



# VolP Phones Global Connectivity

More than just a business phone - bring your employees and customers together with remote video conferencing and HD call audio from anywhere in the world. Set-up is easier than ever - all you have to do is plug them in. Features include data protection and security along with usage dashboards to track service and call quality.



### Mobile App

Access your phone from anywhere in the world with our VoIP mobile app! Clear and reliable calls, voicemail access, web meetings and more all from your mobile phone.

#### **Employee Tracking**

Keep track of employee phone calls and stats with phone call monitoring, dialing restrictions, and more!

## Easy to Setup - Plugin and Ready to Use

The quick and straightforward set up makes getting started easy and convenient. Limiting downtime and installation while maximizing productivity.

866.855.6777

### Conferencing

Set up conferences with direct invites from the dashboard. Clear HD call audio makes it easy to understand all participants.

#### Web Meetings

Create and join remote video meetings at the touch of a button. Easy to setup and get started with high quality audio and video.

#### Voicemail to Email

A convenient tool for frequent phone users - voicemail to email automatically converts your messages to text so you can choose to read or listen to the attached message on your schedule.

# **Core Features**

Receive Voice Mail via Email Call Transfers (Blind & Attendant) Custom Music on Hold Intercom / Paging Call Parking / Pickup Busy Lamp Field (BLF) Voicemail Transcription Auto Attendant / Digital Receptionist Ring Extension & Mobile Simultaneously Integrated Fax Server (Central and per User) Apps: Web Client, iOS, Android, Windows, Mac Directory (Company & Private Phonebook) Sync with Office 365 (Users' Phonebook) Call Query against DB & CRM Web Conference Dial-In Web Conferencing (includes Screenshare)

#### **Call Center Features**

Click2Call (Browser Extension)

Click2Talk

Click2Meet

Website Live Chat and Talk

Call Queue Group Rights Management

**CRM** Integration

Sync with Office 365 (Azure AD)

Call Queuing

Real Time Statistics & Monitoring

Supervisor Agent Status Override

SLA Alerting

Switchboard, Wallboard, & Callback

Call & Queue Reporting

Call Recording Transcription and Search

Barge In / Listen In / Whisper

OUT-OF-BOX BUSINESS FEATURES