

KEY FEATURES

AI RECORDING FEATURES

- Sentiment Analysis
- Topic Detection
- Call Summary

INTEGRATED SOLUTIONS*

- APIs
- eFax + Physical Fax
- HIPAA-Compliant Faxing
- CRM Plugins
- Screen Pop Capabilities
- Programmable Call Interface

**Some features have additional fees*

INFRASTRUCTURE

- Easy Phone Configuration
- Zero Touch Deployment
- Multi-site Connectivity
- Multi Tenant
- Diagnostic Trace
- MOS Score
- Geo Redundancy

CONNECTWARE PORTAL

- User Presence (BLF)
- Chat and SMS
- Click-to-Dial
- Screen Notifications
- Text to Speech
- User-Friendly Interface

MOBILITY

- Android/iOS Softphone Mobile App
- Computer Webphone/PWA
- SMS Chat
- Greeting Management
- Voicemail Management
- Call History
- Mobile Call Center Features
- VoIP to Cellular Handoff

CALL CENTER

- Agent Management
- Call Monitoring (Monitor, Whisper & Barge)
- Queue Callback
- Reporting
- Real-Time Wallboards
- Skill-Based Routing
- Unlimited Call Queues
- Wait Time & Position-in-Line Announcements

SYSTEM FEATURES

- Advanced Call Forwarding, Routing & Ring Groups
- Automatic Call Distribution (ACD)
- Attended & Blind Transfers
- Call Hold, Park, Pickup & Queues
- Call Waiting Indicator
- Caller ID with Custom Routing
- Blacklisting & Whitelisting
- Spam Reputation Call Blocking
- Do Not Disturb
- Extension-to-Extension Dialing
- Find Me / Follow Me
- Hot Desking
- Incoming Call Screening
- Audio & HD Video Conferencing
- One-Button Redial & Speed Dials
- Overhead & Phone-to-Phone Paging
- Text from Main Number
- Voicemail to Email & Transcription
- Call Recording (On-Demand & Automatic)
- Auto Attendant