



## GENERAL

- **AI Software**
  - Walks end users through the system step by step
- **Auto-Attendant**
  - Dial by Name Directory
  - Intro Greeting
  - Post-Welcome Greeting
  - Dial by Extension
  - Multiple Language Auto Attendant
  - Configurable AA Timeouts
- **Call Pick up**
  - Directed Call pickup
  - Group pickup
  - Site pickup
  - Domain Pickup
- **Conferencing (Dedicated Bridge)**
  - Leader Login
  - Leader PIN
  - Participant PIN
  - Require Leader to Start
  - Begin and End times
  - Max # of Participants
  - Save Participants
  - Announce Participants
  - Arrive/Depart Tones
- **Paging**
  - Handset Paging
  - Overhead Paging
- **Transfer**
  - Blind Call Transfer

- Attended Call Transfer
- Voicemail Transfer

- **Call Park**
- **Call Retrieve**
- **Parktrieve**
- **Picktrieve**
- **Call Disposition and Reason**
- **Hot-desking**
- **Attendant Console**
- **Intercom**
- **Mid-Call Recording Redaction**
- **Music on Hold (MOH)**
- **Multi-Language IVR**
- **Presence**
- **Time frames**

## CALL CENTER

- **Smart Call Queue Routing**
  - Round Robin (longest idle)
  - Ring All
  - Skills-Based Routing
  - Linear Cascade
    - Agents to Ring initially
    - Agents to add after timeout
  - Call Park
  - Forward if Unavailable
  - Forward if Unanswered
  - Call Back
  - SMS queuing
- **General Call Queue Settings**
  - Call Recording
  - Statistics
  - Message to Agent
  - Require Agents



- Require Music on Hold (MOH)
- Logout Agent on Missed Call
- Intro Greetings

- **Monitoring**

- Listen In (No ability to talk to either agent or caller)
- Barge In (full two-way audio with Agent and Caller)
- Whisper only (one-way audio with Agent only)

- **Call Queue Thresholds**

- Max Expected Wait Time
- Max Queue Length
- Queue Ring Timeout
- Agent Ring Timeout

- **Call Center Stats-Home Page**

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

- **Call Center Reports (can be received via email)**

- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics

- **Call Center Agent Settings**

- Agent Status
- Wrap Up Time
- Max Simultaneous Calls
- Queue Priority for Agent
- Request Confirmation
- Auto-Answer

## USER

- **Answering Rules**

- Ring Time Out
- Do Not Disturb (DND)
- Call Screening
- Call Forwarding
  - Always
  - When Busy
  - When Unanswered
  - When Offline

- **Conferencing (Owned Bridge)**

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to start
- Begin and End Time
- Max # of Participants
- Save Participants
- Announce Participants
- Arrive/Depart Tones

- **Voicemail**

- Voicemail to Email
- Voicemail Distribution List (Deep Copy)

- **Call Waiting**

- Delayed Simultaneous Ring
- Extension Forbid List
- Localization
- Music on Hold (MOH)
- Operator Forward
- Presence
- Ring All
- Simultaneous Ring (Sim Ring)
- Time Frames
- Gravatar Integration

# MONITORING

- **Customizable Modular Wall Board (ViiBoards)**

- Call Center Reports (can be received via email)
- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics

- **Call Center Stats-Home Page**

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

- **Domain Graphs & Statistics**

- Peak Active Calls
  - By Hour
  - By Day
  - By Minute
  - All Calls
  - Off-net Only
- Call Volume
  - By Hour
  - By Day
  - All Calls
  - Off-net Only
- Total Minutes
  - By hour
  - By Day
  - All Calls
  - Off-net Only
- Users and Applications (per Domain)
  - # of Users
  - # of Devices
  - # of Auto-Attendants

- # of Call Queues
- # of Conferences
- # of Phone Numbers

- **Usage Stats**

- Calls
- SMS
- Current Month
- Previous Month

- **Account Codes**

- **Call History**

- **Recording**

- Recording Email Notification

- **Server Management**

- **SIP Trace**

- **Trend Analysis**

- **CDR Export via portal**

# DEVICE-RELATED

- **Zero Touch Provisioning**

- **Auto-Provisioning**

- **Bulk edit via portal**

- **Customization of Phone Directories**

- **Device Overrides (via portal and Admin UI)**

- **Device Passwords (via portal and Admin UI)**

- **Inventory**

- **Inventory import (via portal and Admin UI)**

- **Geography Based Provisioning**

- **Hot-desking**

- **Mass Resync**

- **Message Waiting Indicator (MWI)**

- **N-way Call**

- **Preferred Server Location**

- **Shared Line Appearance (SLA)**

- **Star Codes**

- **User Agent Permit Filter**

- Video Telephony
- vButton Builder – GUI for device button and template deployment
- Queue Status Monitored BLF
- Day/Night Mode Monitored BLF

## SECURITY

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

## PHONE NUMBERS

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

- **Direct Inward Dialing**
- **Normalization of Numbers**
- **Privacy**

## AUXILIARY FEATURES

- **CNAM**
- **E-911**
- **QOS Monitoring**
- **Voicemail Transcription**

## UNIFIED COMMUNICATIONS

- **WebRTC**
  - Video Conference
  - ChatSMS (with PUSH support)
- **Web Phone**
  - Three-Way Calling

## MOBILE APPLICATION

- **Video Meetings**
  - Video Conference
  - Screenshot

# V41 NEW FEATURES

- **Video Meeting Enhancements**

- Support for up to 25 participants
- File Sharing
- More scheduling options with email invites
- Active Speaker Detection
- Selectable layouts

- **Text-to-Speech**

- Portal integration for on demand text-to-speech to record greetings, auto attendants, MOH, and more

- **Site Manager**

- Manage multi-location customers from one domain
- Single Sign-On
- Google and o365 SSO

- **Text/Chat Enhancements**

- MMS Support
- Group Text
- Emoji support
- File sharing