

Fonality Connect

As your business grows, staying one step ahead of the competition becomes more critical to your success, and more difficult to maintain. Choosing the right business communications solution can help you maintain that edge and take on competitors of any size. You need a solution that is easy to use, simple to manage and affordable to deploy. Fonality Connect is the solution your business needs to increase employee productivity and increase customer satisfaction.

Fonality Connect

- Unlimited Inbound Calling
- Unlimited Outbound Calling
- Dedicated Phone Number
- E911
- Phone Number Porting
- Virtual Number
- Voicemail
- Voicemail to Email
- Call Transfer
- Call Forwarding
- Call Hold
- Call Waiting
- Do Not Disturb
- Caller ID
- Mobility: Find Me/Follow Me
- Call Screening
- Call Out from Voicemail
- Call Return from Voicemail
- SMS / Pager Voicemail Notification
- Scheduler
- Night Mode
- Music on Hold
- Single Ring Group
- Company Directory
- Call Log Reporting
- Outbound Caller-ID Number
- Outbound Caller-ID Name
- Extension Busy Lamp Field
- Web-based Admin Panel
- Multiple Auto Attendants
- Paging and Intercom
- Upload Custom Voice Prompts
- Inbound Caller ID Name Tagging

Fonality HUD

- UC Desktop Client
- Secure Instant Messaging
- Drag-and-Drop Call Management
- Color-coded Employee Status
- User Locations — Office or Mobile
- Photo Caller ID
- Visual Voicemail
- Virtual Conference Rooms
- Desktop Screen Pops
- Microsoft Outlook Integration
- Click to Call, Email
- Call Transfer to Voicemail, Hold, Park
- Breakout Contact Groups
- Busy Ring-Back Feature



Fonality Connect+

Fonality Connect+

- Inclusive of Connect Features
- Secure Conference Bridge
- Build Extension Groups with Permissions
- Voicemail Groups
- Additional Mailboxes
- Export Reports
- IVR Authentication
- Virtual Extensions
- Suite of Call Center Features
- Toll Restrictions
- Create Ring Groups

Fonality HUD Queues

- Unlimited Call Queues
- Automatic Call Distribution
- View Agent Status
- Skills-Based Routing
- Graphical Queue Reports
- Agent Call Recording
- Agent Variable Log-off
- Real-time Queue Stats
- Agent Hot Desk
- Call Barge, Monitor, or Whisper
- On-the-fly Recording
- CRM Integration
- Call Alerts
- Agent Broadcast Alerts
- Reset Queue Stats as Needed



Why Choose Fonality?

Fonality Connect is an all-inclusive business communication solution to meet your growing business needs. Although feature-rich, Fonality Connect is a simple plug-and-play solution enabled by 24 x 7 emergency support. Fonality provides the power of Unified Communications to support your dynamic business needs.