v42 User Experience Enhancements



Simplicity VolP's v42 enhancements cover a broad base of overall improvements in user experience. This includes increased functionality in the **SimplicityWeb** phone, a **SimplicityCollab** user interface refresh, and upgraded call recording among other noteworthy advancements.

SimplicityWeb Enhancements:

- Expanded Workspace
- Call Park with Cards
- Click to Answer or Reject Calls
- Ability to Mute Calls
- Option to Disable Call Waiting Tone or Limit to One Audible Noise
- Create Group Chat from 1:1 Conversations
- E911 Address Verification (based on IP address)
- Auto Answer Function (Paging)
- Customizable Dashboard with Cards



Miscellaneous Enhancements:

- Improved Call Recording Quality
- Unlimited Queue Timeouts
- Site Manager Improvements
- Call Park for SimplicityGO App
- iOS SSO for SimplicityGO App

Belinda Carroll	Contacts - Q = +	Call Park -
Contacts	A Samy Abuswai	Park 1 (7000) Hi Belinda
Call History	734	Parks (7001) Parks (7001) O New voicemails
Voicemail	Chris Hotline After Hours VM 993 After Hours Alex Angela	Empty 18 Missed Calls 0 Universitions
Chat and SMS	2 998	cell park (7002) Empty Active Answering Rule
Call Park	After Hours Angela Lenada 997	Perk 4 (7014)
Answering Rules	Demo Basic User	
Greetings	Circoln Boykin	
Settings	Lincein Boykin 201 Jim Brooker	
Log Out	701 Jim Brooker (House)	
	Jim Brooker (House) 707	
	Small Conf Rm	
	Small Cont Rm 722 Shelton Copeland	
	Shelton Copeland 705 Lenada Crabb	
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SimplicityCOLLAB Enhancements:

- Improved Video Layouts
- Toggle Option to Full Screen View
- Buttons Hidden from View in Full Screen Mode
- Improved Tracking of Recording Status

Basic	Pre Queue Options	In Queue Options	SMS
	Options for whi	ile callers are queued ar	nd being routed to agent
Queue Ri	ing Timeout (sec) 🗿	_	

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