



# HOSTED UCAAS SERVICE DESCRIPTION

## STANDARD FEATURES

<b>ADVANCED CALL ROUTING &amp; RING STRATEGIES</b>	<ul style="list-style-type: none"> <li>• Skills Based Routing</li> <li>• Queue Call Back</li> <li>• Round Robin</li> <li>• Sequential Ring</li> <li>• Calls per Agent</li> <li>• Agent Talk Time</li> <li>• Longest Idle</li> </ul>	<b>REPORTING SUITE</b>	Comprehensive Suite of Reports available with Multiple Outputs, Graphics, and Scheduling including: <ul style="list-style-type: none"> <li>• View Reports on Queues</li> <li>• Queue Groups</li> <li>• SLAs</li> <li>• Customer Satisfaction</li> <li>• Agent Performance</li> <li>• Agent Activity</li> <li>• Custom Alerts</li> <li>• Traffic and more</li> </ul>
<b>ROBUST MENU KEY PRESSES</b>	Waiting Callers can select from: <ul style="list-style-type: none"> <li>• Go-to-Voicemail</li> <li>• Return to Auto Attendant</li> <li>• Call Another Number and More</li> </ul>	<b>CLOUD NATIVE PLATFORM</b>	<ul style="list-style-type: none"> <li>• High Performance, Scalability, and Flexibility with Proprietary Cloud Architecture. Agents can Login from Anywhere.</li> </ul>
<b>FLEXIBLE ANNOUNCEMENTS</b>	<ul style="list-style-type: none"> <li>• Pre-Queue</li> <li>• Queue Position</li> <li>• Pre-Answer</li> <li>• Periodic On-Hold</li> <li>• Agent Whisper</li> </ul>	<b>SUPERIOR QUALITY MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Analyze Surveys to Improve Customer Satisfaction and Adjust Your CX Strategy Accordingly.</li> <li>• Leverage Agent Call recording and Whisper to Coach and Guide Agents for Optimal CX.</li> </ul>
<b>AGENT ACCESS &amp; PHONES</b>	<ul style="list-style-type: none"> <li>• Robust Browser Based Web RTC</li> <li>• Softphone for Agents and Supervisors</li> <li>• Handset option also available with select phones</li> </ul>		

## PREMIUM FEATURES

**Key Differences: Our Premium UCaaS Option is SOC2 and HIPAA Compliant. Any device can be used to make calls, check voicemail, fax, chat, or video Conference. This service includes free automatic lifetime upgrades and maintenance, and a more substantial list of features as follows:**

<ul style="list-style-type: none"> <li>• Account Codes</li> <li>• Auto Attendants (Unlimited)</li> <li>• Auto Attendants – Nested</li> <li>• Auto-Generated Key Labels</li> <li>• Broadcast Groups</li> <li>• Business Quality Voice Lines</li> <li>• Call Coverage - Incoming CallRouting</li> <li>• Call Detail Records</li> <li>• Call Display</li> <li>• Call Forward</li> <li>• Call Groups</li> <li>• Call History Reporting</li> <li>• Call Hold</li> <li>• Call Hunting (Circular &amp; Linear)</li> <li>• Call Park/Retrieve</li> <li>• Call Permissions Profiles (By User)</li> <li>• Call Transfer</li> <li>• Call Waiting Tone</li> <li>• Caller ID with Name</li> <li>• Caller’s List (Inbound &amp; Outbound)</li> <li>• Click-to-Call</li> <li>• Company Wide Chat</li> </ul>	<ul style="list-style-type: none"> <li>• Context Soft Keys</li> <li>• Do Not disturb</li> <li>• Emergency Forwarding</li> <li>• Enhanced Dial Tone</li> <li>• E911 Compliant</li> <li>• Extension Dialing (3, 4, or 5 Digits)</li> <li>• Fixed Function Keys</li> <li>• Geographic Redundancy*</li> <li>• Hands-free Speakerphone</li> <li>• Headset Capable</li> <li>• Hot Desking/Multi-Desking</li> <li>• Hunting</li> <li>• Incoming Call Routing</li> <li>• Integrated Ethernet Switch</li> <li>• Intercom</li> <li>• Join/Leave Call Groups</li> <li>• Join/Merge Calls</li> <li>• Local Phone Numbers (DIDs)</li> <li>• Mobile Apps</li> <li>• Mobile Twinning</li> <li>• Monitor Groups</li> <li>• Multiple Business Hour Profiles</li> <li>• Multiple CLIDs</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple Line Appearances</li> <li>• Music on Hold</li> <li>• Mute</li> <li>• Proprietary Desktop and Mobile Apps</li> <li>• Online Management</li> <li>• Online Self-Help Documentation</li> <li>• Phone Directory – Employee</li> <li>• Phone Directory – External via Portal</li> <li>• Key Profiles (By User Type)</li> <li>• Page</li> <li>• Power Over Ethernet Phones</li> <li>• Presence and Availability</li> <li>• Private CLIDs</li> <li>• Programmable Keys</li> <li>• Redial</li> <li>• Redirect – Emergency Forwarding</li> <li>• Ring Tones</li> <li>• Selective Call Routing</li> <li>• Self-Labeling Keys</li> <li>• Site Page (Via Speakerphone)</li> <li>• Speakerphone</li> </ul>	<ul style="list-style-type: none"> <li>• Speed Dial, One-Touch</li> <li>• Station Busy Lamp Indicator – Silent</li> <li>• Ten-Way Calling</li> <li>• Transfer Direct to Voicemail</li> <li>• Unlimited Calling Nationwide</li> <li>• Visual Voice Mail and Speech to Text</li> <li>• Visual Voice Mail Website</li> <li>• Voice Mail</li> <li>• Voice Mail Auto-Forward All to Email ID</li> <li>• Voice Mail Forward to Co-Worker Ext.</li> <li>• Voice Mail Message Waiting Indicator (MWI)</li> <li>• Voice Mail Notification via Email or SMS</li> <li>• Voice Mail Return Call During VM Retrieval</li> <li>• Voice Mail Smartphone App</li> <li>• Zero Out of Voicemail – Personal Target</li> </ul>
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