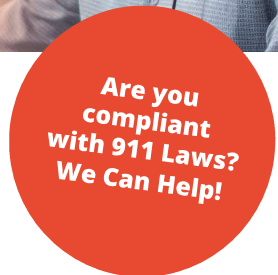


Get Compliant with 911 Laws

All businesses must comply with two laws governing Enhanced 911 - Kari's Law and Ray Baum's Act.



ENSURE ENHANCED 911 COMPLIANCE WITH CLOUD COMMUNICATIONS

Our cloud communications platform can help your organization comply with the rules governing Enhanced 911.

HOW OUR PLATFORM KEEPS YOU COMPLIANT WITH ENHANCED 911 RULES

KARI'S LAW REQUIREMENTS

Kari's Law requires organizations with multi-line telephone systems (MLTS) to send notifications to on-site personnel that alerts them to the emergency when 911 is dialed from their premises.

It also requires that organizations must remove any requirement that a caller dial 9, or any other number, to reach an outside line to make a 911 call.

Our Solution

Our cloud communications platform does not require a prefix to access an outside line. In addition, it automatically alerts on-site personnel when anyone in the building dials 911 as follows:

- Calls the phones of predefined personnel and plays an automated recording of the time and date of call, username, phone number and extension that dialed 911.
- Broadcasts an email with this same 911 call information to multiple contacts at once.

RAY BAUM'S ACT REQUIREMENTS

Ray Baum's Act requires organizations to provide a dispatchable location, including street address, floor, room and/or suite number (if applicable) to public safety personnel with 911 calls.

Our Solution

We offer Enhanced 911 with a specified location listing per phone. The location can include:

- Building address
- Building number if on a campus or floor number if in a multi-floor building
- Room/office number

We support Enhanced 911 on Hosted PBX seats or SIP trunks with the inclusion of a Direct Inward Dialing (DID) number for each physical telephone as long as the PBX manufacturer allows support for this service.

IS YOUR ORGANIZATION SUBJECT TO THE 911 RULES?

All businesses must comply with Ray Baum's Act. All businesses with MLTS must comply with Kari's Law. Examples include companies across verticals, such as:

- Multilocation companies
- Hotels
- Financial Institutions
- Education campuses (K-12, colleges and universities)
- Hospitals
- Warehouses
- Retailers
- More

WHAT YOU NEED TO KNOW ABOUT THE ENHANCED 911 LAWS

The two new laws – Kari’s Law and Ray Baum’s Act — were passed separately but they work in tandem to provide more specific directives for processing 911 calls.



WHAT IS KARI’S LAW?

Kari’s Law was passed into law on February 16, 2018, and applies to multi-line telephone systems (MLTS) “manufactured, imported, offered for first sale or lease, first sold or leased, or installed” after the compliance date of February 16, 2020. The law:

- **Prohibits the “Prefix” Requirement When Calling 911** — Locations with MLTS must remove any requirement that a caller dial 9 or any other number to reach an outside line to make a 911 call.
- **Requires On-site Notification** — A notification must be sent to on-site personnel when a 911 call is dialed from an MLTS.



WHAT IS RAY BAUM’S ACT?

Ray Baum’s Act was passed into law on March 23, 2018. Section 506 required the FCC to conclude a proceeding by September 23, 2019, that considered rules to ensure that MLTS systems to relay a dispatchable address to public safety responders along with a 911 call. On August 2, 2019 the FCC released its Report and Order that adopted such rules and concluded its proceeding as directed by Section 506.

A dispatchable address is now defined as “*the street address of the calling party, and additional information such as room number, or similar information necessary to adequately identify the location of the calling party.*”

Note: These are federal laws; states may have their additional laws with their own requirements.

E911 COMPLIANCE CHECKLIST

Here’s a list of tips to help you deliver compliant E911 service to keep your employees, vendors and customers safe.

- ✓ Ensure callers can direct dial E911 without the need to dial an access code, such as * or 9, first to get an outside line.
- ✓ Plan E911 support for virtual workers and satellite offices.
- ✓ Set up E911 notifications for designated personnel in the event there’s an emergency.
- ✓ Consult with legal counsel regarding your need to comply with the new E911 rules.
- ✓ Map “dispatchable locations” where first responders can find E911 callers, including address, building, floor and/or room.
- ✓ Test E911 access across endpoints by making a 933 test call, which will trigger an automated message with the caller name, call-back number and address.

**Are you
compliant
with 911 Laws?
We Can Help!**

FOR MORE INFORMATION

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Harness the power of cloud-based ACD

Integrated ACD

INTEGRATED AUTOMATIC CALL DISTRIBUTION AS A SERVICE

To be competitive in a digitally connected economy, your company must provide the best possible customer experiences at every touch point and especially when customers call in to place orders or get assistance. That's true even if you have a small help desk or customer care environment.

Our Integrated Automatic Call Distribution solution can help. Integrated ACD is a cloud-based service that provides routing and queuing with basic supervisory and agent features, making it ideal for companies that don't require an advanced contact center solution, but need incoming calls handled quickly and efficiently.

INTEGRATED ACD BENEFITS



Flawlessly Route Calls

Route incoming calls automatically, reducing incorrect transfers and disconnects common with manual operators.



Increase Productivity

Automated call routing can speed connections and response time, improving agent productivity.



Boost Caller Satisfaction

Send calls to the best-suited agent to improve chances of a first-call resolution, boosting customer satisfaction.



Optimize Your Workforce

Identify opportunities to schedule your call center agents more effectively with activity reporting.



Support Remote Agents

Save facility overhead and broaden your talent pool with support for virtual call center agents wherever they are.



Train 'On the Call'

Coach your call center agents by monitoring, whispering advice or joining their calls in progress.

ESSENTIAL FEATURES FOR EFFECTIVE CALL CENTERS

Integrated ACD can be integrated with our MaX Unified Communications as a Service (UCaaS) platform and accessed via MaX UC for Desktop or Mobile client.

Integrated ACD also is accessible via our CommPortal web-based administrative tool. CommPortal allows agents and supervisors to log into queues, view real-time call metrics and run historical reports.

INTEGRATED ACD FEATURES

ROUTING

- **Pilot number(s)** – Multiple inbound DIDs, or pilot numbers, can terminate to a queue.
- **Multiple/Dynamic announcements** – Each pilot number may have a primary and secondary announcement file, plus provide caller position in queue and estimated wait time.
- **6 distribution methods** – Intelligently route callers based on criteria, such as first available, longest idle or round robin.
- **Zero out of queue** – Callers can press zero to exit a queue and be redirected to a defined number or voicemail box.

PRODUCTIVITY

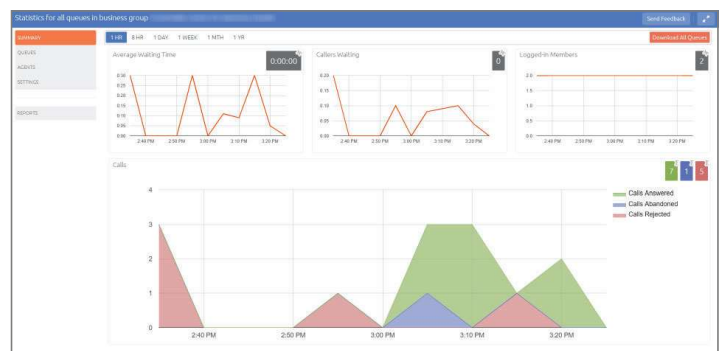
- **Unified communications links** – Agents can launch CRM, web conferencing, audio conferencing and other productivity applications directly from the in-call dialog and MaX UC contacts.
- **Agents logged into multiple queues** – Agents may be logged into multiple queues simultaneously.
- **Agent presence/chat** – Agents can see the status of other agents and can IM them through MaX UC.
- **Agent wrap-up** – After taking a call, agents automatically are placed into a wrap-up status to allow time for any post-call activities prior to receiving a new call.
- **Call recording** – With this optional feature, users can record as well as search and playback calls.
- **CRM integration** -- With this optional feature, you can integrate with more than 50 leading customer relationship management systems.

REPORTING

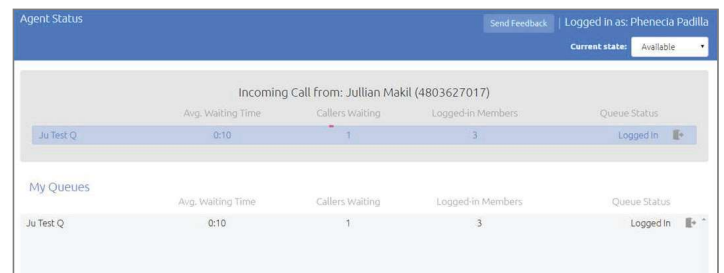
- **Scheduled reports** – Supervisors can schedule and automatically generate and distribute reports on queues, agents and calls, etc.
- **Historical reports** – Supervisors can pull historical call center performance data.
- **Key metrics dashboard** – Supervisors can see key performance indicators (KPIs) at a glance.

MANAGEMENT

- **Monitor, whisper, barge-in** – Supervisors can silently monitor a call, speak to an agent without the caller hearing, or barge into a call to help.
- **Customizable agent activity codes** – Supervisors can manage and report on activities when agents are not logged into a queue and taking calls
- **Customizable call disposition codes** – Supervisors can create and use codes to note how an agent handled a call (e.g., “sold yellow widget,” etc.)
- **Supervisor dashboard** – Supervisors can see the number of calls in queue, agent activity as well as view and download statistics.
- **Agent dashboard** – Agents can see the number of calls in queue, wait time and other call details at a glance.



Supervisor Dashboard



Agent Dashboard

FOR MORE INFORMATION

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Harness the power of contact center-as-a-service

Audio Conference

MEETINGS ON-THE-FLY WITH AUDIO CONFERENCING

On-demand audio conferencing is an easy-to-use service that enhances your business productivity. It's a low-cost and complete solution capable of hosting hundreds of attendees with no reservations required and no time limits imposed. Simply enter your virtual conference number and ID code. It's that easy!

TAKE CHARGE OF YOUR CONFERENCES WITH EASY-TO-USE FEATURES

Once in your virtual conference room, follow simple audio prompts to access a host of features that will give you complete control of your meeting. Use our Moderator Web Interface for even greater functionality and feature control.

+ Quick Set Up

For single-click access to conference control, use the CommPortal Conference widget on a website. Or set up and manage the call from your desktop or smartphone.

+ Dial In or Dial Out

Schedule a meeting where participants dial in at a specific time or add participants on-the-fly by simply dialing out during the conference.

+ Roll Call and Lock — Take roll call of participants and then lock your conference room when everyone is present to enhance security and prevent interruptions.

+ Recording

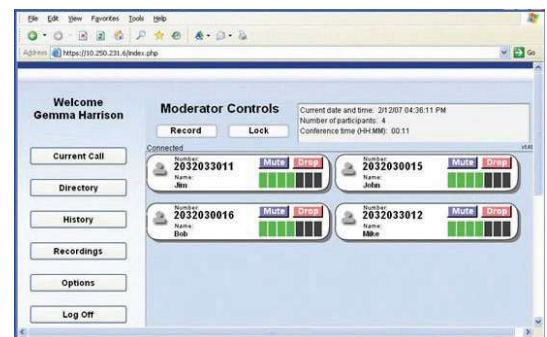
Start recording through your phone prompt or web interface. Your recording will be available in .WAV format for download through your Moderator Web Interface. Easily review, distribute, transcribe or archive.

+ Real-time Attendee List Updates

See who is on the call at any time.

+ Muting

Mute all or select participants as needed by topic or to silence background noise.



Easily manage your conferences online.

Metaswitch, Metasphere and CommPortal are trademarks of Metaswitch Networks. Other brands and products referenced herein are the trademarks or registered trademarks of their respective owners. Feature availability may vary.

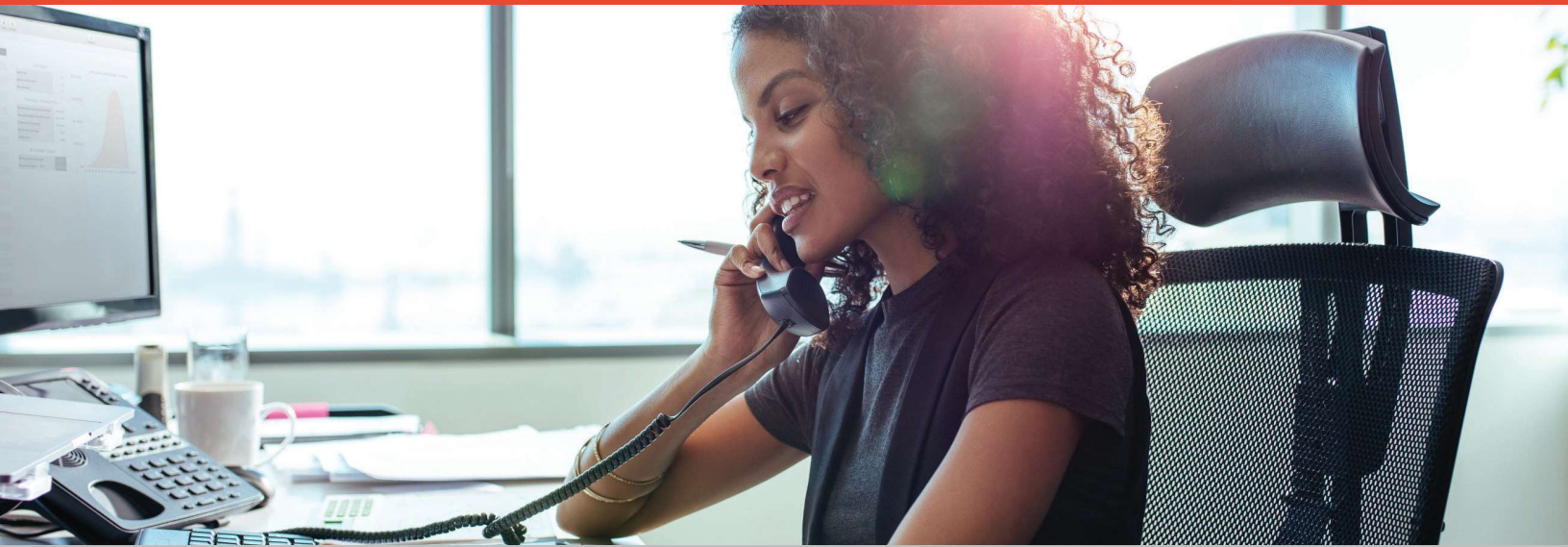
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Harness the power of cloud-based call routing

Automated Attendant

AS-A-SERVICE SOLUTION FOR DIGITAL RECEPTIONIST

In today's digital world, when a customer picks up the phone to call your organization, they usually need help right away. Handling those inquiries professionally and consistently can make the difference between a satisfied customer or an unhappy one. Our Automated Attendant service can help you streamline interactions with customers, so they get what they called for quickly and efficiently.

EASY SETUP, IMMEDIATE RESULTS

Auto attendant as-a-service simulates a live operator by directing incoming callers to the right department, employee or voice mailbox. The service allows you to handle inbound calls with a host of features easily managed through your phone or our web-based portal.

And unlike a live operator, your professional digital receptionist doesn't get sick, have a bad day or accidentally disconnect customers. You'll never miss service requests or sales opportunities again.

AUTO ATTENDANT AS-A-SERVICE BENEFITS



Consistency

Auto Attendant is 100-percent reliable, ensuring that calls are answered promptly and routed correctly.



Professionalism

Your personalized greeting and menu options reinforce corporate branding and elevate professionalism.



Productivity

Employees answer and transfer fewer calls unrelated to their work, handling more customer calls in less time.



Efficiency

Menu-driven call routing puts callers in control and streamlines their journey, improving customer satisfaction.



Savings

Auto Attendant eliminates the need to pay a full-time receptionist or reassign other employees to fill in when needed.



No More Spam

Robocalling applications can't follow push-button directions to connect to departments or extensions, reducing spam calls.

TAKE CONTROL OF INBOUND CALLS

Our Auto Attendant as-a-Service solution is available in Standard and Premium options. Both are easy to setup and manage from your telephone or computer via our CommPortal. Easily record greetings over the phone via a telephone user interface or using the built-in microphone on your desktop or laptop PC. If desired, you can upload professional recordings via your PC.

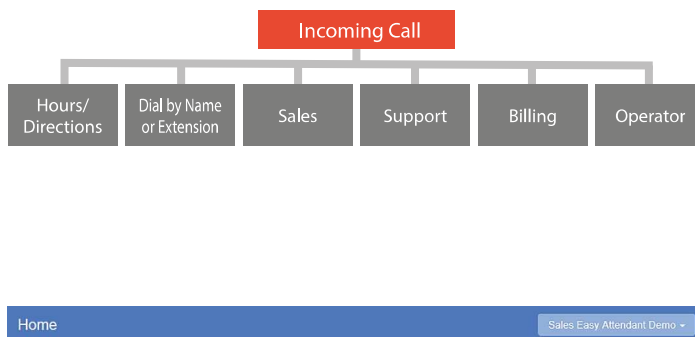
STANDARD ATTENDANT

The Standard option is bundled with our Hosted PBX and Unified Communications solutions and can scale to any size or capacity.

Like a live operator, our Standard Attendant directs incoming callers to the appropriate department or employee, ensuring your customers' calls will be handled effectively.

Give callers the option to use their telephone keypad to:

- Get hours and directions
- Dial by name or extension
- Transfer to general voicemail
- Zero out to operator
- Transfer to specific departments such as sales, support and billing
- Transfer to third-party numbers (e.g. an outsourced help desk)
- Listen to after-hours greetings and other announcements when representatives are away



Home Sales Easy Attendant Demo

Line Status

Main **Schedule** Business Hours Menu Non-Business Hours Menu Extensions

Apply Cancel

Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Special Days

Configure days when your normal weekly schedule does not apply, for example vacations. On these days, your non-business hours menu will be played all day.

Easily set call greetings and routing for days, such as holidays, when your normal weekly schedule does not apply.

PREMIUM ATTENDANT

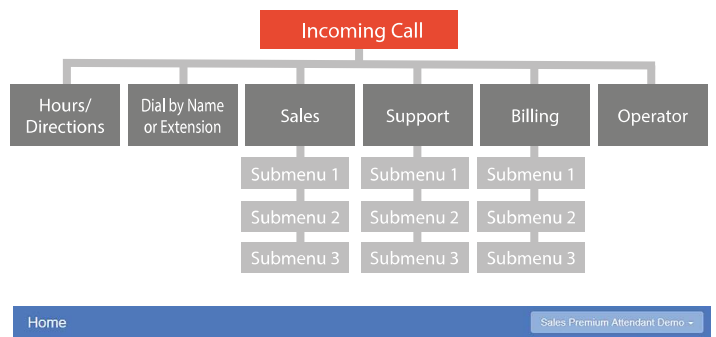
For an additional fee, choose the Premium Attendant, which includes all features of the Standard Attendant plus additional customization capabilities that can be managed through your phone or our web-based CommPortal, including:

• Multilevel Menus

Allow callers to select from a list of options with 150 customizable multilevel menus that offer intuitive, consistent navigation of even the largest organizations.

• Customized & Preset Holiday Scheduling

In advance or on demand, you can record different announcements and create separate menus for work hours, off hours, weekends and holidays.



Home Sales Premium Attendant Demo

Line Status

Main **Schedule** Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods Lunch

During this period, use this menu: Select menu...

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							

Set call greetings and routing by hour, period, day, week, weekend and special days as needed.

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Harness the power of key performance data

Cloud Contact Center Reports

AGGREGATE DATA INTO ACTIONABLE INSIGHTS

Where are your agents spending the majority of their time? What is your call abandon rate? Are your agents meeting the service levels? Now you can answer these questions and more with our Cloud Contact Center reporting tool. With hundreds of reports at your fingertips, you'll have access to vital metrics, performance data and other KPIs that you need to assess and review in order to make informed decisions.

STANDARD REPORTS

NAME	DESCRIPTION
Flash Report	Overview of all call center activities
IVR Overall with Split	Summary of IVR activity for a user-specified time period
Call Distribution	An hour-by-hour summary of call statistics by queue for a user-specified time period
Call Management Analysis	A breakdown of threshold adherence by queue, showing unique calls queued
Calls Origination	Summary of calls by region for each IVR for a user-specified time period
Hourly Statistics	Number of calls queued, answered, not answered and voicemails for every hour of the day as well as average talk time and average wrap-up time for each corresponding hour

STANDARD REPORTS

NAME	DESCRIPTION
IVR Checkpoints	Number of calls reaching pre-determined IVR functions for a user-specified time period
IVR Checkpoints with Sum	Number of calls reaching pre-determined IVR functions for a user-specified time period
After-hours	Detail of calls received outside of regular office hours for a user-specified time period
Dial Out Attempts	List of all dial out calls
Dial Out Calls	List of all dial out calls scheduled or not
Unanswered Calls	List of calls that were queued once and never answered by either a live agent or voicemail
Voicemail Analysis	Number of voicemails received per queue for a user-specified time period
Post-call Survey	A tabular report that must be exported to Excel, columns represent the questions asked in the survey, rows represent a survey participant, and with the cell represents the numerical response
Abandoned Calls	List of all abandoned calls, including the date and time, ANI and caller's wait time before abandoning
Active Emails	List of emails currently waiting in queue
Call Distribution with Chats and Emails)	Total answered and abandoned calls by queue for each hour of the day
Complete Call and Email Detail Records	Combines all calls and emails into a CDR-style layout displaying the source, destination, time in and time out of each queued object as well as non-queued objects
Complete Email Detail Records	All emails in a CDR-style layout displaying the source, destination, time in and time out of each queued object as well as non-queued objects
Daily Peak Call Volume	Graphical representation of the call peak per day across a user-defined number of days
Do-Not-Call List	List of telephone numbers that should not be dialed
IVR Overall	Summary of all calls received into an IVR both during business hours and after hours, with queue-level details
IVR Overall Report by Region	Summary of all calls received into an IVR both during business hours and after hours, with queue-level details for a user-defined region

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STANDARD REPORTS

NAME	DESCRIPTION
List of Hosted DIDs	DIDs ported to the platform for enhanced statistics and call recording without queuing calls reaching the hosted DIDs, typically used in conjunction with our Insight Service
Service Level	List of totals number of calls answered or abandoned within and outside of the acceptable waiting time
Voicemail Analysis with Details	Details of the queuing time and wait time of all calls that went to voicemail
Volume of Calls	List of total calls queued, successfully answered and abandoned by month for any given year, including a bar graph comparing months and breakdown by queue for each month
SWAT - Confirmation	List of calls delivered
SWAT - Users per Group	Shows the users for each SWAT group

QUEUE REPORTS

NAME	DESCRIPTION
Queue Productivity by 30-minute Intervals	Queue activity in 30-minute intervals for a user-specified time period
Queue Productivity by 30-minute Intervals with Chat and Emails	Queue activity in 30-minute intervals for a user-specified time period, including voice calls, queued webchats and queued emails
Daily Queue Productivity	Daily statistics of queue activity for a user-specified time period
Weekly Queue Productivity	Daily statistics of queue activity grouped by week for a user-specified time period
Monthly Queue Productivity	Monthly statistics of queue activity grouped by month for a user-specified time period
Yearly Queue Productivity	Annual statistics of queue activity for a user-specified time period
Queued Calls Distribution	A chart display of calls per hour, per queue
Outbound Queuing	List of total outbound calls made through from queues via the Scheduled Dial Out feature
Individual Callback Stats	Details of callbacks, including queuing date and time, and callback attempt/completion date and time
Calls De-queued	List of total call that are de-queued and reason for de-queuing
Daily Queue Productivity with Chats and Emails	Daily statistics of queue activity for a user-specified time period, including chat and email queues

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QUEUE REPORTS

NAME	DESCRIPTION
Daily Queue Summary	Similar to "Monthly Queue Summary" but separated per day
General Queue Stats	Average speed to answer and agent talk time by day
Missed Callbacks	Detail of callbacks that expired without completion
Monthly Queue with Chats and Emails	Statistics of queue activity grouped by month for a user-specified time period, including voice calls, webchats and queued emails
Monthly Queue Summary	Monthly statistics of queue activity for a user-specified time period including agent talk time statistics
Queue Callback Statistics	Totals callback statistics
Weekly Queue Productivity with Chats and Emails	Weekly statistics of queue activity for a user-specified time period, including chat and email queues
Yearly Queue Productivity with Chats and Emails	Yearly statistics of queue activity for a user-specified time period including chat and email queues

AGENT REPORTS

NAME	DESCRIPTION
Agent Activity by 30-minute Intervals	Specific agent activity in 30-minute intervals
Daily Agent Activity	Specific agent activity per day
Weekly Agent Activity	Specific agent activity grouped by week
Monthly Agent Activity	Specific agent activity grouped by month
Yearly Agent Activity	Specific agent activity grouped by year
Agent Performance	Key agent-performance metrics in a user-specified time period
Agent Utilization	Agent activities while logged in for a user-specified time period
Agent Utilization Total Average	Average time spent in available statuses
Agent Status Trace	Logging activities of each agent for a user-specified time period

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AGENT REPORTS

NAME	DESCRIPTION
Agent Login-Logout Time	List of login and logout times for each agent session
Daily Queue Summary	Similar to “Monthly Queue Summary” but separated per day
General Queue Stats	Average speed to answer and agent talk time by day
Missed Callbacks	Detail of callbacks that expired without completion
Monthly Queue with chats and emails	Statistics of queue activity grouped by month for a user-specified time period, including voice calls, webchats and queued emails
Monthly Queue Summary	Monthly statistics of queue activity for a user-specified time period, including agent talk time statistics
Queue Callback Stats	Total callback statistics
Weekly Queue Productivity with Chats and Emails	Weekly statistics of queue activity for a user-specified time period, including chat and email queues
Yearly Queue Productivity with Chats and Emails	Yearly statistics of queue activity for a user-specified time period, including chat and email queues
Agent Login-Logout Time with Computer Name	List of login and logout times for each agent session, identifying the name of the computer used to login to the CCA
Agent Performance with Emails	Key agent-performance metrics in a user-specified time period, including emails
Agent Permissions	List of current agent security details, including role, feature access and queue access
Concurrent Sessions by Team	List of total logins per 30-minute interval by team
Daily Agent Activity with Agent Full Name	Specific agent activity per day with the agent’s full name
Daily Agent Activity with Chats and Emails	Specific agent activity per day. including chat and email queues
Daily Agent Activity with Missed Calls	Daily agent activity including missed calls
List of Agents	List of active agents
Monthly Agent Activity with Chats and Emails	Specific agent activity per month. including chat and email queues

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AGENT REPORTS

NAME	DESCRIPTION
Weekly Agent Activity with Chats and Emails	Specific agent activity per week, including chat and email queues
Yearly Agent Activity with Chats and Emails	Specific agent activity per year, including chat and email queues
Agent Configuration	Detailed list of each agent profile configuration, including username, thresholds, permissions, skills etc.
Agent Skillset	Definition of skillsets and agents, team-based skill set assignments and special agent settings

CALL TRACKING REPORTS

NAME	DESCRIPTION
Call Tracking with Grouping	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions
Call Tracking without Grouping	Detail of every call handled for a user-specified time period with call dispositions
Notes Tracking	Comprehensive list of all notes made by agents for a user-specified time period
Subjects Tracking by Territory	A summary of call dispositions by territory for a user-specified time-period
Subjects Tracking per DNIS	A summary of call dispositions by DNIS for a user-specified time-period
Outbound Call Tracking	Comprehensive list of outbound calls with classification data
Outbound Call Tracking with Notes	Comprehensive list of outbound calls with classification data
Outbound Call Tracking without Grouping	Comprehensive outbound call list with client type data from classifications
Outbound Call Tracking - No Callbacks	Detailed outbound call list with classification data, excluding callbacks
Call Tracking with Grouping and Subjects)	Detailed outbound call list with classification data grouped by caller type and subject
Notes Tracking with Subjects	Detailed inbound call list with agent notes

FOR MORE INFORMATION

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CALL TRACKING REPORTS

NAME	DESCRIPTION
Scheduled Outbound Call Tracking without Grouping	List of total scheduled outbound calls with caller type and subject
Call Tracking with All Fields	Comprehensive inbound call report with all classification fields
Call Tracking Summary Inbound/Outbound	List of total inbound and outbound calls sorted by classification data, including calls with no data
Inbound Call Tracking Summary	List of total inbound calls sorted by classification data
Inbound-Outbound Calls Tracking	List of total inbound and outbound calls sorted by classification data
Inbound/Outbound Call Tracking with Grouping	List of total inbound and outbound calls sorted by caller type and subject
Notes Tracking with emails	Comprehensive list of inbound calls and emails with agent notes
Outbound Call Tracking with Grouping	List of total outbound calls by caller type and subject
Subject Tracking	List of total inbound calls sorted by subject and inbound path

BILLING REPORTS

NAME	DESCRIPTION
Complete Call Detail Records	Call-by-call details of all calls for a user-specified time period
Daily Concurrent Sessions Peak	Maximum of concurrent sessions
Dail Out Billing	Outbound call details, including long-distance costs
Inbound Billing	Inbound call details, including inbound toll-free number costs
Second Leg Billing	Charges related to calls made to the agents from the queue
Total of Calls per DNIS	Daily summary of all calls by DNIS for a user-specified time period

FOR MORE INFORMATION

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WORKFORCE MANAGEMENT REPORTS

NAME	DESCRIPTION
Agent Forecasting	Shows how many agents you should have staffed on any given day for each one-hour interval
Agent Schedule	Lists of your agents and their schedule for one day or a range of days. It will also show the lunch, breaks or events that the agent is scheduled for one day or a range of days. The report shows the name of the agent, team and the event they are scheduled for, the start time and end time of their shift, description and location if specified and the total minutes.
Event	Shows the different events scheduled for one day or a range of days. It reflect the start time, end time, agent scheduled for that event, their team name and total minutes of the event
Queue Schedule	This report shows which agents are scheduled by queue on one day or a range of days. It shows their agent name, start time and end time of their shift or event and total minutes.
Vacation	This report shows how much vacation an agent has been allotted, how much they have booked and how much is remaining.
Vacation Limits	Lists the maximum number of hours that can be booked on any given day and how many actual hours have been booked for any given day

CUSTOM REPORTS AVAILABLE

NAME	DESCRIPTION
Daily Queue Productivity by IVR	Daily statistics of queue activity for a user-specified time period sorted by IVR
Queue Productivity in 30-minute intervals with AWT	Daily statistics of queue activity for a user-specified time period with adjustable average wait time
Weekly Agent Activity 2	Weekly Agent details with calls not answered
Calls During Lunch Hours	Shows calls during lunch hours
Short-duration Calls After Transfer	Shows calls with short duration after transfer
Activity Report (5-min base)	List of total calls handled within and after five minutes
After-hours Calls with DNIS Name	Call details for after-hours calls, including DNIS
Agent Activity with Missed Calls	Total Agent activity for reporting period with missed calls

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CUSTOM REPORTS AVAILABLE

NAME	DESCRIPTION
Agent Performance with Time Tracking	Key agent-performance metrics in a user-specified time period, including totals per status
Agent Session Termination	Shows information about sessions terminated by the system
Agent Utilization Average Per Day	List of agents' average time spent in all statuses
Call Tracking Report	Customized call tracking report
Call Tracking with Grouping and DNIS	Detail of every call handled by IVR/DNIS for a user-specified time period with name call dispositions, including DNIS name
Call Tracking without Grouping and with DNIS	Detail of every call handled for a user-specified time period with call dispositions, including DNIS name
Call Volume and Staffing (Chart)	Chart of calls queued, transferred and agents logged-in by half-hour intervals
Click-to-dial Details	Click-to-dial totals with time information
Complete Call Details	Shows call detail records marking the abandoned calls
Custom Call Distribution	Shows total calls answered and abandoned by queue in hour intervals
Custom Call Distribution 2	Shows total calls answered and abandoned by queue with adjustable intervals
Custom Call Tracking	Comprehensive call details with classification data and survey data
Custom Call Volume Report	Shows total calls per hour with duration bar graph
Outgoing Calls	Shows outbound calls with talk-time statistics
Queue Productivity Totals	Shows queue productivity totals not divided by time frame
Daily Agent Activity with Percentages	Shows specific agent activity per day with percentage spent in each status
Daily Agent Productivity by Queue	List of agent call totals by queue
Daily Agent Transfer	List of agent transfer totals including direct inbound and outbound to third parties and queues
Daily Agent Transfer by Queue	Shows agent transfer totals by queue transferred to but not including DID transfers

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CUSTOM REPORTS AVAILABLE

NAME	DESCRIPTION
Daily Call Tracking	Summary of the call-tracking categories by queue
Daily Queue Report	Daily queue totals with service level percentages for 30, 60 and 130 seconds
Daily Queue Report with callbacks	Daily queue totals with service level percentages for 30, 60 and 130 seconds, including callbacks
Daily Queue Specific Agent Utilization	Shows call totals, including callbacks and transfers by agent, queue and day
DNIS Listing	List of active DNISs and IVR
First Call Resolution	For each call subject, shows how many calls were transferred by the agents and how many were finished with the first agent
Full Call Details	Includes second's parameter to filter calls within timeframe
Hourly Call Log	Shows call details by agent per hour
Outbound Calling Call Analysis	Shows total long-distance minutes by region
Outbound Calls	Comprehensive outbound call list, including duration and connection result
Queue Productivity with DNIS name	Queue Productivity totals not divided by time frame with DNIS name
Queue Productivity with Handle Time	Daily statistics of queue activity for a user-specified time period including chat and email queues and handle time
Queue Summary	Queue totals by queue and hour intervals with abandoned times and handle times
Requested Callbacks Details	Callback details, including queue and result
Talk Time Report	Shows totals calls in preset talk-time intervals: 0-3, 3-10, 10-30, 30+ minutes
Total of Calls Transferred per DID	Summary of calls transferred to each DID
Transfers Made to a Specific DID	Details of calls transferred to a specific DID
Unanswered Calls with DNIS Name	Comprehensive unanswered call list with DNIS name
Weekly Department Report	Daily queue statistics by team, including queue breakdown and subject tracking totals
Call Tracking by Agent	Custom report showing call-tracking information sorted by agent

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Harness the power of contact center-as-a-service

Cloud Contact Center

FEATURE PACKS

FEATURE	SILVER	GOLD	PLATINUM
SERVICE PROVIDER ADMINISTRATION			
Service provider administration portal	✓	✓	✓
IVR studio graphical IVR scripting tool	-	✓	✓
QUEUE FEATURES			
Blended voice agents (inbound/outbound)	-	-	✓
Callback request visibility	-	✓	✓
Change call priority or queue of call in real-time	✓	✓	✓
Change callback priority, retry period in real-time	-	✓	✓
Click-to-call queuing	-	-	✓
Email queuing	-	Optional	✓
Exit queue with voicemail	✓	✓	✓
In-queue caller ID/name display visibility	✓	✓	✓
In-queue priority callback requests	-	✓	✓

FEATURE	SILVER	GOLD	PLATINUM
In-queue voicemail to email	✓	✓	✓
Inbound voice queues	✓	✓	✓
Queued/automated outbound calls	-	✓	✓
Social media mail queuing (twitter/facebook)	-	-	✓
Universal ACD (multichannel/modal queues)	-	-	✓
Webchat queuing	-	Optional	✓
CALL CENTER GROUP FEATURES			
Agent logged into multiple queues	✓	✓	✓
Agent unavailable reason codes customizable	✓	✓	✓
Agent wrap timer	✓	✓	✓
Agent wrap-up (manual)	✓	✓	✓
Automatic agent logout (unanswered calls)	✓	✓	✓
Alerts when thresholds met	✓	✓	✓
Configurable alerts	✓	✓	✓
Configurable zero-out key	✓	✓	✓
Departments	✓	✓	✓
Disposition / wrap-up codes (customizable)- call level	✓	✓	✓
Dnis support	✓	✓	✓
Max calls in queue	✓	✓	✓
Max time in queue	✓	✓	✓
Multiple ACD groups	✓	✓	✓
Multiple DIDs per queue	✓	✓	✓
Multiple language support	✓	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
Priority queuing	✓	✓	✓
Re-queue calls cnsanswered by ringing agent	✓	✓	✓
Screen pop - CRM integration	-	✓	✓
Service levels configurable	✓	✓	✓
Set max queue length	✓	✓	✓
Zero out of queue	✓	✓	✓
SUPERVISOR CAPABILITIES			
Alerting - customizable	✓	✓	✓
Barge-in	✓	✓	✓
Configurable thresholds for real-time display and email/SMS alerts	✓	✓	✓
Configure contact center settings	✓	✓	✓
Customizable agent statuses	✓	✓	✓
Email notification when thresholds are met	✓	✓	✓
Graphical statistics dashboards	✓	✓	✓
Login restrictions	✓	✓	✓
One-click business continuity capability	-	✓	✓
Real-time statistics display	✓	✓	✓
Role-based and granular access levels	✓	✓	✓
Schedule mobile agents	-	✓	✓
Silent monitor	✓	✓	✓
Supervisor real-time dashboard	✓	✓	✓
Supervisor web client	✓	✓	✓
View Agents in multiple queues simultaneously	✓	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
Whisper	✓	✓	✓
QUALITY MANAGEMENT			
Call recording tagged with dispositions and agent notes	-	✓	✓
IVR survey (in queue, agent transfer, or auto transfer)	-	-	✓
Screen capture and recording	-	-	Optional
Quality evaluation	-	-	Optional
Agent chat logs	✓	✓	✓
Web chat logs	-	-	✓
AGENT CAPABILITIES			
Agent ACD pass code	✓	✓	✓
Agent available/unavailable	✓	✓	✓
Agent login/logout	✓	✓	✓
Phonebook directory	✓	✓	✓
Logged in agent directory	✓	✓	✓
Call history - dialed, received, missed	✓	✓	✓
CALL CONTROL (CONFERENCE, TRANSFER, HOLD)			
Conference in supervisor	✓	✓	✓
Log into multiple groups simultaneously	✓	✓	✓
Initiate/interrupt recording	-	✓	✓
PC desktop agent client (English, French, Spanish)	✓	✓	✓
Web client - agent (English, French, Spanish)	✓	✓	✓
AGENT PRODUCTIVITY			
CRM-integrated screen pop	-	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
IVR data and call info screen pop	-	-	✓
Agent scripting tool	-	✓	✓
Inter-agent presence view	✓	✓	✓
Inter-agent chat	✓	✓	✓
Integrated agent view of queues/wait times	✓	✓	✓
Global daily statistics view	✓	✓	✓
Personal agent statistics view	✓	✓	✓
GUI call transfer (agent, queue, external)	✓	✓	✓
Configurable hot keys	✓	✓	✓
Ergonomic features (minimum keystrokes, body neutral posture)	✓	✓	✓
STANDARD REPORTS - GENERAL			
IVR overall	✓	✓	✓
After-hours calls	✓	✓	✓
Abandoned calls	✓	✓	✓
Unanswered calls	✓	✓	✓
Calls distribution	✓	✓	✓
Volume of calls	✓	✓	✓
Voicemail analysis with details	✓	✓	✓
Complete call and email detail records	-	-	✓
Call distribution with chats and emails	-	-	✓
Dialout calls	✓	✓	✓
Dialout attempts	✓	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
STANDARD REPORTS - QUEUE			
Queue productivity by 30-minute intervals	✓	✓	✓
Daily queue productivity	✓	✓	✓
Weekly queue productivity	✓	✓	✓
Monthly queue productivity	✓	✓	✓
Yearly queue productivity	✓	✓	✓
Daily queue summary	✓	✓	✓
Monthly queue summary	✓	✓	✓
Queue callback stats	✓	✓	✓
Missed callbacks	✓	✓	✓
Individual callback stats	✓	✓	✓
Queue productivity by 30 minutes with chat and emails	-	-	✓
Daily queue productivity with chats and emails	-	-	✓
Monthly queue productivity with chats and emails	-	-	✓
Weekly queue productivity with chats and emails	-	-	✓
Yearly queue productivity with chats and emails	-	-	✓
STANDARD REPORTS - AGENTS			
Agent activity by 30 minute intervals	✓	✓	✓
Daily agent activity	✓	✓	✓
Weekly agent activity	✓	✓	✓
Monthly agent activity	✓	✓	✓
Yearly agent activity	✓	✓	✓
Agent performance	✓	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
Agent utilization	✓	✓	✓
Agent utilization total average	✓	✓	✓
Agent status trace	✓	✓	✓
Agent login-logout time	✓	✓	✓
Daily agent activity (with missed calls)	✓	✓	✓
Daily agent activity (with chats and emails)	-	-	✓
STANDARD REPORTS - CALL TRACKING			
Call tracking with grouping	✓	✓	✓
Call tracking without grouping	✓	✓	✓
Call tracking (all fields)	✓	✓	✓
Call tracking with grouping (with subsubjects)	✓	✓	✓
Outbound call tracking	✓	✓	✓
Call tracking summary - inbound/outbound	✓	✓	✓
Call tracking with outbound calls (all fields)	✓	✓	✓
Inbound-outbound calls tracking	✓	✓	✓
Inbound/outbound call tracking with grouping	✓	✓	✓
CUSTOMIZED REPORTING			
Optional report customizations	-	-	✓
ROUTING CAPABILITIES			
After-hours routing	-	✓	✓
Call delivery circular	✓	✓	✓
Call delivery next available	✓	✓	✓
Emergency treatment	✓	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
Forced forwarding	✓	✓	✓
Holiday routing	-	✓	✓
Overflow calls	-	✓	✓
Overflow secondary	-	✓	✓
Overflow number	✓	✓	✓
Re-queue if unanswered	✓	✓	✓
Skills-based routing	✓	✓	✓
INTELLIGENT ROUTING			
Identity routing (by CLID, CRM)	-	-	✓
ANI or geography-based routing	-	-	✓
Routing by DNIS	-	-	✓
Routing by type of day	-	✓	✓
Routing by time of day	-	✓	✓
Queue priority routing	✓	✓	✓
Agent priority routing	✓	✓	✓
CRM-based routing	-	-	✓
Configurable outbound caller ID (by team, agent, call)	✓	✓	✓
ANNOUNCEMENTS			
Comfort message	✓	✓	✓
Dynamic announcements - queue position/wait time	✓	✓	✓
Entrance message	✓	✓	✓
Estimated wait message	✓	✓	✓
Music-on-hold message	✓	✓	✓

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FEATURE	SILVER	GOLD	PLATINUM
Periodic/multiple announcements	✓	✓	✓
Whisper message on answer	✓	✓	✓
ADVANCED IVR			
GUI IVR development	-	✓	✓
Self-service IVR with data dips (read/write)	-	-	✓
Call-in prompt recording	✓	✓	✓
Prompt file uploads	✓	✓	✓
IVR bulletins	-	✓	✓
Queue bulletins	-	✓	✓
Multilingual support (English, Spanish, French)	-	✓	✓
Outbound IVR notification with reconnect to queue option	-	-	✓
DIRECTORY INTEGRATIONS			
Logged-in agents directory	✓	✓	✓
Personal directory (phonebook)	✓	✓	✓
CALL RECORDING			
Call record always	-	✓	✓
Call record on demand	-	✓	✓
WORKFORCE SCHEDULING			
Forecasting	-	-	✓
Schedule optimization	-	-	✓
Adherence (real-time and reporting)	-	-	✓
Vacation automation	-	-	✓
Agent shift-trade marketplace	-	-	✓

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Harness the power of customer experience in the cloud

Cloud Contact Center

FULL-FEATURED, END-TO-END CONTACT CENTER-AS-A-SERVICE SOLUTION

Our Cloud Contact Center leverages the software-as-a-service (SaaS) model to deliver a customizable and easy-to-use call center solution. Access all the advanced communication tools at your fingertips to help you in enhancing your customer experience, delivering outstanding support, increasing revenues and building better customer relationships.

CLOUD CONTACT CENTER BENEFITS

SHORTEN TIME TO TURN UP

Adopting our Cloud Contact Center is painless and fast. Your state-of-the-art contact center solution can be up and running in only a few weeks. Plus, our ability to rapidly add new services and features gives you a cutting-edge contact center without any delayed timelines or costly resources.

INCREASE REVENUE & PROFITABILITY

With Intelligent Skill-based Routing, you'll be able to provide a profitable customer experience every time. Quickly connect callers to agents with best skills to help them, allowing you to maximize every revenue opportunity.

IMPROVE CUSTOMER SATISFACTION

With hundreds of reports at your disposal and the ability to create custom reports, you'll get a 360-degree view of your customer interactions and quickly determine why your customers are contacting you. This valuable information enables you to predict customer behavior and plan accordingly, resulting in increasing customer satisfaction and loyalty.

BOOST AGENT PRODUCTIVITY

Increase your agents' ability to provide first-call resolution by ensuring that every agent is following best practices for resolving any customer issue using our flexible workflow agent scripting

INDUSTRY INSIGHT

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse researchers found 69 percent of strategic decision-makers within the U.S. believe the contact center is a "business-critical revenue generator" and that contact centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, upselling and cross-selling.

LEVERAGE POWERFUL FEATURES & FUNCTIONALITY



DATA CENTER FEATURE HIGHLIGHTS

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16



CALL CENTER QUEUE SUMMARY

- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back and click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/ email alerts



CALL CENTER GROUP FEATURE SUMMARY

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service



QUALITY MANAGEMENT SUMMARY

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent and web chat logs
- Agent coaching and evaluation



WORKFORCE MANAGEMENT SUMMARY

- Forecasting and scheduling
- Schedule optimization
- Vacation automation and shift-trade portal
- Real-time adherence view and reporting



REPORTING & ANALYTICS SUMMARY

- Real-time stat display and bulletin board
- Real-time graphical dashboard
- Custom agent activities
- Custom multi-level dispositions
- Detailed call and agent statistics
- Scheduled reports
- Customized contact center reports

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TRUST THE CLOUD ADVANTAGE

Our Cloud Contact Center Solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics. When you trust our cloud solution your business can benefit from everything here and so much more.

COST EFFICIENCIES



COST SAVINGS

In contrast to comparable hardware solutions, our Cloud Contact Center solution could **save you up to 45% of your contact center operating budget** over the first three years.



NO UPFRONT INVESTMENT

Our no-contract monthly fee structure, and zero need for dated equipment makes on-boarding our solution a low-risk, high-gain opportunity.



ON-DEMAND SCALABILITY

Easily increase or decrease agent seats depending on your business needs. A no-contract fee structure means you only pay for what you use.



AUTOMATIC SOFTWARE UPDATE

Our software is set to update automatically at no cost to you. That means you regularly get the latest features and functionality without breaking the bank on upgrades.



EASY DEPLOYMENT

Unlike traditional on-premises systems, our Cloud Contact Center can be up and running within days, not months. And with no need for bulky on-site equipment, your transition to the cloud is seamless.

UNSURPASSED RELIABILITY



PROVIDER INTEGRATION

Our Cloud Contact Center solution is integrated directly within our service provider's network, providing you with increased reliability and quicker resolve times.



GEOGRAPHICAL SURVIVABILITY

Geographically dispersed throughout North America, our data centers provide **maximum disaster preparedness**. Operating 24/7, our data centers provide support to any connectivity and application needs.



24/7 NETWORK MONITORING:

Our dedicated team ensures industry-leading standards for security, availability and reliability. Our network monitoring is operational 24 hours a day, 7 days a week and 365 days a year to ensure 100% availability.

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OPERATION EFFICIENCIES



INBOUND VOICE QUEUES

Guide your customers to the right agent every time. With inbound voice queues, you can set up multiple call queues simultaneously to meet your business needs.



MULTI-SKILL ROUTING

Multi-skill routing navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.



WHISPER & BARGE-IN

Improve customer experience with whisper and barge-in features. With whisper and barge-in features, you can assist your agents and improve customer service quality.



AGENT & WEB CHAT

Our chat feature will allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus, supervisors can broadcast important updates to multiple agents simultaneously.

MONITOR, MEASURE, IMPROVE



CALL RECORDING (WITH AGENT NOTES)

Your agents and managers can review any call anytime to ensure that they are following your company's quality standards.



LIVE MONITOR

Monitor live agents and customer interactions from anywhere. Live Monitor lets you see the real-time status of your call center agents, queues, IVRs and more.



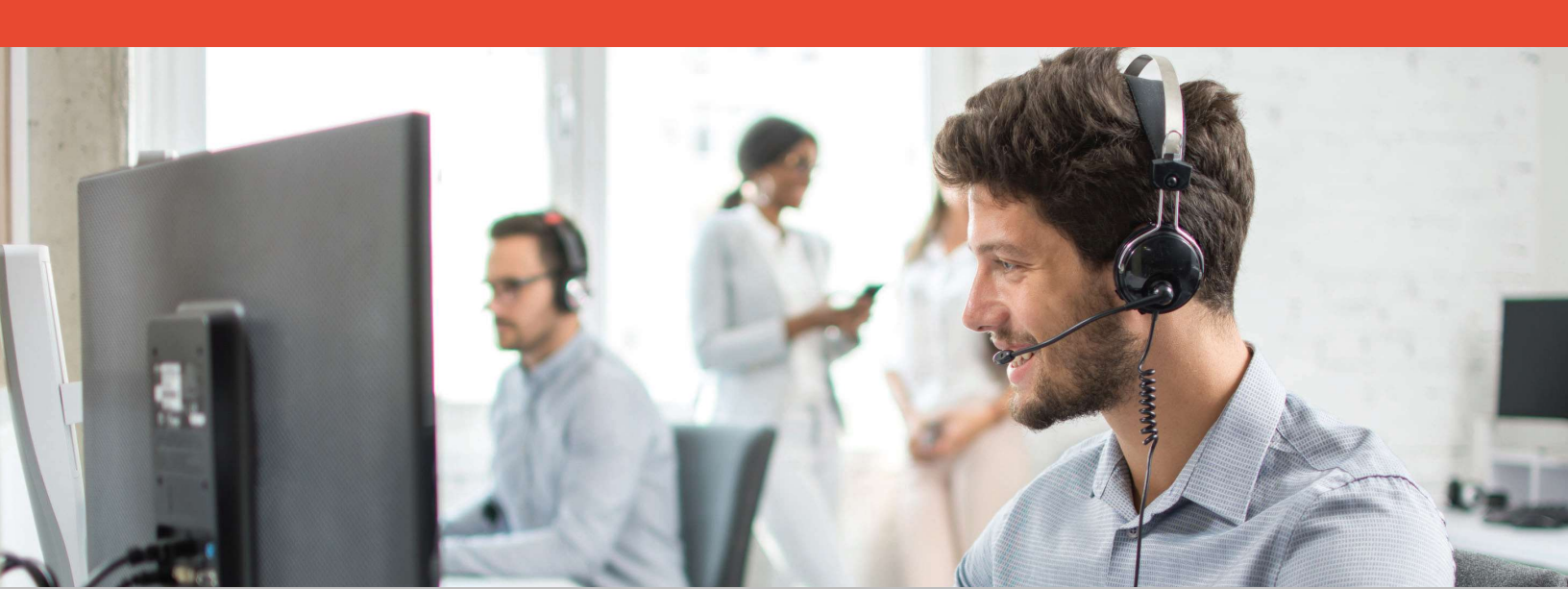
ROBUST REPORTING

We give you access to hundreds of reports and the ability to create your own custom reports. This means you can learn from past customer interactions, predict future customer behavior and create stronger action plans to keep you moving towards your goals.

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Harness the power of contact center-as-a-service

Cloud Contact Center

THE ONLY POWERFUL, FLEXIBLE AND CUSTOMIZABLE PLATFORM BUILT RIGHT INTO THE NETWORK

+ COST SAVINGS

Our Cloud Contact Center leverages a software-as-a-service (SaaS) model to deliver a customizable, robust and easy-to-use platform without the need for any upfront costs or expensive equipment. And with automatic software updates at no additional cost, you'll always have the latest and most advanced contact center tools and technology at your fingertips.

+ IN-NETWORK INTEGRATION

Unlike most over-the-top software solutions, our Cloud Contact Center integrates directly within your service provider's network, delivering increased reliability, superior voice quality and faster more accurate resolve times.

+ QUALITY MONITORING & CONTROL

Our Cloud Contact Center helps you to offer high-quality customer service every time to every customer with agent call monitoring for training and quality control. The Whisper Barge-in tool, for example, allows contact center supervisors to listen in on calls and, if needed, whisper to agents, or barge into calls to speak to agents and customers.

+ INCREASED MANAGEMENT VISIBILITY

Get a 360-degree view of your contact center by looking at real-time dashboards and alerts captured by our Cloud Contact Center solution. Monitor your contact center statistics, call queues, service objectives, agent performance and so much more.

HIGHLIGHTS OF OUR FEATURE-RICH CLOUD SOLUTION

OMNICHANNEL ENABLED

- ✓ Automatic Call Distribution
- ✓ Interactive Voice Response
- ✓ Integration of Digital Channels
- ✓ Preferred Agent Routing
- ✓ Last-agent Email Routing

BUSINESS INTELLIGENCE

- ✓ Customized Reports
- ✓ Real-time Display and Bulletins
- ✓ Custom Multilevel Dispositions
- ✓ Real-time Graphical Dashboard
- ✓ Custom Agent Activities

UNSURPASSED RELIABILITY

- ✓ 24/7 Network Monitoring
- ✓ On-demand Scalability
- ✓ Geographical Survivability
- ✓ Maximum Disaster Preparedness
- ✓ Service Provider Integration

WORKFORCE OPTIMIZATION

- ✓ Forecasting and Scheduling
- ✓ Multiple Interaction Recordings
- ✓ Live Monitor, Whisper, Barge-In
- ✓ Agent Coaching and Evaluation
- ✓ Real-Time Adherence

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Harness the power of proactive notifications

Cloud Contact Center

OUTBOUND NOTIFICATIONS

Following up with customers after a call or reaching out proactively can be as crucial as promptly dealing with inbound interactions. Our Outbound Notification feature enables you to send outbound voice, SMS and email notifications so you can contact your customers using their preferred method of communication – or choose the most appropriate one.

BEYOND SCHEDULING

Outbound notification is not just for scheduling. It can be used for upsell, collections, promotions, customer surveys or collections and more to help your contact center deliver best-in-class results in any industry.



TOP FEATURES

- Support for voice, SMS and email
- Easy-to-use customizable and data-driven campaigns
- Buildable library of notification templates
- Highly scalable
- Tightly integrated with contact center features
- Live dashboard reporting on campaign status
- Ability to export reporting on completed campaigns
- Text-to-speech voice notifications in six “voices” with English, French and Spanish language options

VERTICAL USE CASES

- **Health Care:** Appointment Reminders
- **Retail/B2C:** Deliveries, Surveys, Promotions, Collections
- **Real Estate:** Open Houses, Visits
- **Travel/Hospitality:** Travel Date Reminders, Reservations, Orders
- **Services:** Installation Notifications
- **Banking:** Account Balance, Payments
- **Utilities:** Robocall Activity, Outages, Updates
- **Education:** General Notices, Information
- **SMB:** Promotional Offers, Marketing
- **Transportation:** Pickup Reminders, Scheduling

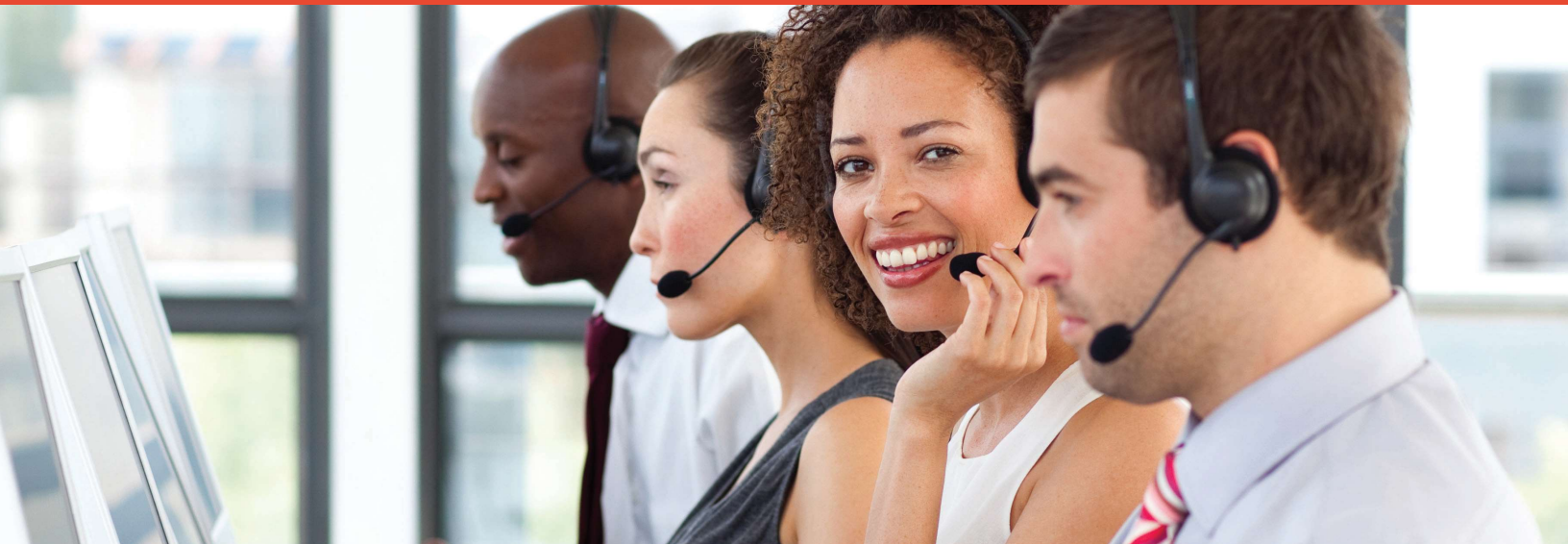
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Harness the power of cloud-ready call recording

Call Recording

AS-A-SERVICE SOLUTION FOR CALL QUALITY MANAGEMENT & COMPLIANCE

If your company makes and takes calls from customers, suppliers or partners, or if you have a call center, then call recording is a must. Most importantly, it can help you comply with regulatory requirements, but it's also useful for training, ensuring quality and, if needed, resolving disputes.

CALL RECORDING BENEFITS

- **Enhance the productivity of your employees**
- **Improve the efficiency of your communications**
- **Boost the effectiveness of your sales processes**
- **Increase your marketing and business intelligence**
- **Resolve disputes quickly with proof of the conversation**
- **Comply with legal and regulatory requirements**
- **Minimize liability by identifying and correcting problem areas or agents**

TAP CLOUD'S ADVANTAGES FOR YOUR BUSINESS

Uniquely, our call recording solution is cloud-based and delivered "as a service," so you get an enterprise-grade platform that's highly reliable, scalable, secure and available immediately on a subscription basis.

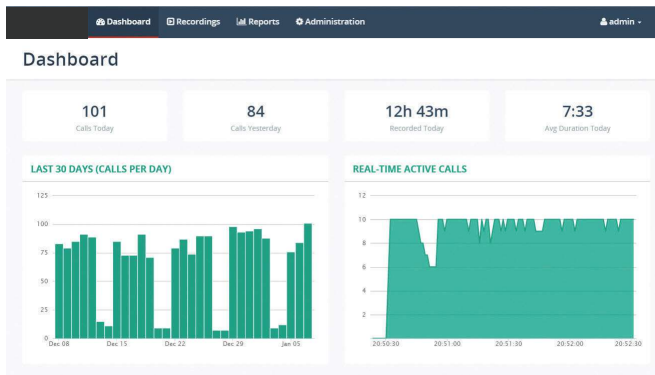
- **No Equipment to Buy**
Leverage our enterprise-class call recording platform, located in our secure data center, with no need to add any hardware on site.
- **Pay as You Go**
There's no upfront capital investment required, you pay for the call recording services you need as a monthly subscription.
- **Scale Easily**
Our cloud-based system can quickly and easily scale to thousands of users across distributed locations.
- **Offload Management**
There's no need for you to administer and manage the call recording system; our expert engineers do it for you 24/7/365.
- **Ensure Privacy**
We offer multilevel access control and partition multitenant resources to ensure data protection and customer privacy.
- **Support Virtual Workers**
Our cloud platform is accessible to remote and mobile workers who have an Internet connection.

SEAMLESSLY INTEGRATED WITH YOUR COMMUNICATIONS SERVICES

Our call recording solution is flexible and is integrated with our SIP Trunking service and our cloud-based hosted PBX and unified communications as a service (UCaaS) solution. Plus, you can seamlessly integrate our call recording solution with third-party applications, such as CRM and help desk systems, to achieve superior customer service and maximum business results.

INSTANTLY BENEFIT FROM THESE EASY-TO USE FEATURES

- + **Web-based User Interface** – Access your call recordings anytime, anywhere with our intuitive, user-friendly web interface. No desktop software required.
- + **Intuitive Call Search & Playback** – Quickly and easily search millions of calls by any parameter, such as date, time, caller/callee number, number or agent's name. Or simply type in a search term. Playback is available from your browser window.
- + **Multiple Recording Options** – Record all calls automatically, select calls to be recorded based on rules or specific criteria, or initiate call recording on-demand from your web browser or IP phone.
- + **Look Back Technology** – Recover conversations from the beginning – even for calls already in progress. With our Look Back feature, you won't miss a single word.
- + **Centralized Multisite Call Recording** – Record calls made to and from multiple locations or branches.
- + **Desktop Phone Integration** – Save time with one-touch recording from your IP phone. (Available from select manufacturers.)
- + **Real-time Dashboard** – Gain a real-time picture of your performance with our dashboard showing calls per day, call duration, active calls, total number of recorded calls and more.

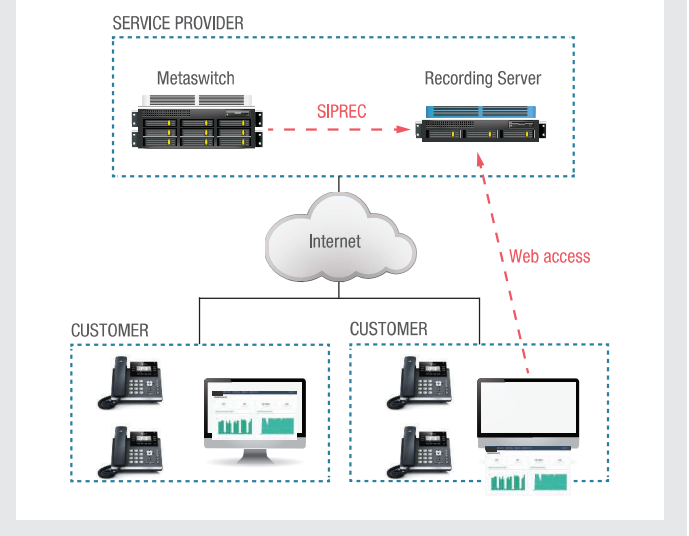


MONITOR CALL PERFORMANCE

- + **Reporting** – Generate statistics for calls, day, users, employees' performance and more with our comprehensive reporting features.
- + **Live Monitoring** – Monitor employee's calls in real time to guide and support agents in delivering optimum customer service.
- + **Customizable Score Cards** – Evaluate employees or call center agents using built-in score cards or quickly customize existing evaluation forms with this optional, add-on feature.

HOW IT WORKS

Call details and audio streams are sent to the call recording server in our highly reliable and secure cloud-based network. Recordings are accessed remotely via any web browser.



EASE REGULATORY COMPLIANCE

Our call recording solution can help you comply with legal requirements, such as PCI-DSS, HIPAA, Sarbanes Oxley, FIPS, FPS and more, with these features:

- + **Customizable Access Privileges** – Define user roles and access to functions, such as playback, live monitoring or administration.
- + **File Watermarking** – Validate the authenticity of any .wav audio file with our application.
- + **Audit Log** – Monitor sensitive information to ensure maximum security and regulatory compliance.
- + **Pause & Resume Recording Triggers** – Automatically pause and resume the call recording process to omit sensitive data, such as cardholder information with this optional, add-on feature.
- + **Encryption & Advanced Security** – Ensure the highest security with 256-bit AES file encryption and access to call recording via SSL/HTTPS connections with this optional, add-on feature.

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of seamless customer interactions

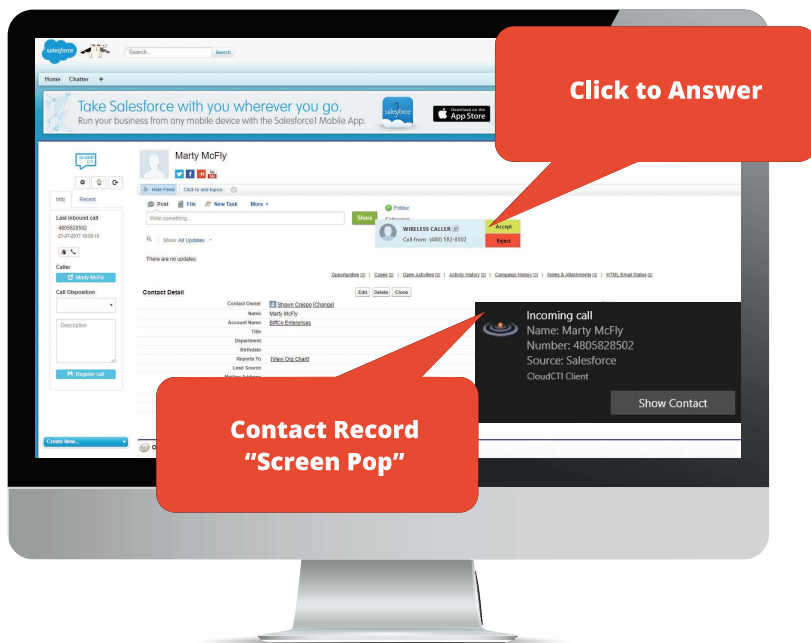
CRM Integration

CLLOUD UNIFIED COMMUNICATIONS WITH CUSTOMER RELATIONSHIP MANAGEMENT INTEGRATION

Customer experience – the total customer interaction with your company – is a primary combat zone for competitors in a service economy. Businesses like yours want ways to make their interactions with customers faster and frictionless. Our Cloud UC-CRM integrations do both.

FAST & FRICTIONLESS

CLICK-TO-DIAL | CALLER RECOGNITION | SCREEN POPS



Integrate cloud UC with more than 50 leading CRM platforms:

ConnectWise, Freshdesk, Office 365, Salesforce, SugarCRM, Zendesk, Zoho CRM & More!

Download a simple client to user desktops. A setup wizard does the rest.

Enjoy the benefits of cloud delivery:

- + Predictable subscription pricing
- + No upfront costs for hardware or software
- + No extra cost for upgrades
- + Scalability as your company grows

SPEED CUSTOMER INTERACTIONS

SAVE TIME & REDUCE ERRORS WITH CLICK-TO-DIAL

Add Click-to-Dial, or Highlight-to-Dial, functionality to any web page or program by downloading a simple client to user desktops that integrates with cloud UC. Dialing with a single click is quick, convenient and error-proof.

PERSONALIZE SERVICE WITH SCREEN POPS VIA CRM INTEGRATION

Integrate cloud UC with your CRM application by downloading a simple client to user desktops. Users see callers' contact info and a "screen pop" with customer info from the CRM database, enabling personalized service as soon as the call connects.

FENCE CUSTOMER DATA WITH ADVANCED CRM INTEGRATION

Go clientless with our deep and secure integration between cloud UC and Salesforce or Zendesk, which ensures all customer data remains within the Salesforce or Zendesk environment for increased data security and compliance with data privacy rules.

BUILD LASTING CONNECTIONS

INSTANTLY INTEGRATE CLOUD UC WITH MORE THAN 50 LEADING CRM PLATFORMS.*
GOT A CUSTOM CRM? WE CAN CONNECT TO THOSE TOO!



*Company logos are trademarks of their respective companies.

FOR MORE INFORMATION

800-209-4963
ourbusinessphone.com





Harness the Full Power of Digital Communications

Dynamic Notifications

THE SECRET TO A SCALABLE, SEAMLESS CUSTOMER EXPERIENCE

Every customer touch point matters – not only sales or service calls, but also day-to-day appointment reminders, delivery notifications and promotions. As your business grows, the volume of routine communications also grows, challenging your sales and service teams to deliver a consistent customer experience.

AUTOMATED & PERSONALIZED COMMUNICATIONS

Our Dynamic Notification solution can help you deliver seamless and personalized interactions by automating outbound communications with your customers using their preferred channel:



Text messaging



Email messaging



Voice messaging

APPLICATIONS ACROSS THE CUSTOMER LIFECYCLE

Dynamic Notification can be used to automate a range of communications throughout the customer lifecycle – from purchase to payment.

Sales & Marketing

- + Campaigns
- + Promotions
- + Orders

Service Delivery

- + Deliveries
- + Installation
- + Reservations

Customer Care

- + Scheduling
- + Reminders
- + Satisfaction Surveys

Finance

- + Account Balances
- + Payments
- + Collections

GET MORE FROM YOUR CLOUD CONTACT CENTER

Cloud Contact Center enables multiple channels of communications between your customers and your sales and service teams. Dynamic Notification expands their capabilities exponentially by:

- + Automating routine interactions
- + Freeing up agents to resolve service issues
- + Enabling sales reps to focus on selling
- + Generating sales leads with no human intervention
- + Increasing on-time payments
- + Decreasing no-shows for appointments and deliveries
- + Reducing trouble calls with pre-emptive notifications
- + Improving customer satisfaction

SEAMLESS INTEGRATION & SIMPLE INTERFACE

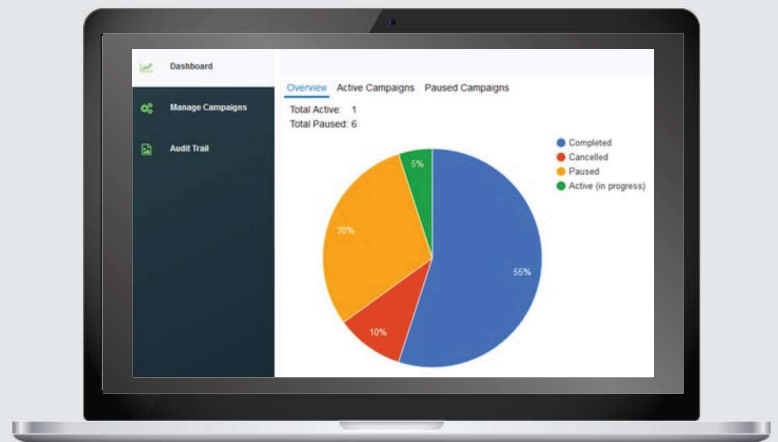
Dynamic Notification functionality is tightly integrated in our Cloud Contact Center giving your customers the option to respond and reach a live agent.

Manage text campaigns from the Cloud Contact Center Admin Portal:

- + Build and access a library of message and phrase templates
- + Schedule voice, email or SMS messages
- + Access text-to-speech capabilities in six voices with English, Spanish and French options

Access reports from the Dynamic Notification Dashboard:

- + See real-time campaign status
- + Export campaign reports



AVAILABILITY & COMPATIBILITY

Dynamic Notification can be enabled with our Cloud Contact Center solution paired with our hosted PBX, or any premises-based PBX connected to our SIP Trunking service.

- + **Health Care**
Appointment Reminders
- + **Real Estate**
Open Houses & Visits
- + **Travel & Hospitality**
Reservations & Surveys
- + **Services**
Installation & Outage Notifications
- + **Banking**
Account Balances & Payments
- + **Transportation**
Pick-up Reminders & Scheduling
- + **Retail & B2C**
Deliveries, Orders, Promotions & Collections
- + **Education**
Notices, Weather & Emergency Alerts
- + **Utilities**
Robocall Activity, Outages, Updates & Collections

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of cloud communications

Hosted Hospitality Suite

CLOUD COMMUNICATIONS INTEGRATED WITH YOUR HOTEL

Running a hospitality business comes with its own set of demands, complexities and challenges. Moving your communications to the cloud allows you to focus on delivering hospitality while improving productivity, automating guest services and maximizing revenue.

+ No Capital Expenditures

For years, hotels have had to buy or lease a premises Private Branch Exchange (PBX). Hosted PBX changes all that, eliminating the need for onsite systems and telco services. Everything is included! Hosted PBX is ideal for opening a new property on budget, replacing an end-of-life PBX, or moving to flexible opex models.

+ Future-Proof Functionality

Premises phone systems have a limited lifespan and costly maintenance contracts. Hosted PBX is a subscription service that includes all updates. Plus, you get unlimited scalability and added redundancy at an affordable rate. And, you can more easily add new functionality, such as Enhanced 911 to comply with recent laws.

+ Designed for Your Property

Our solution can meet your property's unique needs — whether that's providing wake-up calls and phone service or fully integrating telephony with your Property Management System (PMS). Upgrade to IP phones and data cabling or use your existing room phones and cabling to keep costs low and install easy.

BOOST STAFF PRODUCTIVITY & ENHANCE YOUR GUEST EXPERIENCE

TOOLS FOR YOUR STAFF

- ✓ Voice
- ✓ Mobility
- ✓ SMS/Text Messaging
- ✓ Presence
- ✓ Conferencing
- ✓ Contact Center

SERVICES FOR YOUR GUESTS

- ✓ Self-Service/Operator-Assisted Wake-Up Calls
- ✓ Direct Room Dialing
- ✓ Do-Not-Disturb
- ✓ Voice Mail
- ✓ Enhanced 911

Are you
compliant
with 911 Laws?
We Can Help!

HIGH-TECH, HIGH-TOUCH & LOWER COST

There's enormous pressure on venues – from small economy hotels to famous luxury brands – to improve technology and lower expenses. Our hospitality communications solution fills the bill.

Every department – front office, guest services, food and beverage, housekeeping, security and engineering – can leverage our platform's functionality and features to improve operational efficiency, increase productivity and enhance guest experiences.

CORE HOSTED PBX FEATURES



FUTURE-PROOF SOLUTION

Our scalable phone system "as a service" is continuously updated at no additional cost. We handle all the details – phones, installation, training, ongoing service and upgrades – so you can focus on your guests.



FEATURE-RICH ENDPOINTS

Choose from full-featured desktop phones, wireless handsets and conferencing systems to fit your needs. Pair with the MaX UC app to extend UC capabilities to desktop PCs, laptops, tablets or smartphones.



RIGHT-SIZED COSTS

Only pay for the service you need at a flat rate per phone, per month. We offer leading IP phones, but you also can reuse your analog phones. Plus, zero maintenance frees up IT staff to focus on strategic projects.



NO-HASSLE ADMINISTRATION

Our web-based CommPortal gives your admins and users the power to manage user profiles, features, contacts, messages, call routing, simultaneous ring, "find-me, follow-me" and more via an intuitive control panel.

ADVANCED ADD-ON FEATURES

- CRM Integration
- Call Paging & Intercom
- Call Recording
- Call Accounting
- Contact Center
- Web & Video Collaboration
- Robocall Blocking
- SMS Messaging

HOSPITALITY FEATURES

- + PMS Integration**
Our solution integrates with leading property management systems to provide a single interface for managing guest services such as communications, room status and minibar usage — from check in to check out via any web-enabled device.
- + Guest Services Management**
With InnDesk Web Console, your staff can remotely manage guestrooms to schedule wake-up calls, note checked-in or clean/dirty status, set permissions and language preferences, and more — all from any PC on your hotel's network.
- + Enhanced 911**
Comply with laws requiring hotels to enable 911 access without dialing a prefix to reach an outside line, to notify the front desk or security office when a 911 call is made, and to provide location information, such as room number to emergency dispatch.
- + Guestroom Messaging**
Our automation technology delivers welcome greetings when your guests first arrive and other messages during their stay.
- + Room Status Interface**
Enable housekeeping to report the status of a room from either a web or in-room telephone interface to the PMS and the InnDesk web console.
- + Detailed Reporting**
Access reports on wake-up call schedules and activity, including pending and failed wakeup with alerts routed to specific locations or staff.

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of secure faxing in the cloud

Hosted Fax

A BETTER WAY TO SEND & RECEIVE FAX DOCUMENTS

Stationary fax machines are a thing of the past. Today, you need a faxing solution that's more flexible – one that can meet the demands of an increasingly mobile, all-digital world. Our Hosted Fax solution is the answer. Hosted Fax delivers the functionality you expect from traditional fax machines plus the flexibility, cost advantages and advance capabilities of a modern cloud service.

- **No upfront costs for hardware and software**
- **No extra cost for upgrades or enhancements**
- **Scales with your company as it grows**
- **Predictable subscription-based pricing**

STREAMLINED & SECURE

COMPARED TO TRADITIONAL FAX MACHINES

- + Boost Information Security**
Prevent data loss and privacy breaches by securely routing fax to intended recipients.
- + Eliminate Lost Faxes**
No more trips to the fax machine only to return emptyhanded because a co-worker picked up your fax.
- + Flexible Usage Plans**
Choose the plan that best meets your business needs, up to 1,000, 5,000 or 10,000 pages per month.
- + Fax on the Go**
Send and receive faxes anytime, anywhere, from any mobile device – laptop, tablet or smartphone.
- + Speed Response Times**
Automatically route incoming fax documents to the right departments or individuals for immediate action.
- + Keep Your Fax Numbers**
If you've got published fax numbers can port them to the new service, add more numbers or start fresh.
- + Track Chain of Custody**
Get a complete audit trail for incoming faxes, including recipient, arrival time and contents.
- + Improve Workflow**
Automatically route incoming fax documents to collaboration and workflow applications.
- + Search Fax Content**
Automatically convert and store fax documents in PDF format for full-text search and retrieval.

SECURE FAXING AS-A-SERVICE

While use of email and messaging have grown, some business, government, academic and non-profit organizations still rely on fax in one way or another. That's in part because their customers are still using it, but it's also because faxing is considered a secure method for confidential communications, especially in regulated industries.

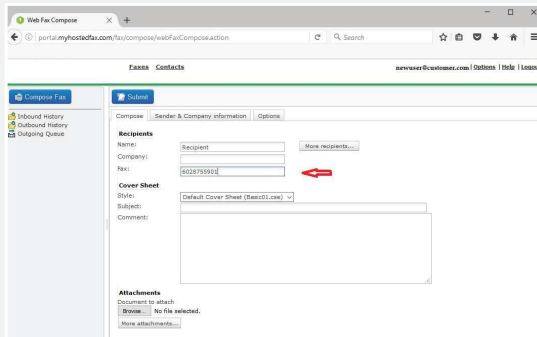
Our Hosted Fax solution improves on faxing's strengths with tightened information security and eliminates its weaknesses, including manual, time-consuming processes for users and day-to-day maintenance of systems for your IT organization.

ACCESS ENTERPRISE-CLASS FEATURES

- + **Inbound and outbound service**
- + **Support for 40+ file formats, including PDF, JPEG, DOC and GIF**
- + **Fax number porting or assignment**
- + **Secure server with SSL encryption**
- + **High-availability cloud infrastructure**
- + **Network diversity and redundancy**
- + **End-to-end quality management**
- + **Support for PCI-DSS or HIPAA**

CONVENIENTLY SEND & RECEIVE FAXES FROM ANY CONNECTED DEVICE VIA WEB PORTAL

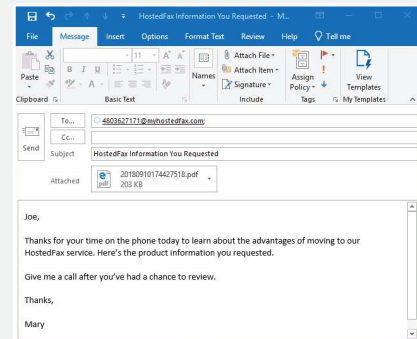
Send and receive fax documents from your desktop PC or mobile device by logging into our online web-based portal.



Simply fill in the recipient's information, fax number, subject line and comments to create a cover sheet. Browse files stored on your device to add attachments and click "submit" to send your fax document.

VIA EMAIL

Send emails, including attachments, as faxed documents from your registered email account.



Use any mail client that supports SMTP, including Microsoft Outlook, Outlook Express and Mozilla Thunderbird. Or, use the web interface of your mail service like Office365, Outlook OWA, Gmail, Yahoo, MSN, etc.

SAMPLE USE CASES FOR HOSTED FAX



Accounting

Route faxed payroll documents to accounting for processing by the first available specialist.



Legal

Enable lawyers to securely fax affidavits and filings while at the office, in court, or at a client site.



Human Resources

Ensure privacy of employee data with secure receipt of faxed W-4, I-9 and payroll forms.



Insurance

Enable agents to send quotes and claim forms to customers and receive orders and claims via fax.



Health Care

Ensure privacy of test results or patient records by routing them via fax to a lab or recordkeeping.



Real Estate

While showing properties, agents can receive, annotate and send faxes from their email.

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of cloud communications

Hosted PBX

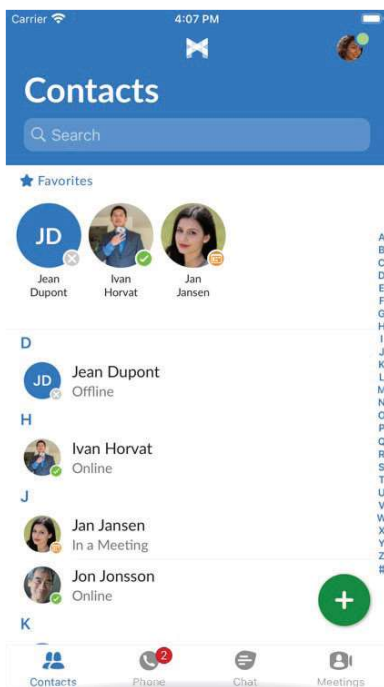
THE LAST BUSINESS COMMUNICATIONS SOLUTION YOU'LL EVER NEED

Picking the right business communications system can be challenging. Once installed, it can seem you have already outgrown the solution or are now missing out on a new must-have capability. However, we have the ability keep your company ahead of the curve with our cloud-based, carrier-class communications solution as a service. With no physical system to install, you can easily add more seats and functionality on-demand.

FLEXIBLE & FUTURE-PROOF

COMPARED TO ON-PREMISES PHONE SYSTEMS

- + Focus on Your Business**
We take care of the details – phones, installation, training and ongoing service – so you can focus on your business.
- + Right-size Your Costs**
Buy only what you need on a flat rate per phone, per month. As your business requirements change you can add or remove services as needed.
- + Enjoy Enterprise-Class Features**
Get powerful features, such as direct inward dialing, CRM integration, unified communications, team and video collaboration, emergency call notification and more.
- + Never Miss a Call**
Even if there's a power outage or natural disaster at your office, you can automatically reroute calls to another location or phone number, so you'll never miss a call.
- + Unprecedented Call Control**
Web-based CommPortal gives users and administrators the power to manage call routing and other preferences.
- + Enable Remote Employees**
Supporting a distributed workforce is easy. You can put a phone anywhere with an Internet connection and it will integrate seamlessly with our cloud-based platform.
- + Mobilize Your Business**
With our mobility package, your employees can use our Hosted PBX features from their smartphones, tablets, laptops or other mobile devices.
- + Unify Communications**
Integrate voice, video, presence, instant messaging and SMS into a single platform with MaX UC for desktop or mobile devices.



PHONES & FEATURES TO FIT YOUR NEEDS

Our hosted communications solution has the flexibility to support all types of work and workers. Choose from full-featured IP desktop phones, wireless handsets and conferencing systems. If desired, pair with our MaX UC softphone for desktop or mobile devices.



Yealink SIP-T54W



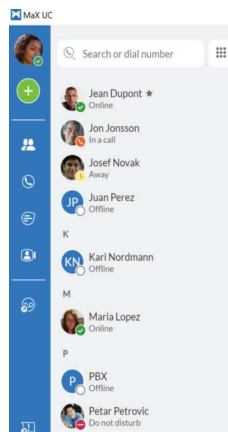
Yealink SIP-T58A



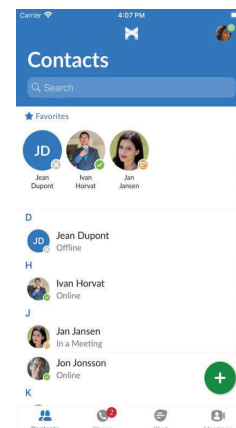
**Yealink W60
HD IP DECT Phone**



**Yealink Optima
HD IP Conference Phones**



**MaX UC
Desktop Softphone**



**MaX UC
Mobile Application**

ENTERPRISE-CLASS CAPABILITIES AT AFFORDABLE RATES

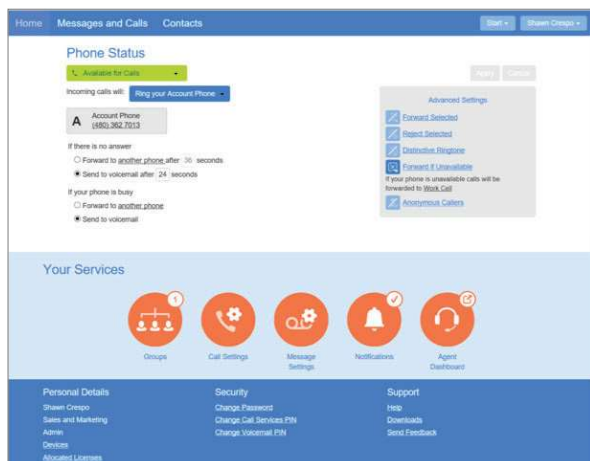
Standard Features

- ✓ Direct Inward Dialing
- ✓ Voice Mail & Unified Messaging
- ✓ Find-Me, Follow-Me
- ✓ Simultaneous Ring
- ✓ Multiline Hunt Groups
- ✓ Call Paging & Intercom
- ✓ Automated Attendant
- ✓ Time-of-day Routing
- ✓ Caller ID Name & Number
- ✓ Unavailable Call Forwarding
- ✓ Disaster Routing
- ✓ Emergency Call Notification
- ✓ More than 60 Features

Optional Features

- ✓ ACD & Contact Center
- ✓ Team, Web & Video Collaboration
- ✓ Call Recording
- ✓ Hosted Fax
- ✓ Toll-free Service
- ✓ Business SMS

COMMPORTAL DASHBOARD TO CONTROL YOUR COMMUNICATIONS



CommPortal enables users to view and manage:

- Lines, Status & Presence
- Devices
- Message Settings
- Hunt Group Status
- Find-Me, Follow-Me
- Simultaneous Ringing
- Call History
- More!

CommPortal enables admins to manage:

- Users Passwords & PINs
- Multiline Hunt Groups
- Phone Profiles
- Music On Hold
- Auto Attendant Settings
- Business Reports & Call Logs
- Emergency Call Notification
- More!

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the Power of Internet Fax

Internet Fax to Fax

FINALLY, A MODERN FAXING SOLUTION THAT WORKS

The Internet has changed the way your company does business. Instant connections with customers, employees and suppliers enable seamless communications. You can take calls, process transactions, access productivity applications and even host video meetings on the Internet.

SO WHY DOESN'T YOUR INTERNET FAX WORK?

Despite a technical standard (T.38) designed to make faxing work over the Internet, jitter, packet loss and sync issues cause many Internet faxes to fail. As a result, even digital-savvy companies have gone back to analog phone lines for faxing.

OUR RELIABLE INTERNET FAX TO FAX SOLUTION

Instead of trying to make T.38 work, we take it out of the equation altogether. We deliver a reliable Internet Fax solution using TLS encryption and a simple appliance between your fax machine and our cloud data center.

Our unique Internet Fax to Fax solution is not affected by jitter or packet loss and works perfectly even over the poorest of Internet connections, including Wi-Fi and satellite. In fact, our success rate for fax delivery is even higher than over analog lines.



HOW INTERNET FAX TO FAX WORKS

1

Using proprietary software, we transform an Analog Telephone Adapter (ATA) into a local fax machine.

2

We place the Fax ATA on your premises between your fax machine and a secure Internet connection to our cloud data center.

3

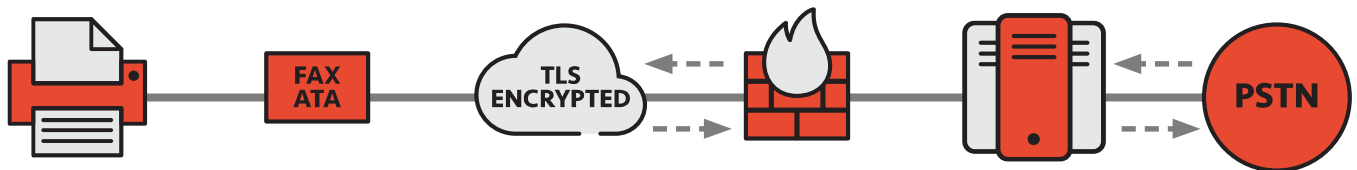
Our Fax ATA accepts, encrypts and compresses the fax data locally and transmits it to our data center where smart routing delivers the fax to its destination.

4

Delivery confirmation is sent to you via email and/or fax machine.

5

Incoming faxes are received at our data center, sent securely to your Fax ATA and then delivered to your fax machine or email address.



BENEFITS OF INTERNET FAX TO FAX

+ Keep Your Fax Machine

With our service, there's no need to buy new fax machines or create electronic fax accounts for all users on your team. It's business as usual.

+ No Retraining

Since you keep your fax machine, you don't need to train your staff to use a new device or electronic fax application.

+ Never Miss a Fax

If your fax machine or Fax ATA is offline, faxes queue until they're back online, so senders never get a busy signal and you never miss a fax.

+ Always Secure

We encrypt all outgoing and incoming faxes, so you don't need to worry about transmitting sensitive information.

+ Replacement Warranty

Our plug-and-play Fax ATA works out of the box. If the appliance stops working during your first year of service, we'll replace it — free.

+ Eliminate Analog Lines

Make the final switch to IP communications by canceling analog lines you no longer need to connect to your fax machines, and receive one telecom bill.

USE CASES FOR INTERNET FAX TO FAX



Data Privacy Compliance

Internet Fax to Fax is a way to securely transmit personal information in the Medical, Financial, Legal, Education and Government industries.



High-volume Faxing

If your company sends and receives large numbers of fax communications via fax machine from customers or suppliers, Internet Fax to Fax is for you.



Going Digital

Businesses making the transition from analog lines to cloud phone systems can now cut ties with their analog lines altogether.

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of teamwork anytime, anywhere

MaX Meeting

CLLOUD CONFERRING & COLLABORATION WITH UNIFIED COMMUNICATIONS INTEGRATION

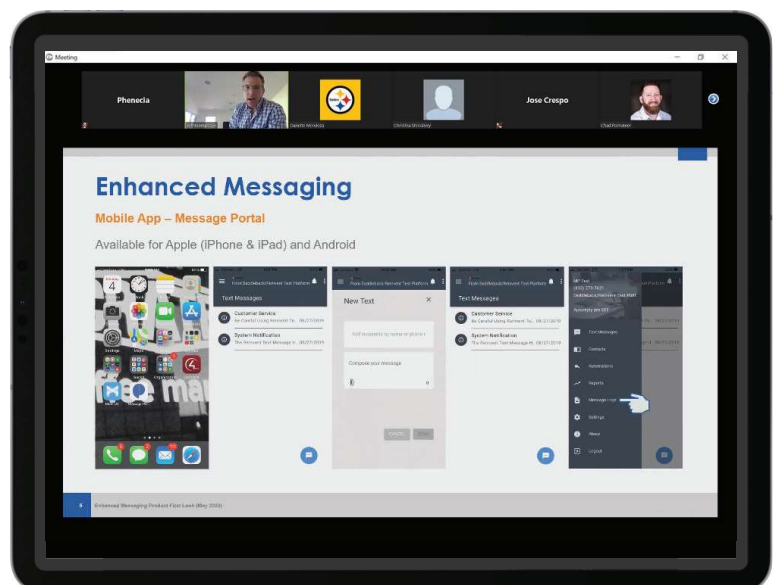
80% of business meetings now include remote employees, partners and customers. Conferencing and collaboration tools are must-haves to boost productivity and remain competitive in an always-on world. MaX Meeting makes it easy

COLLABORATION ON-DEMAND

CLOUD SERVICE | NO UPFRONT COSTS | BRING YOUR OWN DEVICES | SCALABLE AS YOU GROW

Enterprise-Class Features

- ✓ HD voice and video conferencing
- ✓ Unlimited voice conferencing
- ✓ Multiple views – gallery and active speaker
- ✓ Meeting plans that support 4, 10, 25, 100, 300 and even 500 participants
- ✓ Desktop sound or full-screen video sharing
- ✓ Desktop screen, app and document sharing
- ✓ iPhone and iPad screen sharing with Airplay
- ✓ Chatting and call recording
- ✓ Desktop remote control
- ✓ Integrated moderator controls
- ✓ Outlook calendar plug-in
- ✓ One-click scheduling in Outlook
- ✓ Co-hosts can share meeting controls
- ✓ Breakout Rooms for side conversations
- ✓ More!

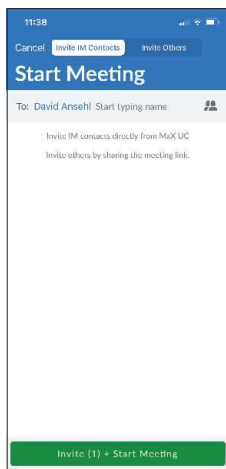


COLLABORATION ON-THE-GO

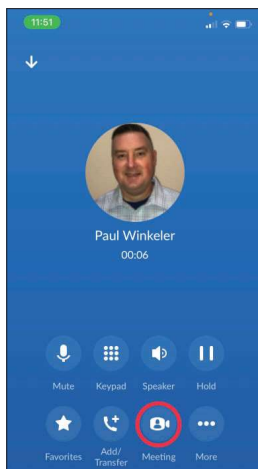
MaX Meeting fully integrates with the MaX UC client for desktop and mobile devices, giving you unparalleled access to the power of MaX UC anytime, anywhere!



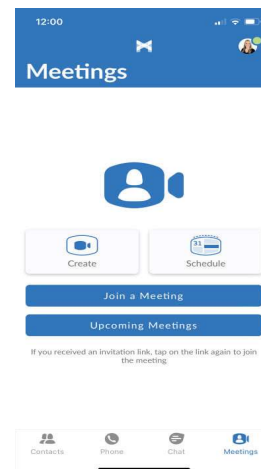
Uplift a chat session to a Meeting.



Uplift a voice call to a Meeting.



Invite users to a Meeting.



HOST SECURE MEETINGS

- + Meeting Passwords prevent unauthorized entry by web or phone
- + Encryption ensures meeting content is encrypted using AES-256
- + Waiting Rooms require hosts to admit attendees to the meeting
- + Join Before Host can be disabled to control meeting entry.

COLLABORATION ON-BUDGET

- + No upfront costs for hardware and software
- + Predictable subscription-based pricing
- + No extra cost for upgrades or new features
- + Unlimited voice conferencing
- + Scales with your company as it grows
- + Leverages your investment in MaX UC
- + Bring your own devices (desktops, tablets and smartphones)

MaX Meeting and MaX UC are powered by Metaswitch.

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of teamwork anytime, anywhere

MaX Meeting-Shared

CLLOUD CONFERRNCING & COLLABORATION

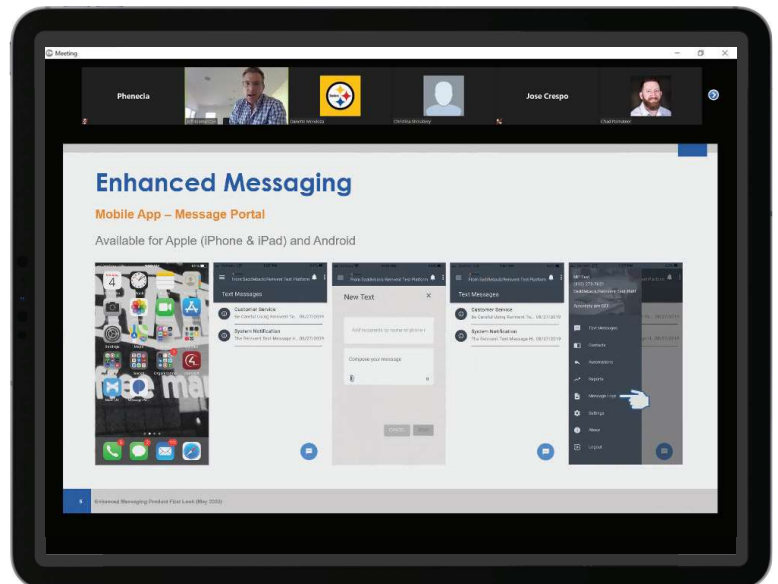
80% of business meetings now include remote employees, partners and customers. Conferencing and collaboration tools are must-haves to boost productivity and remain competitive in an always-on world. MaX Meeting makes it easy!

COLLABORATION ON-DEMAND

CLOUD SERVICE | NO UPFRONT COSTS | BRING YOUR OWN DEVICES | SCALABLE AS YOU GROW

ENTERPRISE-CLASS FEATURES

- ✓ HD voice and video conferencing
- ✓ Unlimited voice conferencing
- ✓ Multiple views – gallery and active speaker
- ✓ Meeting plans that support 4, 10, 25, 100, 300 and even 500 participants
- ✓ Desktop sound or full-screen video sharing
- ✓ Desktop screen, app and document sharing
- ✓ iPhone and iPad screen sharing with Airplay
- ✓ Chatting and call recording
- ✓ Desktop remote control
- ✓ Integrated moderator controls
- ✓ Outlook calendar plug-in
- ✓ One-click scheduling in Outlook
- ✓ More!

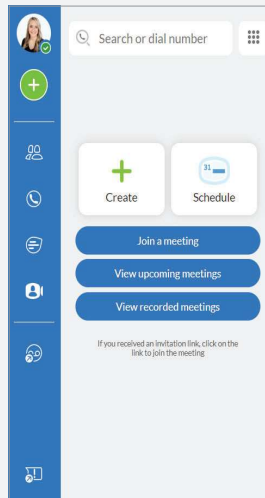


COLLABORATION ON-THE-GO

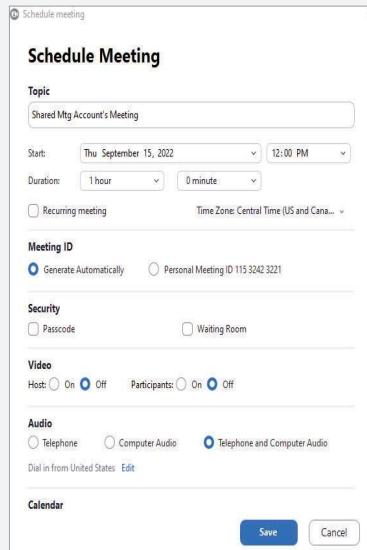
MaX Meeting Shared enables you to set up and manage collaborative meetings from a common area like a conference room or huddle room.



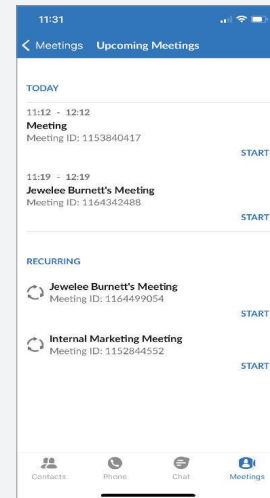
Easily schedule or start an instant Meeting.



Use default or custom Meeting options.



View and manage Meetings and recordings.



HOST SECURE MEETINGS

- + Meeting Passwords prevent unauthorized entry by web or phone
- + Encryption ensures meeting content is encrypted using AES-256
- + Waiting Rooms require hosts to admit attendees to the meeting
- + Join Before Host can be disabled to control meeting entry.

COLLABORATION ON-BUDGET

- + No upfront costs for hardware and software
- + Scales with your company as it grows
- + No extra cost for upgrades or new features
- + Predictable subscription-based pricing
- + Bring your own devices (desktops, tablets and smartphones)
- + Unlimited voice conferencing

MaX Meeting and MaX UC are powered by Metaswitch.

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Harness the power of cloud-ready online events

MaX Webinar

AS-A-SERVICE SOLUTION FOR ONLINE WEB & VIDEO EVENTS

It's a virtual world. Savvy businesses are leveraging technology to create virtual teams, virtual meetings and, increasingly, virtual events with tens, hundreds and even thousands of participants. That's where we come in.

Our MaX Meeting Webinar platform offers incredible scale required for online events without sacrificing quality or affordability. We go a step further to deliver a platform that's simple and intuitive for you, your presenters and attendees to operate while including multimedia and interactivity features that provide a personalized and engaging experience.

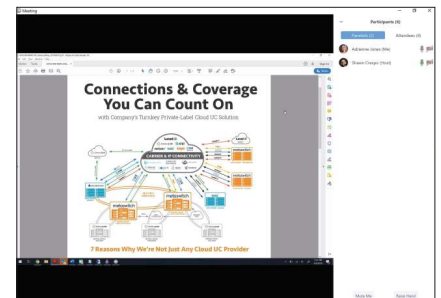
USE MAX MEETING WEBINAR TO HOST ONLINE EVENTS, SUCH AS:

- **Investor calls**
- **Press conferences**
- **All-hands meetings**
- **Sales presentations**
- **Product demos**
- **Product training**
- **Lectures**
- **Virtual seminars**
- **Distance learning**

HOST INTERACTIVE & BROADCAST EVENTS

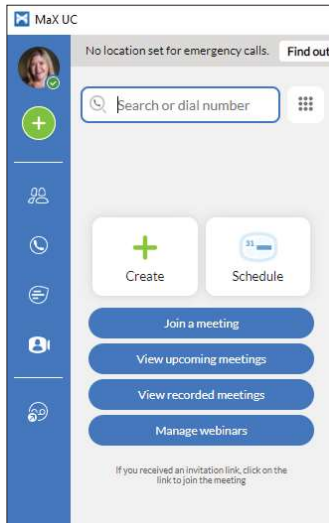
MaX Meeting Webinar leverages cloud-based delivery to provide an unprecedented feature package to support your next online event — no matter how big or small.

- + **Large Scale** – Invite up to 100 panelists to appear live via webcam and interact with your audience.
- + **Universal Access** – Use from any device, including desktop, laptop, mobile devices and H.323/SIP systems.
- + **High-Definition Quality** – Enjoy HD video and audio conferencing for a seamless experience.
- + **Global Audio** – Support for VoIP dial-in from anywhere in the world.
- + **Desktop & Application Sharing** – Share screens, including high-quality audio and video clips, with one click.
- + **Dual-Screen Support** – Show panelists and presentation simultaneously for a synchronized user experience.
- + **Unlimited Audience** – Reach 100, 200, 500, 1,000, 3,000, 5,000 or up to 10,000 view-only attendees live, plus limitless on-demand replays.



SMALL INVESTMENT, HUGE IMPACT

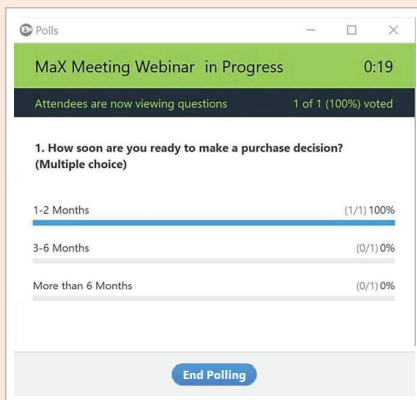
MaX Meeting Webinar is an add-on to MaX Meeting, a powerful tool for audio and video conferencing and web collaboration. It's available standalone or fully integrated with our MaX UC unified communications platform. MaX Meeting Webinar comes fully loaded as a monthly subscription service and requires no upfront capital investment.



EASE EVENT SETUP & MANAGEMENT WITH PRE-CALL FEATURES

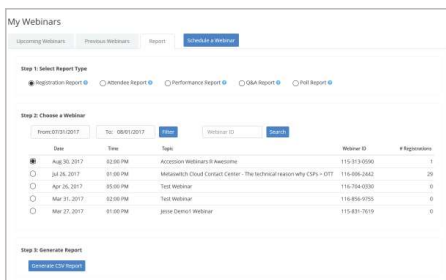
MaX Meeting Webinar is easily accessible from the MaX UC desktop or mobile app – the same one you use to initiate adhoc web meetings.

- + **Simple Scheduling** – set the date, time, size and functionality for your event through an easy-to-use form.
- + **Custom Branding & Messaging** – Add your logo and event banner, and tailor your email invitation to reflect your marketing.
- + **Flexible Registration Options** – Approve registrations manually or automatically, or chose not to require registration.
- + **Select CRM Integrations** – Use your existing customer relationship databases and email clients, including Pardot and Salesforce.
- + **Configurable Data Collection** – Modify the registration forms to collect the data you want, including asking short answer or multiple choice questions.



ENGAGE YOUR AUDIENCE WITH INTERACTIVE IN-CALL FEATURES

- + **Host Controls** – Mute and unmute panelists, and promote attendees to panelists, giving them audio and video capabilities for enhanced engagement.
- + **Chat** – Enable private and group chat for panelists and, if desired, attendees, too.
- + **Q&A Panel** – Invite attendees to ask questions via an embedded text app. Panelists can answer live or via text.
- + **Attendee Raise Hand** – As with a live event, you can enable attendees of your virtual event to let you know they have a comment or question with the “raised hand” feature.
- + **Attendee Polling** – Create and launch attendee polls related to your presentation topic. View the responses in real time and, if desired, share them with your audience.



LEVERAGE EVENT CONTENT & DATA WITH POST-CALL FEATURES

- + **Event Recording** – Share and promote your event content with additional viewers on demand with recording stored locally or in the cloud in MP4 or MP4A format.
- + **Management Reporting** – Access reports on registrants, attendees, polling and Q&A to create additional content or follow-up strategies.

FOR MORE INFORMATION

800-209-4963

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Harness the Power of Microsoft Teams

Direct Routing for Microsoft Teams

TRANSFORM YOUR COLLABORATION HUB INTO AN ADVANCED PHONE SYSTEM

Our Direct Routing service transforms your Microsoft Teams application* into an advanced business phone system, so you can make and take calls with external customers or vendors from the same Teams workspace you use for collaboration.

CONSOLIDATE COLLABORATION & CALLING ON TEAMS:

Replace PBX | Reduce User Apps
Boost Employee Productivity | Ease IT Management

EXPERIENCE THE BENEFITS OF SIP TRUNKING WITH TEAMS

With Direct Routing, you get all the benefits of our SIP trunking solution, including:

- + Unlimited local and long-distance calling
- + Cost-effective international calling, numbers and toll-free
- + Trusted local customer support
- + Scalable call capacity
- + 99.999% uptime
- + Business continuity by easily rerouting calls to other locations
- + Security with encrypted calls



FILL THE GAPS IN MICROSOFT TEAMS PHONE SYSTEM

With our Direct Routing solution, you can use Microsoft Teams without losing traditional telecom functionality. Plus, we offer hybrid networking between the Microsoft Phone System and our MaX UC Unified Communications (UC) solution for additional capabilities and add-ons.

Direct Routing Features

- + Unlimited Local and Long Distance
- + Keep Your Phone Numbers
- + Forward Calls When Busy
- + Forward Calls When Power or Internet Fails
- + Failover When Teams is Down
- + Route and Rollover Calls by Location
- + Stay Connected to E911
- + Secure Traffic with Encryption

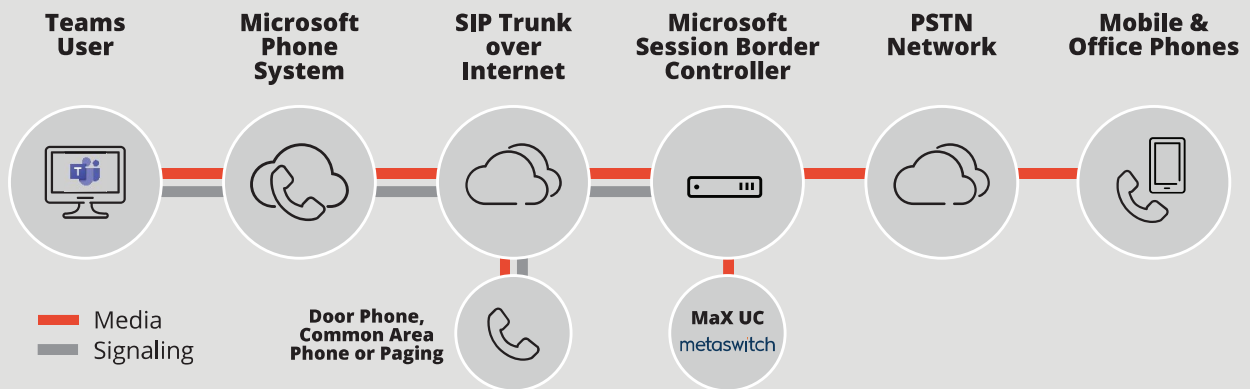
Hybrid Teams- MaX UC Networking Features

- + Support Common Area Phones with Standing SIP Handsets
- + Enable Paging
- + Add Door Phone
- + Activate Multilocation Auto Attendant
- + Support Users without Microsoft Teams

Add-Ons

- + Fax to Outlook and Fax Machines
- + Cloud Contact Center with Analytics
- + Chat, Email, Text/SMS Queuing
- + Call Recording and Screen Recording
- + Selective Call Rejection
- + Account Codes and Reports
- + International Calling
- + Local International Numbers
- + International Toll Free
- + Voicemail in Cloud with Transcription

HOW IT WORKS: HYBRID TEAMS - MAX UC NETWORKING



COMPARE AND SAVE WITH OUR DIRECT ROUTING

When compared to Microsoft Calling Plans, our Direct Routing solution for Microsoft Teams offers greater flexibility and reliability, with lower costs.

Our Direct Routing	Microsoft Calling Plan
Shared call paths	One call path per user
Unlimited minutes per user	3,000 minutes per user
Low-cost toll-free numbers	3,000-minute minimum for each toll-free number
Ongoing customer support	Limited, DIY solution
Local international numbers for U.S.-only customers	Not available
International calling plans for all users	International calling plans required for individual users
99.999% uptime (5.26 minutes of downtime a year)	99.9% uptime (8.77 hours of downtime a year)

FOR MORE INFORMATION

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CHECKLIST

Migration Checklist for Direct Routing for Microsoft Teams

PRODUCT OVERVIEW

Direct Routing for Microsoft Teams allows your Microsoft Teams collaboration environment to connect to the PSTN without the need for costly Microsoft Calling Plans. Our SIP Trunking services will reliably connect your organization to the outside world while leveraging the power of the Microsoft Phone System as your PBX and the functionality of Microsoft Teams as your organization's collaboration software.

TOOL OVERVIEW

This migration checklist is intended to provide a high-level view of the requirements and steps to properly connect your Microsoft Teams environment to the PSTN through our services.

Migration Checklist

- Verify that the network SBC is Microsoft certified and is running the correct software**
Our network is powered by Metaswitch Perimeta SBCs that are Microsoft certified
- Verify that the network is certified for 911 routing with Microsoft Teams**
911 routing is powered by Bandwidth, a Microsoft certified provider
- Define technical contact for customer's Office 365 tenant**
We will need to work with your Office 365 administrator to set up Direct Routing
- Determine desired coexistence mode for Microsoft Teams**
We recommend selecting Teams-Only or Islands for coexistence modes
- Inventory all users and phone numbers participating in Direct Routing**
- Define and register which FQDN(s) to use to route voice traffic (Microsoft requires TLS as RTP)**
Provider will supply the FQDN(s)
- Validate all users participating in Direct Routing have appropriate licenses from Microsoft**
 - Microsoft 365 E5
 - Phone System or Business Voice without Calling Plan + E1, E3, Business Standard, Business Premium, or MS Teams with Skype for Business Plan 2
- Complete configuration of Direct Routing**
Follow steps outlined in the provided Direct Routing for Microsoft Teams Configuration Guide
- Map all applicable IVR call flows**
- Test SIP Trunk/voice connectivity**
 - Inbound calling
 - Outbound calling
 - PBX calling functionality
 - IVR routing configurations
- Test E911 connectivity and notification with 933**
 - Add 933 as a dial stream to call routing policy in the Microsoft Teams tenant
 - Validate number and location information for each Microsoft Teams user
 - Validate notification is being properly sent as defined

FOR MORE INFORMATION

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Harness the Power of Business SMS/MMS

MyCloud MESSENGER **Business Messaging**

WHY SHOULD YOUR BUSINESS TEXT?

In a digital-first business world, breaking through the daily flood of email, social media and cold calls to get your customers' attention is a gamble. Change the odds with business messaging.

292

Million people in North America use text messages.

88%

Say text is the No. 1 application they use on their phones.

99%

is the average open rate for text messages.

85%

of customers prefer text messages to phone calls or emails.

45%

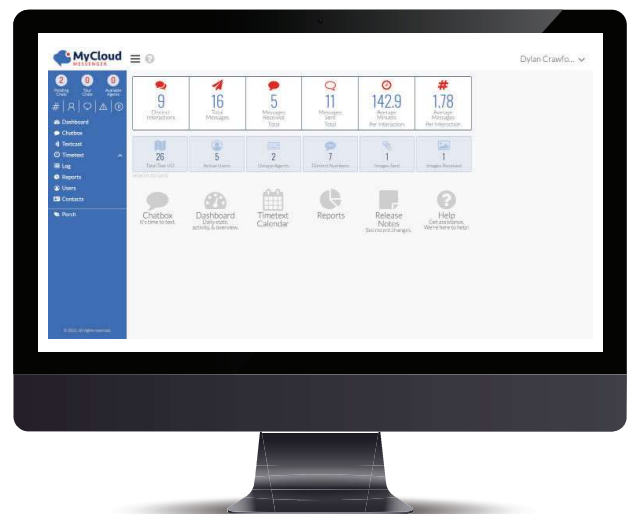
of people reply to text message blasts.

TEXTING BUILT FOR BUSINESS

MyCloud Messenger enables your business to connect with customers via SMS and MMS messaging using your business' main phone number, toll-free number or even employees' numbers.

Our cloud-based solution is ideal for:

- + Notifications
- + Sales & Marketing Promotions
- + Live Interactions
- + Appointment Reminders
- + Delivery Scheduling & Tracking
- + Customer Surveys
- + Customer Support & Trouble Tickets
- + One-to-One Customer Interactions
- + Add Messaging to Any Existing Solution, including Microsoft Teams



GO BEYOND BROADCAST MESSAGES

MyCloud Messenger enables your business with a complete suite of fully customizable and programmable SMS and MMS features for messaging, marketing, sales, service delivery and customer support.

TEXTCAST

Broadcast news to communities, customers or employees about sales, events and more.

TIMETEXT

Schedule texts to be sent at a specific date and time for sales follow up, special offers, or additional customer information.

SURVEY

Get feedback from your customers about service quality, new products, purchasing plans and more with quick text polls.

SERIES

Keep leads engaged, customers loyal and employees informed with text campaigns over days, weeks or months.

TAGS

Tag customers to events, interactions and campaigns for targeted and personalized texts.

KEYWORDS

Automate responses to customer inquiries using pre-set replies to common questions based on keywords.

PATHWAYS

Assist customers by routing them to live customer service agents or sales reps through interactive text responses.

APP INTEGRATION

Text-enable any application or website with available APIs through custom integrations.

BUILD YOUR BUSINESS WITH MESSAGING

Leverage MyCloud Messenger for these business-building applications and more.

TARGET YOUR MESSAGES

Use Textcast and Tags to give your customer the information they're looking for when they're looking for it.

AUTOMATE OUTREACH

Create nurture campaigns by sending texts at preset intervals for sustained outreach.

ENGAGE CUSTOMERS

Communicate directly with your customers using two-way text Live Agent interactions.

ENABLE WORKFLOWS

Streamline contact management, automate communication and integrate with CRM tools using our API.

CENTRALIZE MANAGEMENT

Send texts, set up campaigns and manage your text conversations from our intuitive admin portal.

MESSAGE ENABLE YOUR WEBSITE

In a digital-first world, not having a textable number on your website is equivalent to not providing an email address.

MESSAGING WORKS FOR BUSINESSES OF ALL SIZES & INDUSTRIES

MyCloud Messenger has use cases across a range of organizations like these:

- ✓ Retail Stores
- ✓ Travel Agencies
- ✓ Restaurants & Eateries
- ✓ Professional Services
- ✓ Media Companies
- ✓ Senior Care
- ✓ Construction
- ✓ Home-based Businesses
- ✓ Financial Services
- ✓ Medical & Healthcare
- ✓ Political Organizations
- ✓ Home Services & Deliveries
- ✓ Municipalities & Communities
- ✓ Door-to-Door Sales
- ✓ Nonprofit Organizations
- ✓ Religious Organizations
- ✓ Real Estate & Property Management
- ✓ Human Resources

FOR MORE INFORMATION

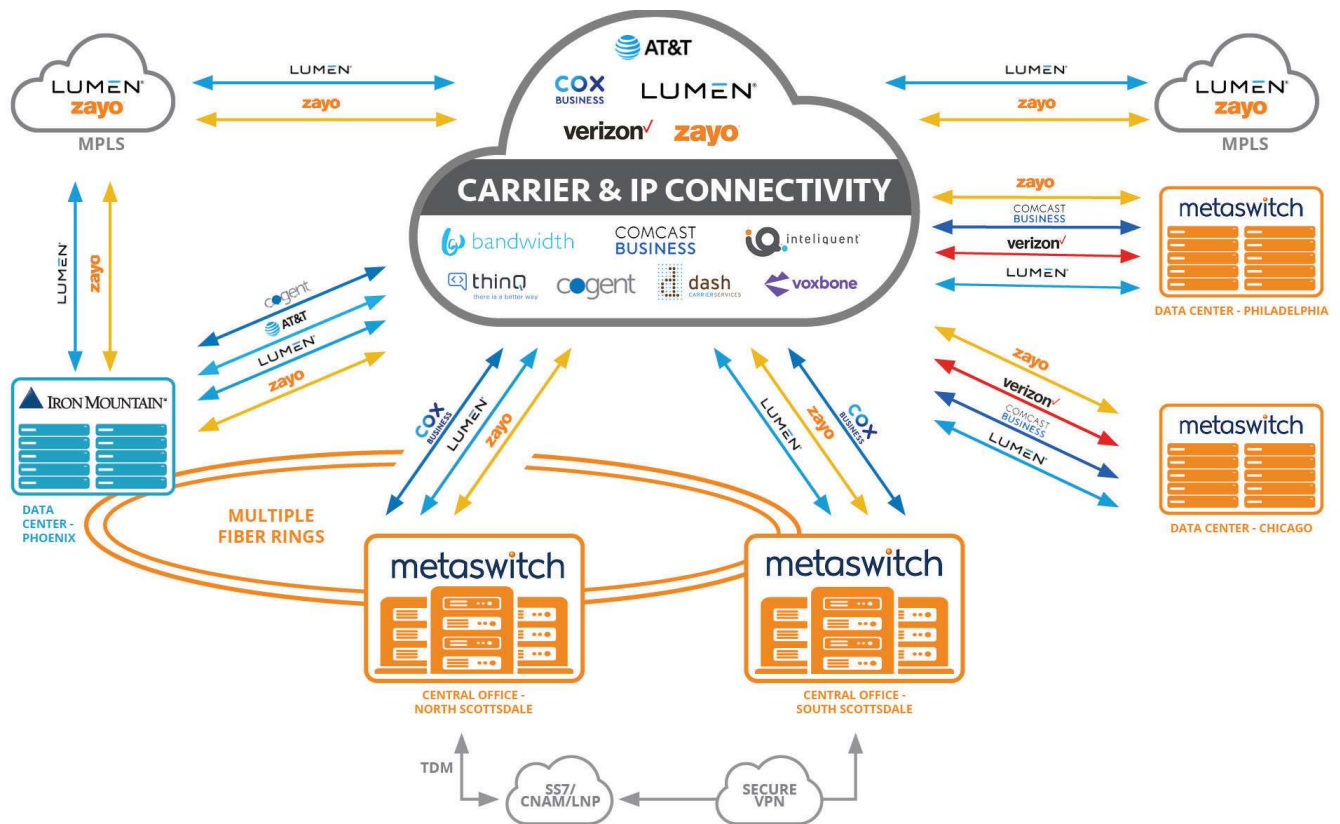
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Connections & Coverage You can Count On

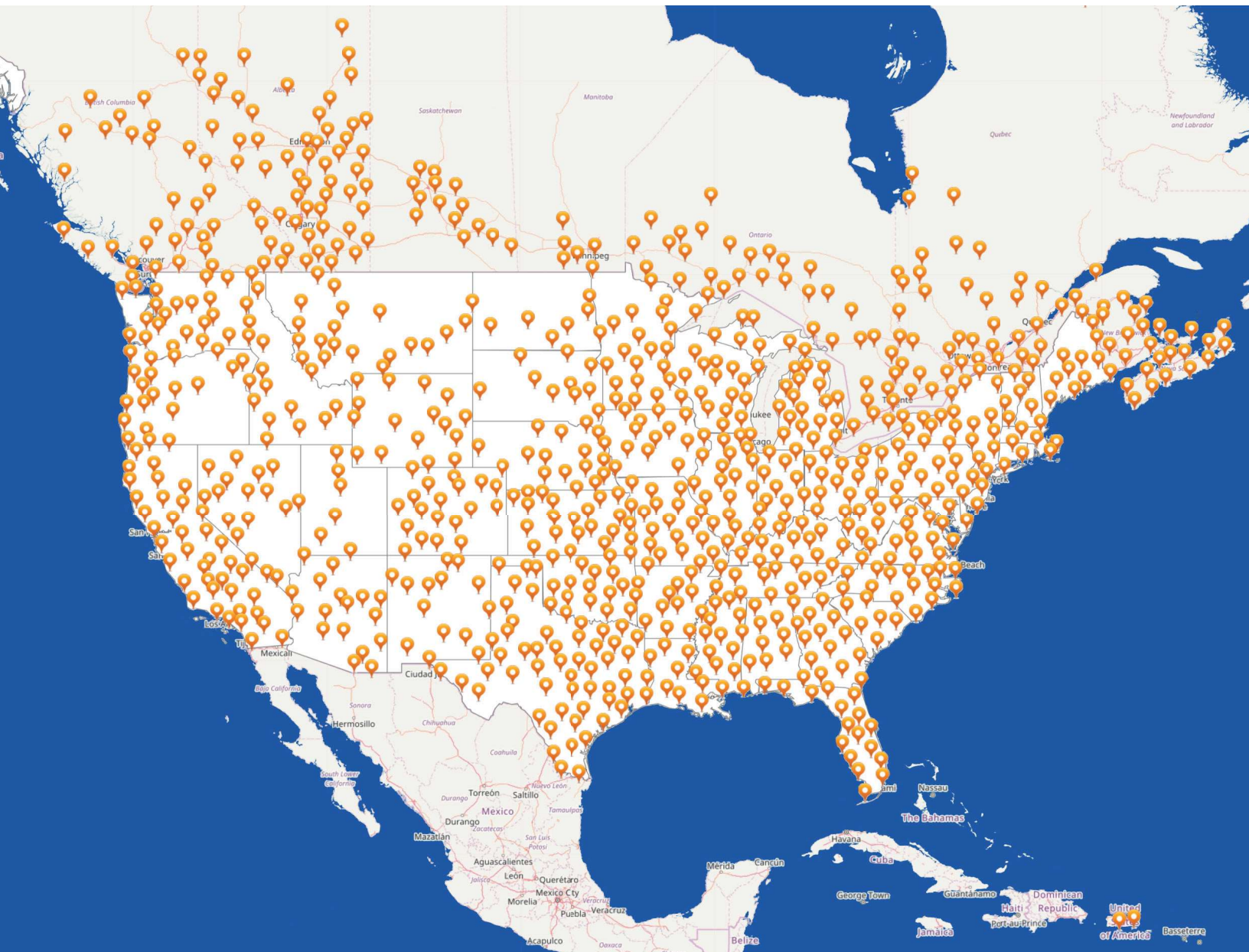
with Our Turnkey Private-Label Cloud UC Solution



5 REASONS WHY WE'RE NOT JUST ANY CLOUD UC PROVIDER

- + Diverse & Redundant Core COs
- + Diverse IP Connections Across U.S.
- + IP & TDM Connections To Databases
- + National Footprint in U.S. & Canada
- + East Coast, Midwest & Southwest Geographic Redundancy

National Footprint in U.S. & Canada



+ Local and long distance calling in 13,000+ calling areas

+ Diverse connections to the largest originating and terminating carriers

FOR MORE INFORMATION

800-209-4963

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Harness the power of flexible connections

SIP Trunking

A BETTER CONNECTION FOR YOUR BUSINESS COMMUNICATIONS

SIP Trunking replaces the physical connections to your communications system with less expensive and more flexible SIP connections. SIP Trunking eliminates the need for traditional analog, T1 or PRI lines and moves your business into the advanced world of IP communications.

SAVINGS & SCALABILITY TODAY ENHANCED SERVICES TOMORROW

LOWER COSTS | GREATER FLEXIBILITY | FUTURE-PROOF

+ Right-size Your Costs

SIP Trunking is a future-proof solution that expands in lockstep with your business. Unlike traditional PRI connections, our service lets you buy exactly the number of call paths you need, so you can right-size your costs.

+ Leverage Your Existing PBX

Our SIP Trunking service has been tested for interoperability with all major SIP-enabled PBX brands. Not on our list or need to keep a traditional connection to your PBX? Gateways can connect your PBX to our service.

+ Easily Upgrade to Cloud Solutions

SIP Trunking preserves your PBX investment while easing a future upgrade to a hosted PBX service. Or, cap hardware spend and add cloud with our hybrid SIP-Hosted PBX solution.

+ Quickly Scale Your Call Capacity

With traditional PRIs, adding capacity takes time because physical connections must be installed. Our SIP Trunking service can be increased to any capacity that the IP connection will support within hours or less if needed.

+ Ensure Business Continuity

In the event of an emergency or when all lines are busy, SIP Trunking allows you to immediately and easily reroute traffic to another location or phone number, so you never miss a call.

+ Get Unlimited Calling with Predictable Costs

With SIP Trunking, you get predictable monthly costs and unlimited local and long distance calling. Plus, we offer competitive international rates when needed.

LESS COST, MORE FLEXIBILITY

Often the tradeoff for lower-cost services is reduced functionality. Not with our SIP Trunking service – you get the quality of a traditional connection plus a unique set of features. That's because SIP (Session Initiation Protocol) supports voice calls, conference calls, multimedia and more. Plus, SIP transmits call-related info, such as caller ID, enabling enhanced functionality.



Keep Your Phone Numbers

Keep the phone numbers your customers know (and are in your advertising) even if you move to a new area code.



Understand Your Usage

Monitor your capacity patterns and usage so you can adjust capacities to your changing needs.



Stay Connected to E911

Get complete support for both 911 calling and Enhanced 911 (E911), so you can access emergency services.



Forward Calls When Busy

Send calls to alternate numbers when your PBX can't be reached because all SIP Trunks are busy.



Ensure Business Continuity

Calls to your main number – and every DID – can be forwarded to another location, mobile numbers, an answering service or voice mail in the event of power loss or Internet failure.



Enable a Hybrid SIP-Hosted PBX

Begin your move to cloud by networking your SIP-enabled on-premises PBX with our hosted PBX at branch offices, enabling dial by extension and call transfer companywide.



Route & Rollover Calls by Location

Route your calls by geography and/or send overflow calls to another location, maximizing capacity across your organization.



Choose Your Calling ID

Determine how customers see your phone number – a single companywide number or each individual phone number.



Experience a High-Quality Network

Rest assured that our service is delivered over a carrier-class network based on technology from Metaswitch.



Do Business As Usual

Reach customers and suppliers as usual through our network of more than 12,000 local calling areas in the US and Canada.



Establish Virtual Local Presence

Obtain local phone numbers for any areas in which you want to project local presence even if they're out of your area. Calls to these numbers won't incur long distance charges for you or your incoming caller.



Record Your Calls

Enable advanced call recording by individual DID with this optional feature. Search and playback recordings through a simple web-based interface.

SIP TRUNKING COMMPORTAL ADMIN

Get control of critical capabilities with our web-based SIP Trunking CommPortal Admin. Uniquely, all of these services are enabled at the network level, ahead of your PBX, for improved reliability, business continuity and assured compliance with the latest 911 rules.

- ✓ Call Analytics
- ✓ Call Forwarding
- ✓ Account Code
- ✓ Emergency Call Notification
- ✓ Selective Call Rejection
- ✓ Short Code Configuration

FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com





Unleash the power of unified communications

MaX UC

UNIFIED COMMUNICATIONS AS A SERVICE

As business communication continues to change, it's no longer enough to just have a desk phone. Businesses need to communicate over multiple channels – voice, video, email and chat/SMS messaging. They need them to be seamless and accessible anytime from any device, whether that's a computer, tablet or mobile smartphone. That may seem like a big ask, but it's easy with our cloud-based Unified Communications as a Service (UCaaS) solution. And the best part, we take care of the details for you.

- No upfront costs for hardware and software
- No extra cost for upgrades or enhancements
- Scales with your company as it grows
- Predictable subscription-based pricing

EMPOWER YOUR ALWAYS-ON WORKFORCE

- + Unify Your Communications**
Integrate voice, video, presence, instant messaging and SMS into a single platform with MaX UC for desktop or mobile devices. (Read more on next page.)
- + Enable Employees Wherever They Are**
Supporting a distributed workforce is easy with our cloud-based platform. Employees can connect wherever they are with any Internet-enabled device.
- + Bring Your Own Devices**
With our cloud-based solution, your employees can use their own computers, smartphones, tablets or other mobile devices with internet access.
- + Get Uninterrupted Access**
Access all the capabilities of our UCaaS platform anywhere, anytime. In the event of a power outage or natural disaster, calls can be forwarded to any phone.
- + Extend the Office Phone**
Twin your office phone features like dialing plans, outgoing caller ID and ACD hunt groups on smartphones, tablets, laptops or other mobile devices.
- + Manage Your UC Experience**
Easily manage business telephony features, call routing, contacts, messages, user profiles and more with our intuitive UC interface.

ANYWHERE, ANYTIME, ANY DEVICE

Access powerful communications features whether you're working from the office, home or on the road. MaX UC is a user-downloadable application that extends UC capabilities to computers, tablets or smartphones. It's the ideal solution if you have remote and mobile workers – especially those that bring their own devices.



MaX UC Desktop & Mobile

MaX UC SUPPORTS:

- + Calling features, dial plans and outgoing caller ID available on users' office phones
- + Single Pane-of-Glass Design
- + Access to the corporate contacts directory
- + Instant Messaging (IM), presence and Business SMS
- + Click to call, chat, conference, MaX Meeting
- + High-quality voice with point-to-point video for video-enabled devices
- + Easy access to User contacts, call logs and chat history
- + Windows, MacOS, iOS and Android operating systems

INSTANTLY IMPROVE PRODUCTIVITY WITH THESE UC FEATURES:



Control Incoming Calls & In-Call Transfers
Set home or office call presence and preferences from wherever you are to guarantee important calls reach you and others go to voicemail. Also allows users to transfer active calls between mobile and desktop devices without interrupting the call.



Centralize Contacts
MaX UC integrates contacts from various sources like Outlook or .csv files, so users can find them all in one place.



Unify Messaging
Get a single interface for wireline and wireless messages, with alert to new messages on any line.



Visual Voice Mail
With an optional speech-to-text transcription service, users can not only listen to voice mail, they can read it, too.



Location Intelligent Emergency Calling
MaX UC Desktop lets you make calls from anywhere on the most convenient device. If MaX UC Desktop cannot automatically determine your location, the app notifies you to update your location information registered.



Business SMS
Easily send and receive 1:1 text messages between business Direct Inward Dial (DID) phone numbers and SMS-enabled devices.



Synchronized Instant Messaging
1:1 and group instant messages (and SMS if enabled) are synced between desktop and mobile clients.



Access Web & Video Conferencing
Access optional MaX Meeting for video and web collaboration either scheduled or uplifted from an MaX UC call or IM in progress.

MaX Meeting and MaX UC are powered by Metaswitch.

FOR MORE INFORMATION

800-209-4963
ourbusinessphone.com

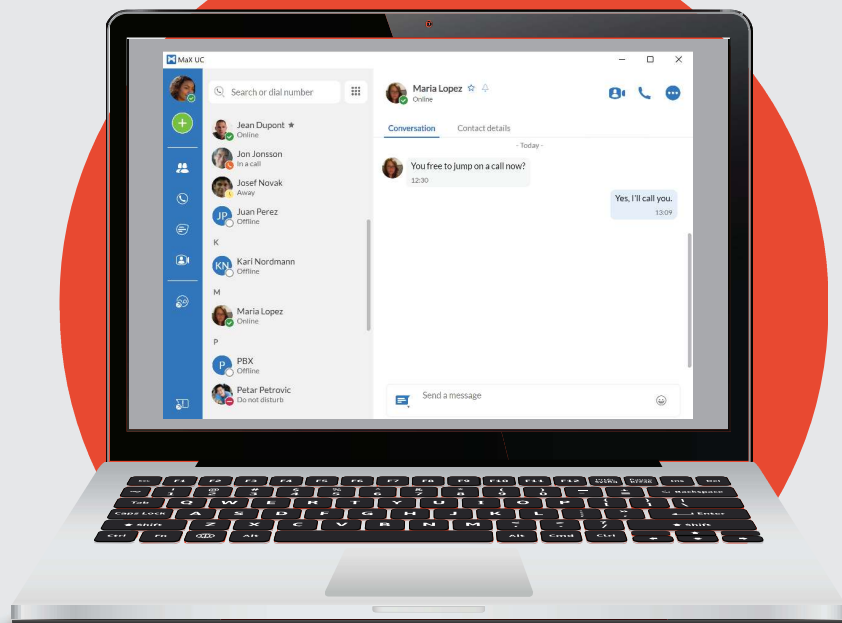


QUICK REFERENCE GUIDE

MaX UC Desktop

You can use your Switchtel phone service to make or receive calls from your desk phone, PC or Mac, and mobile devices.

For your phone service to work on your desktop, you need to install the MaX UC Desktop software. This guide helps you to do that.



CHECK YOUR COMPUTER IS COMPATIBLE

MaX UC Desktop is supported on Windows 10 or 11 and Mac computers running macOS 10.15 (Catalina) or later.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset.

MaX UC Desktop works with most common headsets, including Bluetooth variants. It even works with the answer/reject call button on some headsets.

DOWNLOAD AND INSTALL THE SOFTWARE

Download MaX UC Desktop

Open the downloaded file and follow the on-screen instructions to install the software.

FIND YOUR PASSWORD

Open MaX UC Desktop and select your service provider.

Enter your Company CommPortal phone number (or email address) and password to log in. If you don't have this information, call us on 800-209-4963. You are prompted to change your password as part of completing the login process.

Accept the End User License Agreement (EULA) to start using MaX UC Desktop.

EXPLORE MAX UC DESKTOP

MaX UC Desktop is like having a desk phone on your computer.

You can make and receive calls, put calls on hold, transfer calls, and make three-way calls.

You can also send instant messages, transfer files, and send presence information to other people in your corporate directory who are using MaX UC Desktop (on any device).

MaX UC Desktop uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

CHANGE AVATAR

The avatar drop-down menu includes options to: Change avatar, Change password, View account..., and Check for updates.

Depending on the services configured for your account, the avatar menu also contains a link to your Call Park orbits, Apps, Conference manager, and Groups.

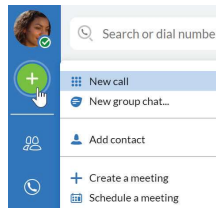
SETTINGS

Select your avatar and select Settings to access your General, Calls, Meetings, and Chat settings, test your Audio and Video, or view your Web Apps settings (including Conferencing, File sharing, CRM, and other cloud-hosted services).

MaX UC Desktop

ADD

Select the Add icon to start a New call or New group chat, Add contact, Create a meeting, or Schedule a meeting.



CONTACTS

Select the Contacts tab to view your list of contacts. Depending on how your service is set up, the contact list may include:

- Contacts saved directly to MaX UC Desktop.
- Contacts in the Outlook or Mac address book stored locally on your computer.
- Contacts from CommPortal.
- Contacts in your corporate directory.

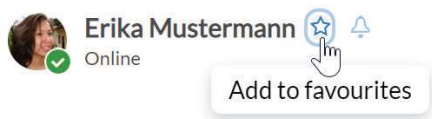
Select a contact and select the Contact details tab to view contact information and your call history with the contact.

Select the More icon to View chat history, Add to favorites, Edit contact, or Delete contact.



FAVORITES

For quick access to frequently contacted people, select the Star icon to add the contact to your Favorites. Favorites appear at the top of the Contacts list.



MAKE A CALL

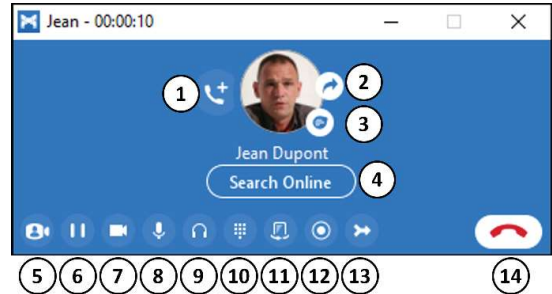
On the Calls tab, select a contact and select the Call icon to call the contact. If your contact has more than one number, choose the number to call from the drop-down list.

You can also select the Dialer and enter a number to call on the keypad.

If the person you are calling has Caller ID, they see your Switchtel phone number.

DURING A CALL

While a call is in progress, you can use the call window to:



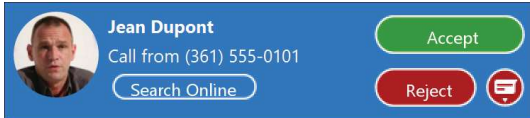
1. Add a participant.
2. Transfer the call to another contact, number, or device with MaX UC Client installed, without having to hang up!
3. Send a chat message to the other person.
4. Look up the contact in your Customer Relationship Management (CRM) system.
5. Uplift the call to Meeting.
6. Put the call on hold.
7. Turn your video on or off.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch to another call.
12. Record the call.
13. Merge calls.
14. End the call.

During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can select the Transfer call icon to show the held call as a transfer option.

MaX UC Desktop

RECEIVE A CALL

When someone calls your Switchtel number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.



Depending on the other services you have from Company, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

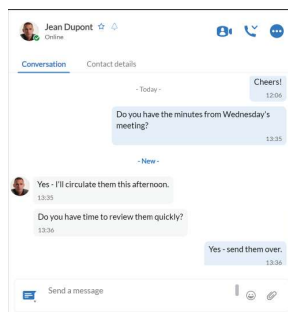
If the caller is in your Contacts list, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to Reject and select one of the system messages, or select Custom Message to type your own message.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window.

Switch between the two calls using the window for each one or select the Merge calls icon to merge other callers into a single call.

CHATS

If you have MaX UC Desktop with Instant Messaging, select the Chats tab and select a contact to send them an instant message, emoji, or file. You can also view your chat history with the contact on the Conversation tab.



CALL AND CHAT HISTORY

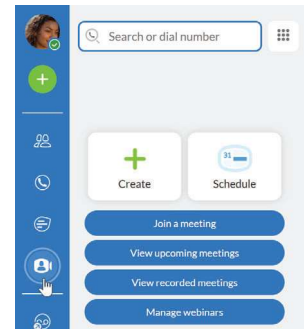
You can see your recent call history on the Calls tab and your chat history on the Chats tab. Select a contact and select the Conversation tab to see your chat history with the contact or the Contacts details tab to see your call history with the contact.

MEETINGS

Select the Meetings icon for a contact to invite them to an instant Meeting.

On the Meetings tab, select Create to start a meeting or Schedule to arrange a meeting for a future time.

You can also Join a meeting, View upcoming meetings, and View recorded meetings, and Manage webinars.



PRESENCE

Select your avatar to set your status to Online (green checkmark), Busy (orange X), or Do Not Disturb (red minus sign).

Select Set custom status to write your own status (maximum 100 characters) and select Save.

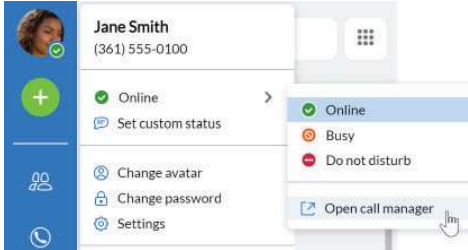
Your Presence information automatically shows when you are Away (yellow), In a call (orange), In a Meeting (orange with meeting icon) (this references your

Outlook calendar), or Offline (grey).

MaX UC Desktop

CALL MANAGER

You can select Open call manager from the status drop-down to access your Call Manager and tell MaX UC Desktop how to handle your incoming calls.



You can choose Available for Calls or Do Not Disturb.

If you select Do Not Disturb, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

When your phone is busy, you can set it to Forward to another phone (and enter the phone number to forward calls to) or Send to voicemail.

You can also specify how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

Note that when you change your Presence or Call Manager settings, the change applies on all of your MaX UC Clients. So, if you step away from your computer and forget to update your status, you could change your status using MaX UC Mobile on your mobile phone instead.

VOICEMAIL



If you have a voice or video message, the Voicemail icon indicates the number of messages received. Select the Voicemails tab to view and listen to the messages received or read transcriptions of the messages into text (where available).

NOTIFICATIONS

Go to your Mac or Windows system notification settings and select the MaX UC app to configure your MaX UC Desktop notification preferences.

ACCESSIBILITY

MaX UC Desktop supports the use of a screen reader.

Use Tab and the arrow keys to navigate through the application.

You can also use the following shortcuts during a call.

- Ctl-Alt-Shift-A to answer an incoming call.
- Ctl-Alt-Shift-H to end a call or reject an incoming call.
- Ctl-Alt-Shift-P to end a call or answer an incoming call.
- Ctl-Alt-Shift-M to mute or unmute your microphone.

EMERGENCY CALLS

MaX UC Desktop lets you make calls from anywhere on the most convenient device. If MaX UC Desktop cannot automatically determine your location, the app notifies you to update your location information registered with your carrier in case you need to make an emergency call.

PRIVACY AND PROTECTION

Once you have finished using MaX UC Desktop, select your avatar and select Quit to close the application. If you are using a shared computer, select your avatar and select Log Out to prevent other users from accessing your account.

To change your log-in preferences, select your avatar, select Settings and, on the General tab, untick Automatically log in to MaX UC Desktop; this prevents MaX UC Desktop from logging in automatically when started and ensures that the next user has to log in using their own credentials.

MORE QUESTIONS?

If you have any additional questions about MaX UC Desktop, call us at 800-209-4963



Harness the Power of Cloud Communications Security

VoIP Network Security

INDUSTRY-LEADING SECURITY & COMPLIANCE

Cloud communication providers may offer similar services that seem the same. The reality is many don't provide the same level of security and compliance businesses should expect from a cloud provider. In this time of constant attacks and ransomware events, your organization must determine if your provider meets the leading industry requirements for compliance and security.



We've implemented the industry's highest compliance and security standards to protect our customers, including achieving HIPAA and PCI-DSS compliance.



HOW WE SECURE OUR NETWORK & YOUR DATA

METASWITCH NETWORKS PERIMETA SBC

- + It's configured to block fraudulent SIP User agents at the edge.
- + Perimeta reduces our vulnerability to DoS attacks by identifying and responding as they occur.
- + Perimeta uses dynamic denylisting to protect itself and the core network from attacks.
- + Deployed in Geo-redundant configuration.
- + Perimeta can blacklist a source for any one of several reasons.
- + You can configure different behavior for different reasons, such as exceeding capacity limits, registration message limits, etc.

NETSCOUT ARBOR DDOS PROTECTION

- + Best-in-class DDoS Protection
- + Inline Physical Security Appliances at the edge of our network
- + Automatic Detection & Mitigation
- + Protect against multiple attack types:
 - DDoS (Distributed Denial of Service)
 - Botnets/Ransomware/Command & Control
 - Location & Reputation Based Threats

WEB APPLICATION FIREWALL

- + Web Application Firewall (WAF) is a cloud-based firewall that helps protect our web applications or APIs against common web exploits and bots that may affect availability, compromise security, or consume excessive resources.
- + Traffic destined for our cloud applications pass through the WAF
- + Protects our cloud-based applications, including Hosted Fax & Call Recording

CLOUDFLARE MAGIC TRANSIT DDOS PROTECTION

- + Cloud-based DDoS protection for volumetric attacks that would otherwise overwhelm upstream connections.
- + Cloudflare Advertises our networks to their data center via BGP in the event of an attack, sending clean traffic to Reinvent using a private GRE tunnel.
- + Capacity to handle up to 37Tbps+ attacks.

PALO ALTO NEXT-GEN FIREWALLS

- + Among the highest-rated firewalls in the industry
- + State-of-the-art firewalls that protect our corporate network & data center locations.
- + Protects applications such as CommPortal & MetaView Web.
- + Constant Threat feed updates equip the firewall with the latest threat prevention and intelligence.

THOUSANDEYES NETWORK VISIBILITY

- + Provides network visibility through thousands of global monitoring vantage points across the Internet and within our own network
- + Simulates user interactions on web-based applications and sites
- + Provides a global Internet weather map, showing real-time and historic network operational and outage status from ISPs across the world

CUSTOM FRAUD APPLICATIONS

- + Toll Fraud Detection - Detects suspicious calls and automatically blocks international calling
- + Domestic Toll Detection and mitigation - Detects suspected traffic based on cost and alerts us to the activity.
- + SIP Brute Force Attack Detection - Detects Suspicious activity to our SIP provisioning server and blocks the IP address in our Arbor Appliances.
- + CommPortal Brute Force Attack Detection - Detects suspicious activity and blocks the offending IP address in our Arbor Appliances

REDSHIFT NETWORKS

- + Redshift Networks is an industry leader in carrier-grade VoIP/SIP security, threat intelligence analytics and Fraud-detection technology.
- + Detects and alerts the presence of malicious SIP User Agents.
- + Provides cost-based call analytics used to identify calls to high-cost areas.
- + Provides visibility to misconfigured endpoints sending Subscribe Messages and Notify Messages.
- + Provides historical call history and search capabilities.

FOR MORE INFORMATION

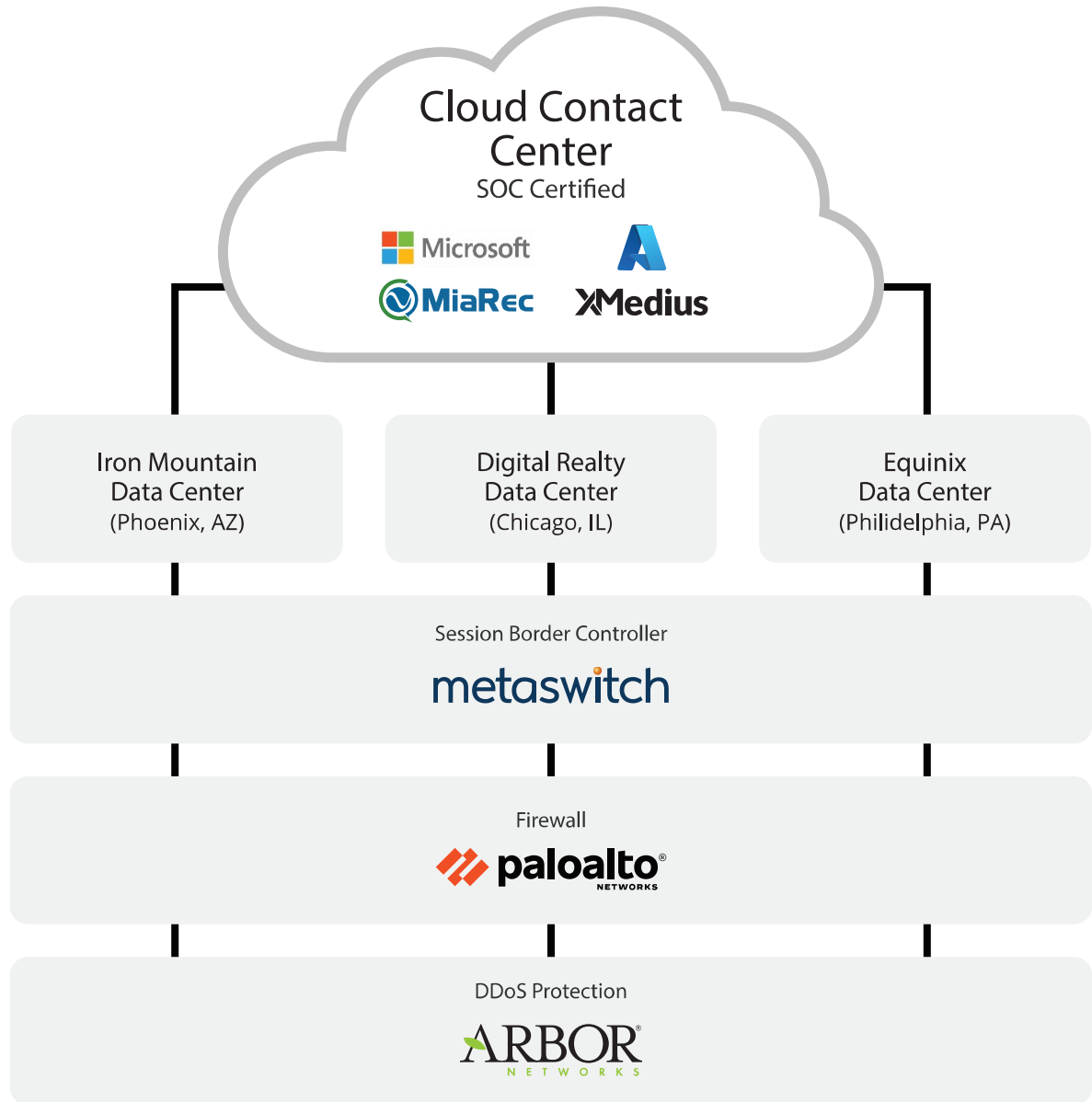
800-209-4963

ourbusinessphone.com



SECURITY OPERATIONS CENTER (SOC) COMPLIANCE & SECURITY

Our network is SOC-certified and geo-redundant through our Phoenix, Chicago and Philadelphia data centers.



Call Fraud
Detection



SIP
Analytics



DDoS
Protection



Network
Visibility



FOR MORE INFORMATION

800-209-4963

ourbusinessphone.com

