

## 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
- Calls Volume

### • Call Center Reporting

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

### • Call Pick Up

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

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- Directed Call Pickup
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### • Call Queue Thresholds

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

### • 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 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

### • 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

## General/Call Center (continued)

- **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**

## 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**

## 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

- Users and Applications (per Domain) (Continued)
  - # 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 Telephone

## 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 (S.A.F.E)
- 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)