

General/Call Center

• Auto-Attendant

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

• Call Center Stats-Home Page

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

• Call Center Reporting

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

• Call Pick up

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

• Call Queue Routing

- Round Robin(longest idle)
- Ring All
- Linear Hunt
- Linear Cascade
 - Agents to Ring initially
 - Agents to add after timeout
- Call Park
- Forward if Unavailable
- Forward if Unanswered
- Call Back

• Call Queue Thresholds

- Max Expected Wait Time
- Max Queue Length
- Queue Ring Timeout
- Agent Ring Timeout

• Call Center Agent Settings

- Agent Status
- Wrap Up Time
- Max Simultaneous Calls
- Queue Priority for Agent
- Request Confirmation
- Auto-Answer

• General Call Queue Settings

- Call Recording
- Statistics
- Message to Agent
- Require Agents
- Require Music on Hold (MOH)
- Logout Agent on Missed Call
- Into Greetings

• Conferencing

(Dedicated Bridge)

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to Start
- Begin and End times
- Max # of Participants
- Save Participants
- Announce Participants
- Arrive/Depart Tones

• Monitoring

- Listen In -No ability to talk to either agent or caller
- Barge In – full 2 way audio with Agent and Caller
- Whisper only – 1 way audio with Agent only

• Paging

- Handset Paging
- Overhead Paging

• Transfer

- Blind Call Transfer
- Attended Call Transfer
- Voicemail Transfer

• Call Park

• Call Retrieve

• Parktrieve

• Picktrieve

• Call Disposition and Reason

• Hotdesking

• Intercom

• Mid-Call Recording Redaction

• Music on Hold (MOH)

• Multi-Language IVR

• Presence

• Time frames

User

• Answering Rules

- Ring Time Out
- Do Not Disturb (DND)
- Call Screening
- Call Forwarding
 - Always
 - When Busy
 - When Unanswered
 - 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

Monitoring

• Call Center Reports

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

• Call Center Stats-Home Page

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

• Domain Graphs & Statistics

- Peak Active Calls
 - By Hour
 - By Day
 - By Minute
 - All Calls
 - Offnet Only
- Call Volume
 - By Hour
 - By Day
 - All Calls
 - Offnet Only
- Total Minutes
 - By hour
 - By Day
 - All Calls
 - Offnet Only
- Users and Applications(per Domain)
 - # of Users
 - # of Devices
 - # of Auto- Attendants
 - # of Call Queues
 - # of Conferences
 - # of Phone Numbers

• Usage Stats

- Calls
- SMS
- Current Month
- Previous Month

• Account Codes

• Call History

• Recording

- Recording Email Notification

• Server Management

• SIP Trace

• Trend Analysis

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

Security

- **Portal Security**
 - Secure Passwords
 - Forced Password Reset
 - Password Set/Reset via email
 - reCAPTCHA
 - v2
 - Invisible
 - Masquerade
 - User Welcome Emails
- **Transport Layer Security**
- **Dictionary Attache Prevention for Phone Provisioning Files**
- **Dial Permissions**
- **User Limits**
- **Reject Log**
- **Alarms**
- **Authorization Codes**
- **Call Limits**

Phone Number Related

- **Phone Number Inventory**
 - Timed Enable/Disable
 - Localization
- **Alternate Numbers**
- **Allowed Numbers**
- **Anonymous Call Rejection**
- **Blocked Numbers**
- **Calling Line ID Blocking**
- **Configurable Call ID**
- **Direct Inward Dialing**
- **Normalization of Numbers**
- **Privacy**

SNAPped In

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

Unified Communications

- **WebRTC**
 - Video Conference
 - File Sharing
 - Chat
 - SMS
 - Softphone
- **Mobile Application (SNAPmobile)**