



Simplicity VoIP

Platform 1 Features

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

Voicemail

- Voicemail to Email
- Voicemail Distribution List (Deep Copy)

Call Waiting

Delayed Simultaneous Ring

Extension Forbit List

Localization

Music on Hold (MOH)

Operator Forward

Presence

Ring All

Simultaneous Ring (SimRing)

Time Frames

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
- Hotdesking
- Mass Resync
- Message Waiting Indicator(MWI)
- N-way Call
- Preferred Server Location
- Shared Line Appearance(SLA)
- Star Codes
- User Agent Permit Filter
- Video Telephony

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

SNAPPED IN

- CNAM
- E-911
- Fax
- QOS Monitoring
- Voicemail Transcription
- Web-based CRM

UNIFIED COMMUNICATIONS

- WebRTC
 - o Chat
 - o SMS
 - o Softphone
- Mobile Application (SNAP mobile)

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

General/Call Center

Auto-Attendant

- o Dial by Name Directory
- o Intro Greeting
- o Post-Welcome Greeting
- o Dial by Extension

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

Call Center Reporting

- o Queue Statistics
- o Agent Statistics
- o Agent Availability
- o DNIS Statistics

Call Pick up

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

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 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

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

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

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

Parkretrieve

Pickretrieve

Call Disposition and Reason

Hotdesking

Intercom

Mid-Call Recording Redaction

Music on Hold(MOH)

Multi-Language IVR

Presence

Time frames

Monitoring

Call Center Reports

- o Queue Statistics
- o Agent Statistics
- o Agent Availability
- o DNIS Statistics

Call Center Stats-Home Page

- o Callers Waiting
- o Average Wait Time
- o Average Handling Time
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- o Calls Answered
- o Call Volume

Domain Graphs & Statistics

- o Peak Active Calls
 - By Hour
 - By Day
 - By Minute
 - All Calls
 - Offnet Only
- o Call Volume
 - By Hour
 - By Day
 - All Calls
 - Offnet Only
- o Total Minutes
 - By hour
 - By Day
 - All Calls
 - Offnet Only
- o Users and 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

Recording

- o Recording Email Notification

Server Management

SIP Trace

Trend Analysis