

SimplicityWeb Phone is a softphone application that allows your computer to be used as a phone – both making and receiving calls – and is included in your hosted phone license. Accessed through a browser based online portal or progressive web app (PWA), this feature delivers a full Unified Communications solution that allows you to use your business extension like you are in the office, regardless of your physical location.

Features include:

- Contact List/Address Book
- Call History
- Voicemail
- Text, IM & Video Capabilities
- Hold Functionality & Call Transferring
- Answering Rules
- Greeting(s)
- Call Conferencing
- Echo Cancellation



SimplicityWeb Overview Video:

<https://www.simplicityvoip.net/hubfs/Chris%20Videos/webphone%20tutorial.mp4>

Top 5 Reasons to Use a Softphone

Geographic Flexibility - if you have internet, you have a phone

Ease of Collaboration - chat/messaging/video options facilitate quick connection

Customer Relationship Management (CRM) Software Integration - allows real-time access to contact info and caller ID

Upgradable Software - easy updates, no equipment costs

View Employee Availability - see who is online, so call handoffs are seamless