calls
  - > Answered elsewhere

#### Complete Call Control

- > Intercom, dial tone and Private Wire
- > Manage calls across handsets and speakers
- > Mute, Hold or Release
- > Conferencing and transfer
- > Hide incoming call notification
- > Seamless conferencing of enterprise voice line

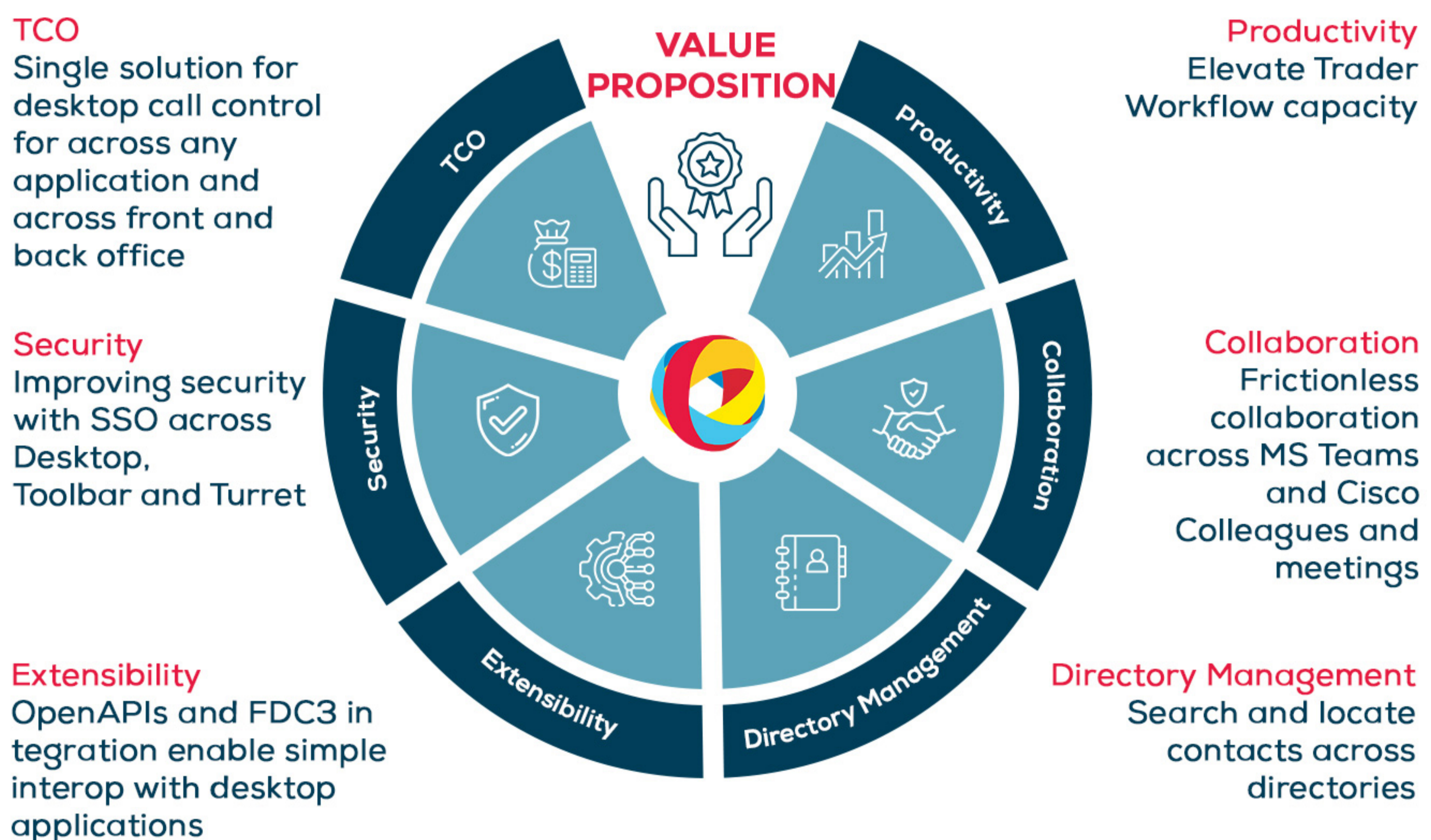
#### Unified Directory Search across

- > Speed dials
- > Personal Directory
- > Enterprise Directory
- > Outlook contacts
- > Outlook 365 contacts



The IPC Productivity Toolbar, a desktop application developed by comitFS for IPC, has been crafted to enhance Traders' Workflow Productivity. It enables traders to achieve click-to-dial functionality on various desktops and facilitates seamless collaboration with the middle and back office through integration with Microsoft Teams and/or Cisco.

Notably, the IPC Productivity Toolbar is designed with a no-code approach, making it an ideal solution for clients aiming to boost Trader workflow efficiency without the challenges of developing, testing, deploying, and maintaining a complex set of APIs. This includes integration with IPC, Microsoft Teams, Cisco, and voice recording solutions such as Verint and Nice.



The IPC Productivity Toolbar offers a unified solution that seamlessly integrates with customers' existing Trader Voice, Enterprise Telephony, and Unified Communication Estates. This ensures a cohesive communication environment.

The toolbar enables effortless collaboration with Microsoft Teams colleagues, allowing traders to instantly call and conference in colleagues during trader-client conversations.

If MS Teams integration into the trading floor is of specific interest, please contact us for further details on our MS Teams Strategy.

The toolbar serves as a central hub for desktop integration, in addition to providing comprehensive call control. This solution offers a Single Sign-On capability, an integrated unified directory search and dial. It also enables dialing directly from popular desktop applications such as MS Apps (e.g., Outlook and Excel), web browsers (including Edge, Chrome, and Safari), and CRM solutions like MS Dynamics and Salesforce. Lastly, the toolbar provides flexibility with both a developer API and a pre-configured FDC3 implementation to meet specific and customised integration needs.

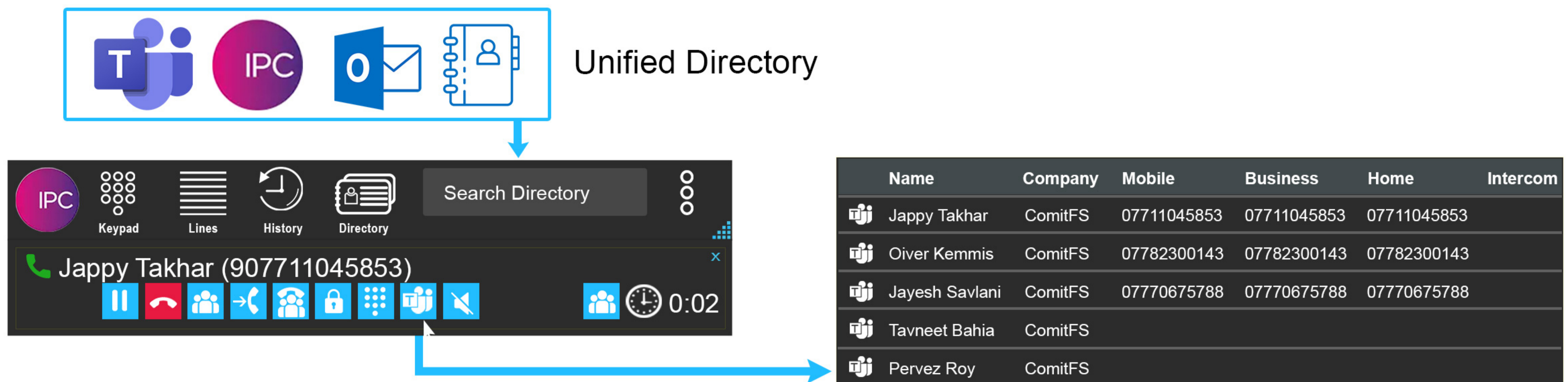
Flexible deployment options in  
Connexus Unigy and Customers Data Centres

## Today's Risks & Challenges

The challenges and rewards associated with integrating high-touch trader voice conversations into the trader-client workflow are apparent. The IPC Productivity Toolbar effectively addresses the complexities involved and maximises the benefits, by seamlessly integrating desktop applications with Unigy Turrets and Soft Clients.

The strong collaboration between IPC and comitFS eliminates the need for IPC customers to invest significant resources in building custom solutions for the integration of complex trader voice workflows.

## Introducing IPC Productivity Toolbar



Frictionless collaboration between Cisco, Teams and IPC Users

## ROI

### Traders

The productivity toolbar optimises the trader's workflow across the communication lifecycle. It facilitates pre-call data collection and insights, making it easy to identify and contact clients with a single click. During ongoing calls, it expedites data collation through contextual searches in desktop applications. Post-call, it enables the opening of relevant screens, such as Salesforce or MS Dynamics, to capture call context, contributing to informed decision-making for future interactions.

### Head of Desk

The greater the integration into the workflow, the more efficiently the trading desk head can capture insights into the traders' tools, enhancing overall efficiency. The productivity toolbar enables traders to seamlessly bring in colleagues—be it analysts, risk, or legal professionals—into calls as needed. This not only boosts the productivity of individual traders but also enhances the efficiency of the entire trade life cycle.

### Product Owners and Compliance

The toolbar plays a crucial role in maintaining compliance, ensuring that 100% of Trader calls stay on the turret, even during collaboration on external tools like Microsoft Teams. This simplifies matters for both Trader Voice Product owners and Heads of Compliance in a bank. The need to integrate multiple systems with workflow solutions and manage various voice recording solutions for each end user is eliminated, reducing complexity and enhancing regulatory adherence.

# 100%

## About comitFS

comitFS is a market leader in providing customers with a single middleware that ensures regulated conversations on devices work seamlessly within customer applications. 5 of the world's Top 10 Investment Banks have chosen to work with comitFS.

comitFS is unique, in that our API middleware, CAS (Common Application Server), spans all major turret vendors and digital workplace operators including IPC, BT, Cisco, Avaya and Microsoft Teams. CAS improves the workflow for multiple personas in wealth, private, corporate and investment banking. The CAS platform provides a range of benefits across the organisation:

- > Accelerate development and agility, providing developers a single API to code against
- > Control costs, CAS software scales across multiple user personas driving savings
- > Mainstream digital first plans, blending high touch conversations with desktop apps
- > Supporting regulatory requirements, ensuring media remains on the regulated user device.

[www.comitfs.com](http://www.comitfs.com)

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