



# SMS comfort

## Technical Tip 35



### InTouch Unified Communications and SMS Integration.

**InTouch** - puts Avaya's IP Office far ahead in the Small to Medium Business (SMB) Unified Communications market. It is not a separate application but a fully integrated Outlook plug-in, so it's always there when you need it.

Make informed choices of communication options - voice, email, **SMS**, IM

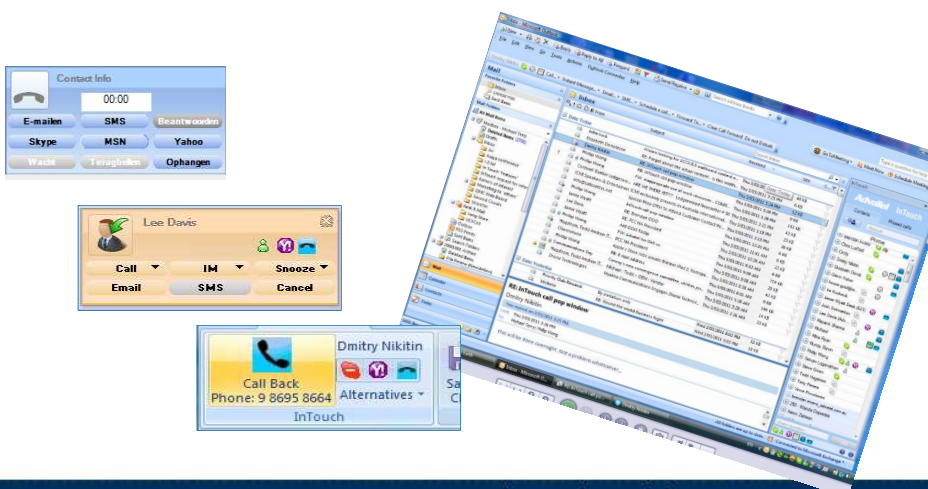
Outlook calendar mining shows both internal and external contacts if you are in a meeting, on the phone or DND

Federates your presence to your Yahoo, Skype, MSN & OCS/Lync contacts who are more productive as they know when & how you can be contacted

To configure InTouch with SMS comfort you need to check the following.

#### **Preparing: SMScomfort and Intouch**

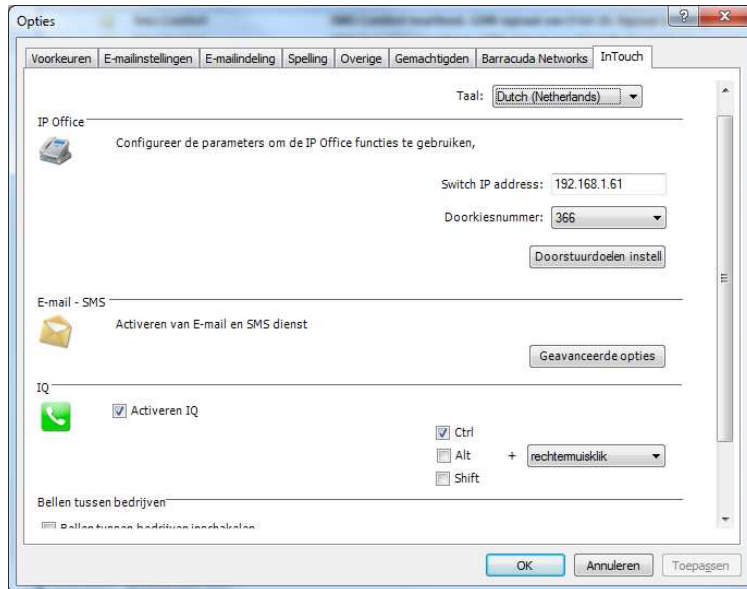
- Install SMS comfort.
- Install InTouch as described in the manual.





## Set SMS settings

In Outlook under **Extra / Options** select the **InTouch TAB**.

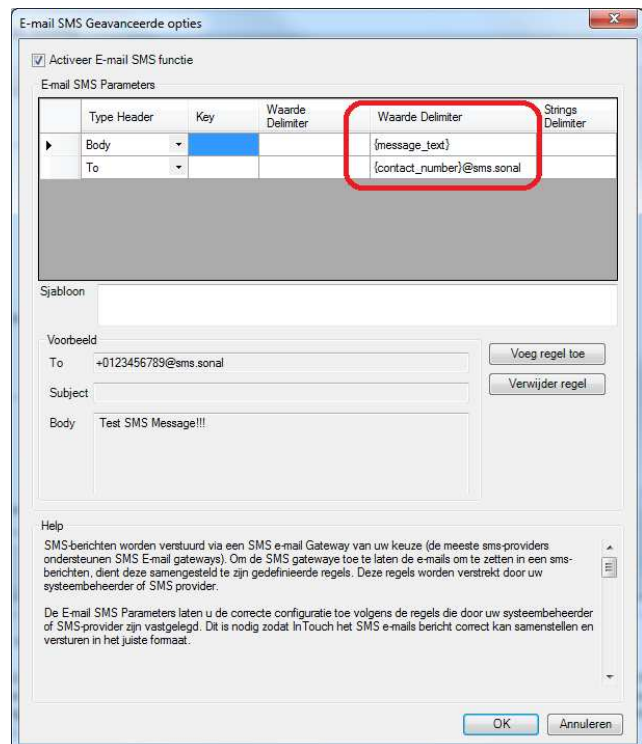


Select **Advanced Options** to set the parameters.

For the **To Header** set delimiter on **{contact\_number}@sms.domain**

Sms.domain set as in SMS comfort.

For the message Body set delimiter on **{message\_text}**

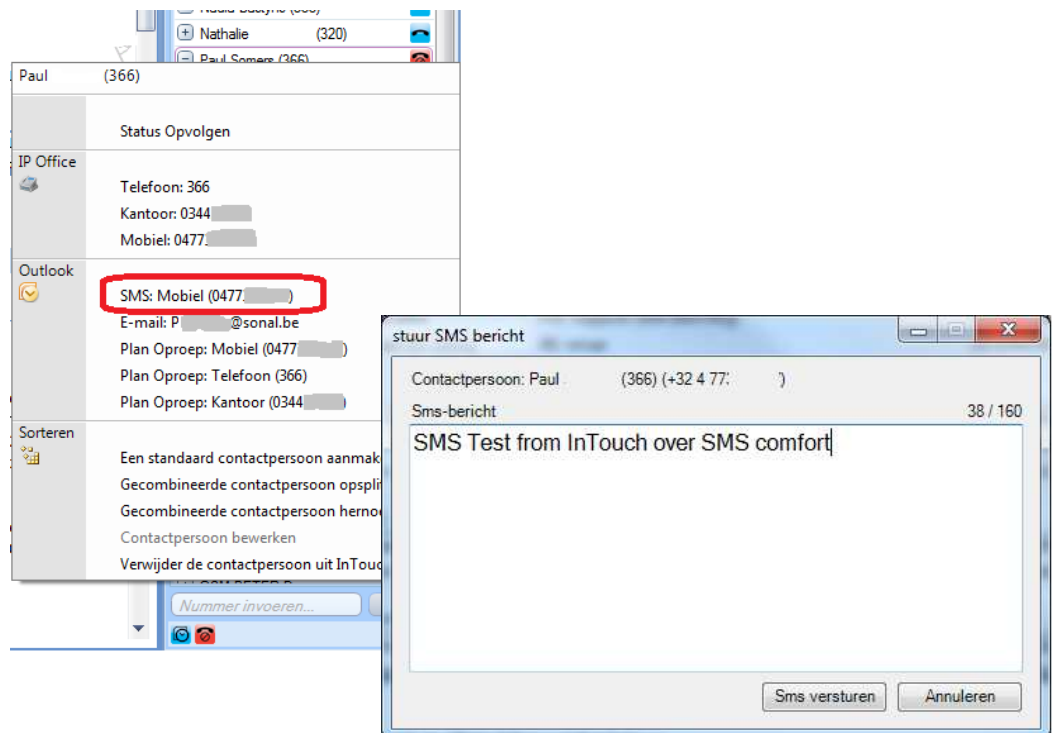




## Sending an SMS from InTouch.

Choose your contact and select **SMS:Mobile**.

An extra SMS window will appear. Add your message and send it to your contact.



SMS and email interaction is possible between your correspondents.

For more information about **InTouch** you can contact **Sonal NV**