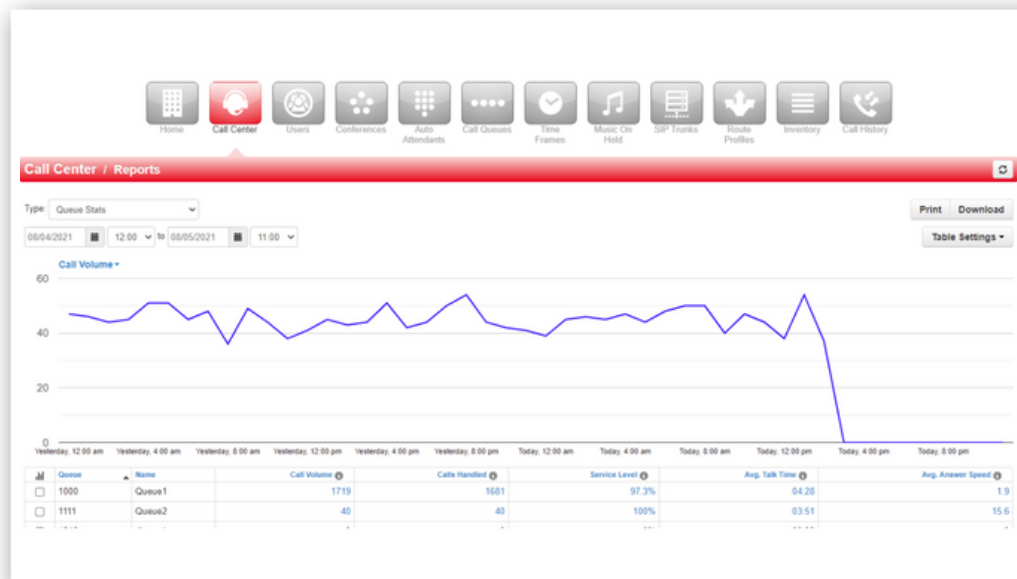


Simplicity VoIP's v42 upgrade offers enhanced **Call Center** capabilities including the ability to manage agents, queues (by user and/or device), and access statistics via the **SimplicityWeb** phone. **SimplicityAnalytics** offers a new option – *Call Back Statistics* – and reports have clickable stats with more detail, sortable columns, and downloads (exports) that match the portal layout. These features along with Web phone's new *Call Park* button, persistent answering rules, and improved recording details allow for more flexibility, mobility and call control for agents and supervisors alike.



SimplicityWeb with Call Center now includes:

- Agent Status
- Call Queues with Cards
- Statistics with Cards
- Call Dispositions & Notes
- Call Park with Cards
- Global Log In/Out - by Agent and Queue
- Click to Answer or Reject Call
- Expanded Workspace
- Increased Agent Workflow Management
- Call Waiting Tone
- Inbound Notifications Show Source Queue
- Customizable Dashboard with Cards