

## 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 Notification
- QOS Monitoring (on all applications)
  - Cradle to Grave
- 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*

- Calendar Integration with Microsoft Outlook and 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

## 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)
- Tiered Round Robin
- 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
- SimplicityVAULT (Long-term STaaS)
- Remote Storage (Client managed)

### Server Management SIP Trace

### Trend Analysis