

ConvergenceCloud

Features Overview

Interested in revitalizing your business communications?

With our platform, you get the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.

ConvergenceCloud Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help to dramatically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services, including:



UC



Hosted PBX
& VoIP



Mobile



Contact Center
& IVR



Account
Manager



Integrated
Solutions



SIP Trunking

Hosted PBX & VoIP

UC

- Call History
- Call Recording
- Calling
- Chat
- Enterprise Contacts
- Meetings
- Visual Voicemail
- Voicemail Transcription
- Zero Configuration

Call Conferencing

- Conference Bridges
- 3-Way Conference Call

Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD)
- Barge

Burstable Virtual Call Paths

- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Park
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator

Caller ID

- Caller ID Blocking
- Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System - Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb

Hosted PBX & VoIP

Call Management (cont.)

Find Me (Digital Assistant)
Forward Calls Locally or -
Remotely (via Phone or
Web)
Incoming Call Blocking
Incoming Call Identification
Incoming Caller ID Routing
Incoming Privacy Screening
Listen Live
Live Person Answering
Multicast Paging
No Answer Call Forwarding
Office Intercom
One Button Redial
1-6 Digit Extension Dialing
Outbound Dialing Rules
Outgoing Call Blocking

Premium Call Reporting
Ring Groups
Shared Virtual Call Paths
Speed Dial
Unattended Transfer
Voicemail
Visual Voicemail
Voicemail to Text

Music on Hold

Commercials on Hold
(by Phone Number)
Music on Hold
(Custom or Default)

Virtual Auto Attendants

Multiple Top-level Auto -
Attendants
Sub-level Auto Attendants
Top-level Auto Attendants
(Always On or Time-based)

ACD Routing

Agents
Pause and
Unpause Queues
Reason Codes
Tally Codes Zero Out

Origination and Termination

Domestic Origination
Domestic Termination
E911 Support
Endpoint Templates
International Termination
Shared Line Appearance
Toll Free Numbers

Reporting

Accounting and
Billing Reports
Activity Reports
Call Center
Reports Call Detail
Records
Call Traffic by Extension
Call Volume Graphs

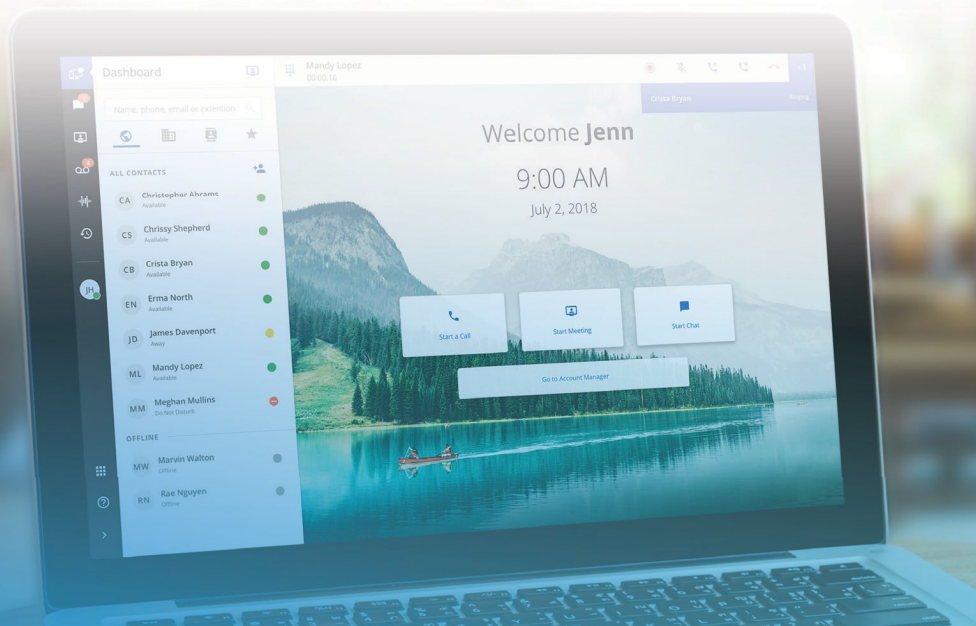
Mobile Applications

With Mobile Applications, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, caller ID and more to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce.

Features include:

Call Recording
Cloud Extensions
Conference Calls
Enterprise Contacts

Mobile Office Extensions
Support for Softphones
Visual Voicemail with -
Voice to Text



Contact Center & IVR

Agent Console:

Agent Controls
Call Controls
Call History
Call Recording Controls
Custom Screen Layout
Custom Scripting (DNIS & Queue)
Disposition Codes (with Multiple Levels)
Online Directories (with Custom Widget)
Outgoing Calling Line ID Selection (with Dialer)
Screen Survey Tools
Supervisor Escalation
Unavailable Codes

Supervisor Console:

Barge-in
Call Center Dashboard
Enable Alternate Routing
Historical Reports
Intercept / Answer - Inbound Calls
Real Time Queue Monitoring / Management
Real Time Reports
Silent Monitoring (Listen In) View / Change Agent Status
Whisper Coaching

Additional Features:

Call Back in Queue
Call Routing
Interactive Voice - Response (IVR)
Omni-channel Communications
Outbound IVR
Reporting
Screen Pops
Workforce Optimization / Management
3rd Party & Custom - Database Integration

Account Manager

Account Management
Automated Billing System
Case Management / LNP
Click-to-Dial
Detailed Accounting
Endpoint Template Management
Hunt group
Message Center
Operator Console
Phone Rebooter
Shared Line Appearance
Tax Automation
Test My Connection
URL Agent
User Dashboard

Integrated Solutions

API
Hosted Fax
Microsoft Outlook Plugin
Salesforce.com Plugin
Screen Pops

SIP Trunking

Enhanced SIP Trunking
Standard SIP Trunking

