Alcatel-Lucent My Instant Communicator (My IC) Social Networks integrates Microsoft Outlook®, Windows Live Messenger® (formerly named MSN®), Facebook, Skype™ and Yahoo! with the Alcatel-Lucent OmniPCX™ Office Rich Communication Edition (RCE).

It enables users to optimise communications by consolidated presence information and a variety of communication options — voice, email, Short Message Service (SMS) and Instant Messaging (IM) — all through existing social media.

My IC Social Networks helps small and medium businesses (SMBs) improve productivity by unifiying their communications. Most users have have Microsoft Outlook, and this simple Outlook plug-in enables them to communicate with all their contacts from within Outlook. There's no need to open separate applications.

KEY FEATURES

Directory federation of local contacts, internal corporate contacts and external social media contacts

Presence federation of telephony status, social media presence and calendar availability provided to internal contacts and propagated to external contacts

One communications interface for telephony control, contact management, social media integration and presence federation.

KEY BENEFITS

Provides a variety of communication options

Makes it easier to reach someone when they are available, thanks to presence information

Shortens communication setup times, for greater productivity

Intelligent Quickdial (IQ) allows you to select and dial, send SMS text or schedule a call to any number displayed on your PC screen — in a web page, a Microsoft® Office document, a PDF, an image, an email signature, and so on — through a combination of a button press and a mouse click. The Callback feature allows you to easily schedule a callback directly from the call screen popup. The callback is automatically added to your Outlook Calendar to remind you.

SMS from the desktop My IC Social Networks allows users to simply click on a contact entry to send an SMS. Users can also choose to receive the reply SMS as an email.

Pounce allows users to right-click on a contact they want to communicate with at the next available opportunity. When the contact next comes online, the Pounce user receives a "now available" notification in the form of a call screen popup.

The Missed Calls feature lets users view a list of missed calls. The Missed Calls button is highlighted in orange, and the number of missed calls is displayed on the Outlook panel. The Missed Calls list displays each contact's name, and current presence status, to indicate whether the person is available.