

Communicator Desktop Feature List

Supported OS

Desktop OS platforms that support installation of Communicator client.		business	agent	supervisor
MS Windows Supported on MS Windows 64-bit platforms (Windows 10 and above)		●	●	●
Windows Server Communicator can be installed and used on Windows Server in terminal environment (2012 and above).		●	●	●
MAC OS X Supported on MAC OS X platforms (10.12 and above) Linux		●	●	●
LINUX Supported on Linux Ubuntu 64-bit platforms (12.04 and above)		●	●	●

Phone Module

The phone module has full functionality regardless of the SIP device type it is used with.		business	agent	supervisor
Personal Dialer This feature enables users to load a CSV file to dial numbers, one after another		●	●	●
SoftPhone Softphone mode allows you to make calls from your PC without using the desk phone.		●	●	●
Office phone Office phone mode allows you to use Communicator in integration with your desk phone, enabling you to use Communicator to make, transfer and park calls from the app itself while talking on your desk phone.		●	●	●

Polycom integration This feature ensures Polycom desk phone will work seamlessly with the software.				
Callback to GSM/PSTN numbers Besides your desk phone, Communicator can also call back any phone number, mobile or landline. Once you answer the call on your mobile phone, for example, you will still be able to use all the features available to control the call through the desktop application.				
Communicator GO mobile app While on a phone call with Communicator GO mobile app, you can still benefit from all of the advanced features/call control of the desktop app. For example, if you are using the mobile app, at the same time from a desktop app you are able to use call transfer, add another user to the conference, park a call... This enables you to continue your conversation on a mobile app while browsing the call options in the desktop app.				
OPUS codec Support for the Opus codec in softphones for improved voice quality.				
Echo cancellation Software echo cancellation for softphone.				

Basic Phone Operations and Call Control

		business	agent	supervisor
Video Calling Enables you to place, receive and control video calls on any desk phone or softphone that supports video calls.				
Voicemail When using Communicator, you will be able to play, rewind, pause, delete and move voicemail messages to a different folder from your PC.				

Answer a call You can answer the call straight from your desktop application. Once you accept the call, it will be automatically answered on speakerphone of your desk phone.				
Hang Up / Reject the Call You can hang up ongoing or reject incoming calls on your desk phone from the desktop app.				
Concurrent sessions You are able to see information about multiple calls and switch between them easily using the desktop app. The number of concurrent sessions is equal to the number of lines for specific extension. Office edition cannot show more than one call at a time.				
Transfer a call Allows you to do a call transfer (blind / supervised / xfer / device transfer) while on active call, by simply dragging the call icon and dropping it to any user in your Communicator list. Alternatively, to transfer calls to external number you can press Transfer button and enter any number you would like to transfer the call to.				
Hold / Resume call Hold/Resume option allows you to place call on hold or to resume it, by simply clicking the button in your app.				
Redial Redial option allows you to dial the last number you dialed with a single click.				
Mute Mute your speaker or mic with a single click.				
Speakerphone paging Speakerphone paging option allows you to place your call on desk phone speakerphone by clicking the button in your app.				
Call recording Allows you to start, stop, pause and resume call recording while on active call. When this feature is in use you will be able to see call recording status indicator in your interface				
Switch device Ability to switch between desk phone, softphone, mobile app or any callback number.				

Call encryption indicator In-call indicator when call is using TLS/SRTP encryption.				

Unified Communications Features

Unified Communications Features are essential set of tools which is integrating organizations, users and services into much more productive business units.		business	agent	supervisor
Directory Communicator's main window will display system contacts directory with option to hide contacts as well as to set alias for any of your contacts.				
Instant Messaging by Chat Chat with one or more Users (single & group chat) at the same time, and keep a searchable History of every IM conversation. Communicator also allows you to see chat message delivery status (sending, sent, delivered, seen, failed).				
Unified Call History Synced call history between all applications on all devices for 1 extension.				
Real-time messages sync Makes sure that any sent/received message is available in real-time on all of your logged-in devices. You will also receive push notifications for incoming messages on your mobile device.				
Chat full history sync Makes sure that when you log in, your chat history is always synced and that you have all messages available on your device.				
File Sharing Allows you to Send and Receive files. Files are stored permanently and can be downloaded until expiration time is reached.				
Drag and Drop You can use simple drag and drop actions to add users to call/chat/conference/group chat, make blind or attended transfers, drop file to Chat for transfer, join two active calls, etc.				

Start Chat from Call and Vice – Versa Allows you to initiate the call from the chat window by clicking call icon, but it also allows you to start the chat from the call window in the same manner.				
Adding user(s) to an existing chat conversation When adding users into the currently selected conversation you can filter users list by searching for a user's name or extension. You can also filter by department, or even add a whole department into the conversation. Added participants cannot read previous messages in the conversation.				
Removing users from existing chat conversations Admin of the group conversation can remove one or more participants from the group.				
Pinning of chat conversations Users can pin their most important conversation so that they appear on top of the list above all others.				
Pinning of chat message Users can pin their most important message inside one chat conversation so that they appear on top of the conversation screen.				
Forwarding of chat messages Users can forward existing text/file chat messages from one conversation to another.				
Typing notifications Users can see the info if one or more users are typing in single or group conversation.				
Disable chat application Admin can now disable chat for certain editions which will cause the chat to be hidden in the app.				
SMS support Ability to send and receive SMS.				
MMS support Ability to send and receive MMS.				
Marking chat conversations as unread User can mark any chat conversation as unread to keep it on highlighted and on top.				
Delete chat message for yourself User can delete any chat message for himself.				

Delete chat message for everyone User can delete the message that he/she has sent for everyone.				
Reorder pinned chats User can reorder his/her pinned chat conversations.				
Paste images from clipboard to chat User can paste images directly from clipboard to chat conversations.				
Reply to chat message User can now reply to any incoming/outgoing message.				
Faxing You are able to send any document as fax directly from it's native application (Word, Excel etc...), or send faxes directly from Communicator (PDF files only). In addition, you can also receive faxes and view them on your computer. Fax history feature will give you an option to check all incoming and outgoing faxes and filter them by date.				
Presence A unified presence that is synced across all of your devices (Desktop and Mobile). For a currently online user you can see if they are connected via Desktop, via Mobile or even both. For users who are not currently connected, you can see when was their last activity, in order to have a better understanding of their availability.				
MS Outlook You can sync Outlook contacts with your Communicator contact list. This will allow you to call any of them either from Communicator or from Outlook using integrated Outlook plugin. This will allow you to see the name of your contact whenever you initiate or receive a call from the number associated with one of your Outlook contacts. (MS Outlook must be installed).				

MS Exchange You are able to sync Exchange contacts with Communicator which will allow you to call them either from Communicator or from Outlook, using integrated Outlook plugin. Whenever you initiate or receive a call, you will be able to see the name of your Exchange contact that is calling you. (MS Exchange, and Outlook must be installed).				
Apple Address Book You are able to sync your Address book contacts with Communicator which will allow you to call them from Communicator. Whenever you initiate or receive a call, you will be able to see the name of the Address book contact that is calling you.				
Google Contacts You are able to import your google contacts into Communicator which will allow you to call them from Communicator. Whenever you initiate or receive a call, you will be able to see the name of google contact that is calling you.				
Central Phone Book Central Phone Book is a centralized list of contacts managed by the administrator. It is shared across all Communicator users, and synced together with the rest of your contacts. Besides contacts managed by the administrator, each user can manage his own personal list of contacts. This personal list is private and visible only to you, and can be managed through Online Self Care.				
Send vCard (contact sharing) You can share contact details with another Communicator user by sending vCard for contact you would like to share. You can share this by Communicator via email.				
Test audio devices in Preferences Ability to select and test microphone, speaker and ringing device used for calls.				
Change Microphone, Speaker, and Ringing Device from phone module window or while in call Ability to change your microphone, speaker, and ringing device during a call or before starting a call.				

Browser Integration Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate the calls from web browser.				
Kuando Busylight integration Kuando Busylight calls and presence integration for latest Kunado Busy Light hardware				

Conferencing Features

	business	Agent	Supervisor
Instant Conferencing You can create and control instant conference calls on any SIP phone or softphone			
Convert 2 party call to conference Enables you to do a seamless transition from regular call to a instant conference by simply dragging one or more contacts from your contact lists into a live call window.			
Invite external phone numbers In addition to an option to drag and drop Communicator contacts to live call, you can also invite any external phone number to the conference, by clicking + icon and entering number you would like to join the conference.			
Defined Conferencing Provides you an overview and control of defined conference rooms, with use of any SIP phone or Soft Phone, and allows you add participants by using drag and drop feature or by instructing the system to call out external numbers you would like to add to the conference call.			
Start conference from group chat and vice – versa Allows you to initiate the conference from the group chat window by clicking call icon, but it also allows you to start the group chat from the conference window in the same manner.			

Advanced Unified Communications Features

	business	Agent	Supervisor
DNS SRV SIP discovery and failover DNS SRV SIP discovery and parallel SIP registration to implement failover.	●	●	●
Easy Caller ID selection When list of Caller IDs is created in extensions Enhanced Services users are able to select a Caller ID, they would like to use, from the drop down list. Once selection is made, selected Caller ID will be used for outbound calls.	●	●	●
Softphone & desk phone mode display for DTMF Digits Improved dialer module to display entered DTMF on the screen. For example, when user dials voicemail and presses 2351 on the keyboard, no audio notification will be played but user can see it on screen.	●	●	●
Call parking Call parking feature enables you to easily park an incoming call by clicking park button. Communicator gives you an option to view the list of parked calls and pickup calls parked by other extensions.	●	●	●
Notifications Provides number of different popup notifications in order to inform you about event that occur. List of notifications includes notifications for: incoming call, new IM message, contact joined the conference, contact online/offline status. These notifications are available on every supported OS while Windows also includes in-popup call control (Accept/Reject).	●	●	●
Multilingual support Communicator desktop is translated to several world languages.	●	●	●
OSC – Online Self Care Offer access to Online Self Care platform through integrated extension Dashboard in OSC window.	●	●	●
Quick Configuration Configuration procedure is fast and with minimal number of steps and data entry needed.	●	●	●

QoS for Windows and Mac QoS for Windows and Mac. Communicator voice packets have higher priority through the routers that have QoS support.				
Default ring tones Default ring tones are different for inbound and outbound calls when using softphone Before it was the same ring tone and it was hard to distinguish whether it was an inbound or outbound call.				
Block Caller ID Users are able to block caller ID directly from Communicator. Two options are available: "Hide Caller ID" and "Hide Caller ID for next call only".				
QR code generator for mobile app Option to show QR code for quick sign-in via mobile applications.				

CRM Integration

		business	agent	supervisor
SugarCRM Offers full support for SugarCRM, including Click to dial and call recordings upload.		optional	optional	optional
Zoho Integration with Zoho CRM does support Click to Dial and call recordings uploads to the CRM.		optional	optional	optional
SalesForce Integration with SalesForce CRM support. Click to dial and call recordings upload feature, however, while Click to Dial works with Classic interface in Lightning it is not supported.		optional	optional	optional
Microsoft Dynamics Integration with Microsoft Dynamics does not support Click to Dial feature. In addition, in case customer is not added in the CRM, call recording will not be uploaded unless agent creates a contact before call is finished.		optional	optional	optional
Bullhorn Integration with Bullhorn CRM supports call recordings upload but does not support Click to Dial feature.		optional	optional	optional
ZenDesk Integration with ZenDesk CRM supports call recordings upload but does not support Click to Dial feature.		optional	optional	optional

Vtiger Integration with Vtiger CRM supports call recordings upload but does not support call log when call starts feature.		optional	optional	optional
Pipedrive Integration with Pipedrive CRM supports call recordings upload but does not support call log when call starts feature.		optional	optional	optional
SuiteCRM Integration with Suite CRM supports call recordings upload but does not support call log when call starts feature.		optional	optional	optional
Proprietary Customers may make their own custom integration utilizing our proprietary application.		optional	optional	optional

Modules

		business	agent	supervisor
Generic CallPopup module Generic Call Popup module allows customer to use Communicator's Push call info, to integrate with other browser-driven third-party CRM solutions. In order for this to work, custom modification on CRM part is necessary. Users can specify URL or EXE file, APP in MacOS, that will be executed in Call Popup module.		optional	optional	optional
Skype for Business module Integration between Skype For Business client and user's phone system		optional	optional	optional

Integrations

		business	agent	supervisor
iTunes integration On MacOSX when user places/receives a call, iTunes is paused automatically. When call is finished, iTunes continues to play music.		●	●	●

Telephony URI handling It is possible to set gloCOM as default app to open "tel://", "sip://", "callto://" and "glocom://" URIs. which will allow you to use them to initiate calls with Communicator.				
Outlook Click2Dial Outlook Click to Dial plugin allows the user to dial contacts directly from outlook contact list with one click.				
Outlook contact popup Configurable option when "Add new Outlook contact" popup will show up. Users can choose when popup will be displayed. Available options are, never (default), when call is started, when call is answered, when answered call is finished.				
Browser Click2Dial Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate calls to detect phone numbers from web browser with a single click.				
E-mail client Integration E-mail client integration allows you to send e-mails from Communicator to any of your contacts by using your default e-mail client.				
IP Camera support Provides you with option to connect any web capable IP camera.				

Contact Center Features

		business	agent	supervisor
Filter Queue Calls tab Filter for the selected queues in the queue calls tab. This is important for clients with multiple locations and multiple queues per location.				
Resize columns in supervisor panel Option to resize columns in supervisor panel.				
Supervisor as an Agent Supervisor Edition is extended with Agent edition functionalities. A Supervisor can also be an Agent and use all Agent Edition features.				

Supervisor Queues module Inside of the Queues module supervisor can monitor real-time information for all queues he selects to be visible through Preferences dialog. Queues module displays queue statistics for the current day. For each queue, the following information is displayed: total calls, answered calls, unanswered calls, waiting calls, idle agents, busy agents, avg. wait time, max. wait time and service level.				
Supervisor Wallboard module Inside of the Wallboard module supervisor can monitor real-time information for all queues he selects to be visible through Preferences dialog. The Wallboard is displayed in a large format intended for use with televisions or other large screens. Wallboard module displays queue statistics for the current day. For each queue the following information is displayed total calls, answered calls, unanswered calls, waiting calls, idle agents, busy agents, avg. wait time, max. wait time and service level.				
Supervisor Queues/Wallboard module – “All queues” statistics The supervisor can see total queue statistics for selected queues, which means that he can monitor the performance of the entire call center, not just per queue.				
Supervisor Agents module Inside of the Agents module, the supervisor can monitor information for all logged-in agents he selects to be visible through Preferences dialog. All types of agents are shown (static, dynamic and callback). It is possible to see agent direction and blending option in a real-time. The supervisor can change the direction of any agent by clicking on the direction buttons. Also, he can see which project code each agent is using for their current calls. It is also possible to monitor dialer calls and campaigns.				
Supervisor Graphs module The Graphs module shows real-time call statistics in the form of graphs. Also, it is possible to choose whether you want to display graphs until the current server time, or to display graphs from the specified server time.				

Supervisor Agent Statistics module Agent Statistics module displays agent inbound and outbound statistics that include all agent calls (inbound, outbound, direct (in/out)) into calculations. Calculations are reset every day starting from midnight. It is possible to set refresh time to the desired value to keep statistics updated.				
Supervisor Agent Statistics module Agent Statistics module displays agent inbound and outbound statistics that include all agent calls (inbound, outbound, direct (in/out)) into calculations. Calculations are reset every day starting from midnight. It is possible to set refresh time to the desired value to keep statistics updated.				
Supervisor Queue Calls module Inside of the Queue Calls module, the supervisor can monitor information for calls from all the queues he selects to be visible through Preferences dialog. The supervisor can perform the following operations for each call if he has the permissions: Transfer Call, Take Call and Monitor Call.				
Supervisor Inbound Calls module Inside of the Inbound Calls module, the supervisor can monitor information for all calls coming into the system. The supervisor can perform the Transfer Call operation for each call if he has the permissions.				
Supervisor Outbound Calls module Inside of the Outbound Calls module, the supervisor can monitor information for all calls going out from the system. The supervisor can perform the following operations for each call if he has the permissions: Transfer Call, Take Call, Monitor Call and Hangup Call.				
Supervisor Alerts module Inside of the Alerts module, the supervisor can monitor alerts he selects to be visible through Preferences dialog. For each alert the following information is displayed: Date/Time and Alert. Also, it is possible to see the total number of all alerts displayed in the list above.				

Supervisor Campaigns module Campaigns module displays campaign statistics for the current day.				
Supervisor Panel Colors of different statuses Changed the colors for different agent states inside Supervisor Panel (Agents tab).				
Search agents in agents view tab In supervisor panel (Agents tab) button Search agents will enables supervisors to quickly search and find agents.				
Agent panel All agent related features are located in one window (Agent Panel), making it easier for an agent to handle multiple calls, feedback forms, CRM popup, callbacks, other agents and queues.				
Agent panel Queues Overview Queues tab displays all queues that you choose to be visible in Queues Settings, and the total number of those queues. For each queue, the following information is displayed: Queue name, Calls, Busy, Idle, Paused and MWT.				
Agent panel Agents Overview Agents tab displays all agents that you choose to be visible in Agent Settings, and the total number of those agents. For each agent the following information is shown: Agent name, Agent ID and Agent Type.				
Inbound Contact Center Inbound mode means an agent works only in queues. Agent can be member of multiple queues.				
Outbound Contact Center (Dialer) Outbound mode means an agent works only in campaigns. An agent can be a member of multiple campaigns, but can be active in only one campaign during the login session. Agent can not work in a campaign and a queue at the same time.				

Outbound Contact Center Strategies Supports the following: Power, Preview and Progressive strategy. In power strategy, the agent is waiting to receive the next call from the campaign in which he is currently logged. Preview strategy allows the agent to have a preview of lead details so he can decide whether to dial lead or not. The progressive strategy works the same as a preview, except that the agent has a timeout in which he must perform dial, and there is no possibility to manually fetch the next lead.				
Outbound Contact Center Dispositions Each campaign can have various options that the agent should submit when the call is finished. These options are called dispositions. Dispositions need to be set. There are several types of dispositions: Retry, Callback, Personal Callback, DNC etc. To quickly submit a disposition an agent can use hotkeys.				
Outbound Contact Center Feedback Form Feedback form is displayed whenever there is a new call from the campaign. In order to show feedback form, it has to be loaded on and the option Send Feedback Forms per campaign must be set on Yes. Otherwise, a feedback form is not available. In preview/progressive strategy there is feedback form visible before the call is started, but in that case is possible only to read information, not to edit.				
Blended Contact Center Blended mode means the system will automatically move the agent from inbound to outbound strategy if a queue is not busy, or system will move the agent from outbound to inbound strategy if there are people waiting in the queue. Blending can be automatic or manual. It is based on minimum idle agents parameter per Queue, that can be found and updated. Manual blending means that agent can choose manually direction at login time or during the operation he can switch between inbound, outbound and blended mode.				

Inbound Contact Center Dispositions Each queue can have various options that the agent should submit when the call is finished. These options are called dispositions. Dispositions need to be set on. To quickly submit a disposition an agent can use hotkeys on keyboard. Statistics per queue dispositions are available on.				
Agent panel Screen Pop In order to use this feature CRM or CallPopup Module needs to be enabled. If this feature is enabled the Screen Pop will happen within the application inside the Agent Panel window, otherwise it will use your Default Browser. Also, it is possible to do screen pop based on the URL set per Queue.				
Agent Pause Reason Codes When an Agent would like to put himself on pause, he will be prompted to select a reason from the dropdown list. This reason will be reported for both live and historic reports for the agent.				
Other agents pause reason Tooltip over each agent name that shows their current status (i.e., on call, busy, paused etc...).				
Agent alerts Setup for alerts in agent panel (Max wait time, Threshold time, Alert interval, etc.)				
Alerts for callers waiting in a queue Turn off by default alerts in agent edition for callers waiting more than 7 minutes in a queue.				

Audio device integration

	Business	Agent	Supervisor
Any audio device supported by OS Communicator can use any audio device installed on the OS.			
Advanced headset integration with Jabra Supports full integration with Jabra headsets – users can Answer/Reject/Hold/Resume calls by using their headset controls.			

Advanced headset integration with Plantronics Supports full integration with Plantronics headsets – Users can Answer/Reject/Hold/Resume/Mute calls by using their headset controls.				
Advanced headset integration with Sennheiser Supported features on the headset (HS): Answer/Reject/Hold/End/Mute/On&Off Hook				

Personalization

		business	agent	supervisor
Different view modes Use List or Grid (Thumbnail) view modes to view your contacts. Choosing the size of the contact details in List mode. Show/hide contact personal message and name in Grid View.				
Avatar Set your avatar image, other contacts will be able to see it.				
Delete temporary files after converting them to video Recording creates temporary files that are then converted into the final .mov file. By default, these files are deleted because they take up disk space.				
Status and status message Allows you to set your status (Available, Busy, DND, Away) and optionally provide a custom status message to describe your current availability. Aside from these 4 default statuses administrators can also add statuses. When selecting your status, you also have to specify status expiration. This allows you to let Communicator revert your status back to Available after a certain period of time.				
Hide contacts in list Users are able to hide contacts from the list of contacts directly from Communicator application.				
Favorites Users can make favorites list from the list of available contacts, directly in Communicator application.				

Choose CallerID when sending Fax Communicator users can choose caller IDs, from predefined list for sending a fax.				
Choose preferred module icons Organize icons option is used to personalize the module icons available in the main window. Note that the first icon has to be the Phone module, but you can rearrange the 5 other icons as it suits your needs.				
Multiple Profiles Multiple profiles (user accounts) can be created. For example, you might want to create a profile for work and a different profile for personal use, keeping them separate.				
Six module icons There are 6 module icons in the main window for quick access. They can be rearranged as it suits your needs.				
Department Filtering Users can filter directory by department or “My Departments”.				
Padlock for Module Windows to stay Open Phone, Conference, Group chat and Call Parking modules now have a padlock icon in the upper left corner. If it is locked window is not closed automatically when a call is initiated (the conference is joined / group chat joined / call picked from call parking dialog).				
PCI compliance This option in will detect DTMF from the caller and enter them into a text field by “simulating keypress” with DTMF digit.				
Custom parking lots When a user presses Park inside call window in they are presented with a drop-down so they can choose a lot to park.				

Deployment Features

	business	agent	supervisor
--	----------	-------	------------

Windows installation with EXE or MSI Available in two different packages. A custom, third-party installation system in an EXE file. A Windows Installer installation in an MSI file. .exe's are just executables that help to add value or data to the system. But they may not help in maintaining the integrity of the system as such. Whereas .msi's are executables that not only help with clean installation but also with clean uninstallation of any application thereby restoring back the stability of the OS.				
Silent installation of msi package / Windows GPO For auto configuration to work: "Orca" application (by Microsoft) should be used to generate transformation file with modified values of properties. This file is then specified in the GPO on Windows Server. Silent install: msi.exec /quiet.				
Shared configuration Share login configuration between multiple Windows/Mac users on a single computer.				

Meeting

		business	agent	supervisor
Audio/Video Conferencing Join a meeting with audio and/or video.				
Screen Sharing Basic screen sharing of the current screen.				
Application sharing Share screen of a specific application.				
Group chat Group chat during the meeting between internal and external participants.				
Webcam sharing Share webcams from all meeting participants.				
Call in using computer/device Enable joining audio conference with device microphone.				

Call in using phone (PIN based) Enable participants to call certain phone number to join the audio conference Toll free for certain countries and international numbers. Participants would dial the number and they would enter meeting number and PIN into IVR which would connect them to meeting audio conference.				
Mouse and keyboard control Give participants mouse and keyboard control over a shared screen.				
Role passing to participants Pass host or screen sharing role to participant.				
Who is speaking Focuses video of the current speaker and identifies all current speakers in the participants list.				
Instant chat or group-chat to meeting Ability to start a meeting by clicking on a meeting button inside chat or group chat.				
Instant turn voice-call or audio conference to meeting Convert voice call to meeting by clicking on meeting button inside call or conference dialog.				
Switch audio device Ability to switch between softphone or desk phone while inside meeting.				
Invite local participants Invite more participants during the meeting by dragging and dropping them from the main application windows to the participants list or by choosing them from the contact list.				
Invite external participants Invite external participants during the by adding their phone or email.				
Remove participant Dismiss a participant from a meeting.				

Scheduling

		business	agent	supervisor
Schedule an up coming meeting.				

Recurring meetings support Allow support for setting up a recurring meeting (daily, weekly, monthly with some other options).				
Calendar integration View all scheduled meetings in calendar (Google Calendar, Apple Calendar ...)				