



# NEVER MISS WHAT YOU'VE MISSED WITH SUPERTOAST

A unique software add-on for Microsoft Lync 2013 and Skype for Business that notifies users of missed instant messages and calls

## ALERT AND RESPOND

In today's fast-moving world of virtual teams and demanding customers, a missed instant message (IM) or unanswered call can impact productivity, decision making and the customer experience. But not with SuperToast from Modality Systems.

Users are instantly alerted to all unanswered calls and unread IMs, so you never miss what you've missed - even in the busiest offices.

This simple and highly popular plug-in extends the functionality of Microsoft Lync 2013 and Skype for Business to include pop-up notifications of all unanswered audio and video calls, and unread instant messages.

SuperToast is easy to deploy, can be centrally controlled<sup>1</sup> and offers a range of personalisation options.

Unanswered calls and unread instant messages become a thing of the past with SuperToast from Modality Systems.

## DELIVERING BUSINESS VALUE

### PERSONALISE

Customisable appearance and alert settings.

### ALERT

100% visibility of all missed instant messages and audio/video calls.

### DECIDE

Facilitates faster decision making.

### RESPOND

Improves response time to missed communications.

### RE-ENGAGE

Reduces the risk of lost opportunities.

## ENHANCED USER CONTROL

Users gain greater control, become more responsive and stay informed. Notifications remain on-screen until users click them away - while multiple communications stack by time to make it easy to see what you've missed.

<sup>1</sup>Available only on SuperToast for Business

## SIMPLE FOR USERS, POWERFUL FOR BUSINESS

SuperToast is available as a single user version, SuperToast for One, or in a fully-featured, centrally-managed Business edition, suitable for wider use throughout the organisation, SuperToast for Business.

Both versions offer a range of customisation opportunities including user-defined alert delay settings and pop-up personalisation features. SuperToast for Business extends this functionality to include additional settings, branding options and personalisation features to enable centralised roll-out and control via an administrator console.

## HOW IT WORKS

Should an instant message go unacknowledged within the specified timeframe, or a call goes unanswered, SuperToast notifies the user by displaying the missed item in a pop-up window. The notification remains on screen until the user clicks it away.

Should multiple calls/messages be missed SuperToast simply stacks them in the order they are received – providing users with a viewable list of all missed communications. Online users are alerted immediately.



## COMPATIBILITY

Modality Systems SuperToast for One and SuperToast for Business are fully compatible with the following:

- Skype for Business (online & server)
- Lync 2013
- Windows 7, 8 & 10