Simplicity VoIP

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

Log-in Options
  - User (Basic)
  - Office Manager
  - Call Center Agent
  - Call Center Supervisor
  - Site Manager

Voicemail
- Voicemail to Email
- Voicemail Distribution List
- (Deep Copy)
- Voicemail Transcription
- Text to Speech
- Voicemail Reminder

Call Waiting
Delayed Simultaneous Ring
Localization
Music on Hold (MOH)
- Comfort Message
- Wait Time/Place in Line

Operator Forward
Presence

Ring
Simultaneous Ring (SimRing)
Time Frames
Gravatar Presence

Device Related
- Auto-Provisioning
- Bulk Edit - via portal
- Customization of Phone Directories
- Device Overrides - via portal and admin UI
- Device Passwords -via portal and admin UI
- Inventory
- Inventory Import – via portal and admin UI
- Geography Based Provisioning
- Mass Resync
- Message Waiting
- Indicator (MWI)
- N-way Call
- Preferred Server Location
- Shared Line Appearance (SLA)
- Star Codes
- User Agent Permit Filter

Phone Number Related
- Phone Number Inventory
  - Timed Enable/Disable
  - Localization
- Alternate Numbers
- Allowed Numbers
- Anonymous Call Rejection
- Blocked Numbers
- Calling Line ID Blocking
- Configurable Call ID
- Direct Inward Dialing
- Normalization of Numbers
- Privacy

Security
Portal Security
- Secure Passwords
- Forced Password Reset
- Password Set/Reset via email
- NreCAPTCHA
  - v2
- Invisible
- *Masquerade*
- *User Welcome Emails*

Transport Layer Security
Dictionary Attaché
Prevention for Phone Provisioning Files (S.A.F.E)
Dial Permissions
User Limits
Reject Log
Alarms Authorization Codes Call Limits
Stir/Shaken
Single Sign-On (SSO)
Multi-Factor Authentication (MFA)

Integration/SimplicityLink
- Click-to-Dial
- Screen Popping
- Address Book
- Call History
- External LED

Miscellaneous
- CNAM
- E-911
  - Specific Dispatchable Location
  - Address Detection & Verification
  - Dialed Call Notificatoin
- QOS Monitoring (on all applications)
- Site Level Management
- SimplicityVFAX

(Miscellaneous Continued)
- Call Transcription
- Sentiment Analysis
- Voicemail Notify
- SMSPlus

Video Conferencing/
SimplicityCOLLAB
Type of Meeting Supported
- Webinar
  - Max Participants 150
- Video Conferencing
  - Max Simultaneous Video Streams 25

Uplift to Meeting
- Chat Session to a Meeting
- Voice Call to a Meeting
- Host Controls
- User Management
- Allow Attendee to Talk
- Assign Presenter
- Send a Message to Meeting Attendees
- Mute/Unmute Meeting Participants
- Remove Meeting Participants
- Lock Meeting
- Lock Screen Share

Join By
- Dial-in Conference Line
- Call Me - Instead of Dial-in
- Computer Audio/VoIP
- Supports One-Click to Start or Join Meetings
- Display Participant's Device

Scheduling
- Integration with Microsoft Outlook
- Integration with Gmail
- One-Click Scheduling
- Add to Calendar
- Reminder Setting Through Email

Reporting
- Export Reports
- Downloadable Reports
- View & Export Registration
- Report

Recordings
- Meeting Recording
- Webinar Recording
- View & Share Recordings
- Configurable Cloud Storage

Workspace Collaboration
- Screen Sharing
- Application Sharing
- Document Sharing
- Webcam Sharing
- Browser Based - (No Downloads Required)
- Pause & Resume Screen Sharing
- Q&A Section in Side Chat Bar
- Broadcast Message-Group Chat
- Instant Meeting
- Personal Meeting Room
- Instant Chat

Presence
- Share Presence Across Meetings, Softphone & Chat
- Share Availability Status

User Experience
- Active Speaker
- Instant Chat
- Single Sign-On (SSO)
- Multi-Factor Authentication (MFA)
- HD Video
- Web Audio
- Google Chrome - (No Extension Needed)
- Multiple View Formats

Branding
- Co-Branding or Re-Branding

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

Unified Communications
- Web Phone/SimplicityWeb
  - Softphone
  - Progressive Web App (PWA)
  - Chat
  - Group Chat
  - MMS
  - SMS
- Mobile Applications (for iOS and Android)
    - SimplicityGo
    - SimplicityGo Pro

Simplicity VoIP

General/Call Center

Auto-Attendant
- Dial by Name Directory
- Intro Greeting
- Post-Welcome Greeting
- Dial by Extension
- Speech to Text
- Text to Speech

General Call Queue Settings
- Call Recording
- Statistics
- Message to Agent
- Require Agents
- Require Music on Hold (MOH)
- Logout Agent on Missed Call
- Intro Greetings

Call Center Reporting
- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics

Call Queue Routing
- Round Robin (longest idle)
- Ring All
- Linear Hunt
- Linear Cascade
  - Agents to Ring initially
  - Agents to add after timeout
- Call Park
- Forward if Unavailable
- Forward if Unanswered
- Call Back

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

Call Pick up
- Directed Call pickup
- Group pickup
- Site pickup
- Domain Pickup

Call Center Agent Settings
- Agent Status (customizable)
- Wrap Up Time
- Max Simultaneous Calls
- Queue Priority for Agent
- Request Confirmation
- Auto-Answer

Monitoring
- Listen In – No ability to talk to either Agent or Caller
- Barge In – full 2 way audio with Agent and Caller
- Whisper only – 1 way audio with Agent only

Paging
- Handset Paging
- Overhead Paging

Transfer
- Blind Call Transfer
- Attended Call Transfer
- Voicemail Transfer

Caller in Queue Prioritization

Call Park

Call Retrieve

Parktrieve

Call Disposition and Reason

Intercom

Mid-Call Recording Redaction

Music on Hold (MOH)
- Comfort Message
- Wait Time/Place in Line

Multi-Language IVR

Presence

Time frames

Analytics

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
- Call Volume
- Total Minutes
  - By Hour, Day
  - All Calls
  - Offnet Only
- Users & 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

Customized Wallboard

Call Recording
  - Recording Email Notification
  - Simplicity*VAULT* (Long-term STaaS)
  - Remote Storage (Client managed)

Server Management SIP Trace

Trend Analysis