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**