

- **Word processing** – Obviously. But many systems now combine sophisticated spelling and grammar checkers, thesauruses, pre-set forms, multiple addressing, and boilerplate insertion features. Choices can be made between full function programs for heavy scribes, and simplified versions for the occasional memo or report writer.
- **Database management** – These programs, which organize information in a way which can be easily analysed, cross referenced and retrieved, can be as simple as a mailing list, or as complex as an inventory control system, depending on needs.
- **Spreadsheet** – These are the standard workhorses for financial analysis, what-if scenarios, budgets, and general number-crunching.
- **Calendaring** – Integrated calendars are much more sophisticated than the word implies. In addition to helping with personal agendas, or automatically reminding you of meeting times or your spouse's birthday, the integrated versions allow for such things as automatic scheduling of meetings. You want to meet Joe and Martha next week? The computer looks at their respective schedules, sees when both are free, and automatically schedules a meeting time.
- **Electronic messaging** – On networked systems, electronic messaging is turning out to be a major systems productivity tool. Avoiding telephone tag, written messages can be created and sent to one person or many, and distribution lists for messages can be kept on automatic file. Privacy and confidentiality features are usually incorporated. If you have a message waiting, most systems will alert you automatically.
- **Electronic mail** – Access to commercial E-mail services through the workstation is often possible in integrated systems.
- **Document sharing** – Any information created by you or by others on the system can be retrieved by anyone else, unless marked confidential or for certain eyes only. You may also indicate which other users, if any, have the right to change a document you have created, or which can view it only.

- **On-line research** – Most integrated systems allow access to the rapidly proliferating public databases which provide research material on almost any subject available. Because these services tend to be expensive, there is usually some restriction over which workstations have access to these public resources.
- **Mainframe links** – Most integrated systems allow the user to retrieve data from the company's or organization's mainframe, and even use tools such as a spreadsheet program to analyse such data locally.
- **Windows** – Windows will allow you to look at two or more functions at once and transfer data among them.
- **Electronic desk** – A catch-all phrase for a number of automated personal productivity tools, normally found on the pre-workstation desk, such as a calculator, note pad, personal file space, telephone number list, agenda, clock, alarm reminder and so on.
- **Automated telecommunications** – Some workstations incorporate features such as automatic dialing, call forwarding, the ability to send and receive both voice and data through the same system, and other telecommunications features.
- **Voice mail** – In voice mail systems, now becoming more popular, the sender merely speaks into a telephone. The message is digitized, stored and distributed to one or many other voice mail terminals. It's fast, avoids wasted time through telephone tag, and does away with the need to type out messages.

- **Document approval systems** – An important feature for some organizations, where documents have to go through many approval stages and be vetted by many people as they work their way to the top. Document approval systems support automatic forwarding of documents for approval, signing off by managers before they reach the next stage, monitoring of the approval process, tracking documents, and record keeping.
- **Videotex** – Workstations which incorporate videotex technology can both create and access high quality graphics and text, either from commercial videotex databases or specialized services such as those which provide stock market reports and trends, or from the company's own videotex database.
- **Bilingual capabilities** – Some integrated systems are user-friendly in more than one language. In these, a person indicates at the very first prompt, whether he or she wants to perform tasks in, say, English or French. From that point on, the system responds in the language chosen.
- **Artificial intelligence** – Although we've heard about artificial intelligence for some time now, it has only recently begun to become available to office environments, in the form of "expert systems." Essentially, an expert system is a complex program which can "learn" critical aspects of an operation, process or subject field. Users can then query the system, often in a "natural language". Watch for rapid developments in AI over the next few years.
- **Shared Peripherals** – Standard peripherals such as printers, plotters, etc. are included with integrated systems, and in many cases, peripherals may be shared by several workstations.

