

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**



SilentGuard