

Cloud-Hosted Communications



Unified Communications

- **WebRTC**
 - Video Conference
 - Chat
 - SMS (with PUSH support)
- **Softphone**
 - Three-Way Calling
- **Mobile Application**
- **Video Conferencing**
 - No Application Needed
 - Collaboration Made Easy
 - Screenshare
 - Record

General

- **Auto-Attendant**
 - Dial by Name Directory
 - Intro Greeting
 - Post-Welcome Greeting
 - Dial by Extension
 - Multiple Language AA
 - Configurable AA Timeouts
- **Call Pick up**
 - Directed Call pickup
 - Group pickup
 - Site pickup
 - Domain Pickup
- **Conferencing (Dedicated Bridge)**
 - Leader Login
 - Leader PIN
 - Participant PIN
 - Require Leader to Start
 - Begin and End times
 - Max # of Participants
 - Save Participants
 - Announce Participants
- Arrive/Depart Tones
- **Paging**
 - Handset Paging
 - Overhead Paging
- **Transfer**
 - Blind Call Transfer
 - Attended Call Transfer
 - Voicemail Transfer
- **Call Park**
- **Call Retrieve**
- **Parktrieve**
- **Picktrieve**
- **Call Disposition and Reason**
- **Hotdesking**
- **Attendant Console**
- **Intercom**
- **Mid-Call Recording Redaction**
- **Music on Hold (MOH)**
- **Multi-Language IVR**
- **Presence**
- **Time frames**

Security

- **Portal Security**
 - Secure Passwords
 - Forced Password Reset
 - Password Set/Reset via email
 - reCAPTCHA
 - v2
 - Invisible
 - Masquerade
 - User Welcome Emails
- **Transport Layer Security (TLS)**
- **Dictionary Attack Prevention for Phone Provisioning Files (S.A.F.E)**
- **Dial Permissions**
- **User Limits**
- **Reject Log**
- **Alarms**
- **Authorization Codes**
- **Call Limits**
- **SRTP Audio Encryption**

Call Center

- **Call Queue Routing**
 - Round Robin (longest idle)
 - Ring All
 - Linear Hunt
 - Linear Cascade
 - Agents to Ring initially
 - Agents to add after timeout
 - Call Park
 - Forward if Unavailable
 - Forward if Unanswered
 - Call Back
 - SMS queuing
- **General Call Queue Settings**
 - Call Recording
 - Statistics
 - Message to Agent
 - Require Agents
 - Require Music on Hold (MOH)
 - Logout Agent on Missed Call
 - Intro Greetings
- **Monitoring**
 - Listen In – No ability to talk to either agent or caller
 - Barge In – full two-way audio with Agent and Caller
 - Whisper only – one-way audio with Agent only
- **Call Queue Thresholds**
 - Max Expected Wait Time
 - Max Queue Length
 - Queue Ring Timeout
 - Agent Ring Timeout
- **Call Center Stats-Home Page**
 - Callers Waiting
 - Average Wait Time
 - Average Handling Time
 - Abandon Rate
 - Calls Answered
 - Call Volume
- **Call Center Reports (can be received via email)**
 - Queue Statistics
 - Agent Statistics
 - Agent Availability
 - DNIS Statistics
- **Call Center Agent Settings**
 - Agent Status
 - Wrap Up Time
 - Max Simultaneous Calls
 - Queue Priority for Agent
 - Request Confirmation
 - Auto-Answer

User

- **Answering Rules**
 - Ring Time Out
 - Do Not Disturb(DND)
 - Call Screening
 - Call Forwarding
 - Always/When Busy/When Unanswered/When Offline
- **Conferencing (Owned Bridge)**
 - Leader Login
 - Leader & Participant PINs
 - Require Leader to start
 - Begin and End Time
 - Max # of Participants
 - Save Participants
 - Announce Participants
 - Arrive/Depart Tones
- **Voicemail**
 - Voicemail to Email
 - Voicemail Distribution List (Deep Copy)
- **Call Waiting**
- **Delayed Simultaneous Ring**
- **Extension Forbid List**
- **Localization**
- **Music on Hold (MOH)**
- **Operator Forward**
- **Presence**
- **Ring All**
- **Simultaneous Ring (Sim Ring)**
- **Time Frames**
- **Gravatar Integration**

Monitoring

- **Call Center Reports (can be received via email)**
 - Queue Statistics
 - Agent Statistics
 - Agent Availability
 - DNIS Statistics
- **Call Center Stats-Home Page**
 - Callers Waiting
 - Average Wait Time
 - Average Handling Time
 - Abandon Rate
 - Calls Answered
 - Call Volume
- **Analytics – create customized dashboards/wallboards**
- **Domain Graphs & Statistics**
 - Peak Active Calls
 - By Hour
 - By Day
 - By Minute
 - All Calls
 - Offnet Only
 - Call Volume
 - By Hour
 - By Day
 - All Calls
 - Offnet Only
- Total Minutes
 - By hour
 - By Day
 - All Calls
 - Offnet Only
- Users and Applications (per Domain)
 - # of Users
 - # of Devices
 - # of Auto-Attendants
 - # of Call Queues
 - # of Conferences
 - # of Phone Numbers
- **Usage Stats**
 - Calls
 - SMS
 - Current Month
 - Previous Month
- **Account Codes**
- **Call History**
- **Recording**
 - Recording Email Notification
- **Server Management**
- **SIP Trace**
- **Trend Analysis**
- **CDR Export via portal**

Device Related

- **Auto-Provisioning**
- **Bulk edit via portal**
- **Customization of Phone Directories**
- **Device Overrides- via portal and Admin UI**
- **Device Passwords-via portal and Admin UI**
- **Inventory**
- **Inventory import – via portal and Admin UI**
- **Geography Based Provisioning**
- **Hotdesking**
- **Mass Resync**
- **Message Waiting Indicator (MWI)**
- **N-way Call**
- **Preferred Server Location**
- **Shared Line Appearance (SLA)**
- **Star Codes**
- **User Agent Permit Filter**
- **Video Telephony**
- **GUI for device button and template deployment**
- **Queue Status Monitored BLF**
- **Day/Night Mode Monitored BLF**

Phone Number Related

- **Phone Number Inventory**
 - Timed Enable/Disable
 - Localization
 - Enable Language on DID
- **Time of Day Routing**
- **Route Manager**
- **Alternate Numbers**
- **Allowed Numbers**
- **Anonymous Call Rejection**
- **Blocked Numbers**
- **Calling Line ID Blocking**
- **Configurable Call ID**
- **Direct Inward Dialing**
- **Normalization of Numbers**
- **Privacy**

About Telknology

Telknology has built consistent relationships since 2002 with reputable clients.

Telknology understands that the correct phone system is important and needs to be installed based on the need of the company. Proper knowledge of this system installation needs to be provided by certified technicians in order to enhance communication throughout the entire facility. Not only do we comply with the needs of the customer, but we also provide our experience to find the best solution for your installation needs.

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