Features & Functions

User

Answering Rules
- Ring Time Out
- Do Not Disturb (DND)
- Call Screening
- Call Forwarding
  - o Always
  - o When Busy
  - o When Unanswered
  - o 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
- o User (Basic)
- o Office Manager
- o Call Center Agent
- o Call Center Supervisor
- o Site Manager

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

Call Waiting

Delayed Simultaneous Ring

Localization

Music on Hold (MOH)

Operator Forward

Presence

Ring All

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
  - o Timed Enable/Disable
  - o 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
- o Secure Passwords
- o Forced Password Reset
- o Password Set/Reset via email
- o reCAPTCHA
  - v2
  - Invisible
- o Masquerade
- o User Welcome Emails

Transport Layer Security

Dictionary Attache

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/Simplicity*Link*
- Click-to-Dial
- Screen Popping
- Address Book
- Call History
- External LED

Miscellaneous
- CNAM
- E-911
- QOS Monitoring
- Site Level Management
- Simplicity*VFAX*

Features & Functions

Video Conferencing/ SimplicityCOLLAB

Type of Meeting Supported
- Webinar
  - o Max Participants 150
- Video Conferencing
  - o 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)
- o Leader Login
- o Leader PIN
- o Participant PIN
- o Require Leader to Start
- o Begin and End times
- o Max # of Participants
- o Save Participants
- o Announce Participants
- o Arrive/Depart Tones

Unified Communications
- WebRTC
  - o Chat
  - o Group Chat
  - o MMS
  - o SMS
  - o Softphone
- Mobile Application/SimplicityGO
- Web Phone/SimplicityWeb

Features & Functions

General/Call Center

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

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

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

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

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

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

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

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

Paging
- o Handset Paging
- o Overhead Paging

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

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

Analytics

Call Center Stats-Home Page
- o Callers Waiting
- o Average Wait Time
- o Average Handling Time
- o Abandon Rate
- o Calls Answered
- o Call Volume

Domain Graphs & Statistics
- o Peak Active Calls
- o Call Volume
- o Total Minutes
  - • By Hour, Day
  - • All Calls
  - • Offnet Only
- o Users & Applications (per Domain)
  - • # of Users
  - • # of Devices
  - • # of Auto-Attendants
  - • # of Call Queues
  - • # of Conferences
  - • # of Phone Numbers

Usage Stats
- o Calls
- o SMS
- o Current Month
- o Previous Month

Account Codes
Call History
Customized Wallboard
Call Recording
- o Recording Email Notification
- o SimplicityVAULT (Long-term Storage)

Server Management
SIP Trace
Trend Analysis