

Fonality Connect

Fonality
Talking Business



- **Fonality Assist**

Fonality Assist is a 30 day program designed to ensure seamless activation of your service; this 3 step program includes deployment, configuration of your system, and training for your key staff personnel.

Fonality provides 24-hour emergency support and 7am-9pm (Central Standard Time) technical support via email and phone.

- **Unlimited Inbound Calling**

Fonality Connect customers receive unlimited inbound calls, free extension-to-extension, as well as calling to and from any other Fonality Connect subscriber. Toll Free numbers can be added on for \$5.00 per month and 2.8¢ per minute.

- **Unlimited Outbound Calling**

Unlimited outbound calling to any residential or business telephone number in the United States, Canada, Puerto Rico, Guam, US Virgin Islands, France, Ireland, Italy, Spain, and United Kingdom, as well as discounted calling to other locations worldwide. Calls to cell phones are also included for the United States, Canada, Guam, Puerto Rico, and Virgin Islands.

Telephony Features

- **Dedicated Phone Number**

Each Fonality Connect phone that is issued with a base user license comes with its own dedicated phone number (DID). Any DID can be re-pointed to the Auto Attendant if needed.

- **E911**

Fonality Connect provides E911 services to all its business customers as mandated by the FCC. This allows the emergency respondent to pinpoint the exact dialing location of the phone, without the caller having to provide it.

- **Phone Number Porting**

Local Number Portability (LNP) enables consumers in the United States to transfer their existing telephone number (traditional, Internet-based, or cellular) from one phone service provider to another. With Fonality Connect you can request your number to be ported free of charge. Not all numbers are portable.

- **Voicemail**

Fonality Connect includes 600 hours of voicemail storage. Check your voicemail from your extension, from a coworker's extension, or remotely from any phone. You can also access voicemail online via the web control panel, and visual voicemail through HUD.

- **Voicemail to Email Notification**

Voicemail messages can be sent to your email as notifications with attached audio (.wav files).

- **Paging and Intercom**

Paging and Intercom are ad-hoc communications tools that can quickly improve internal company efficiencies.

- **Upload Voice prompts**

This feature gives you the ability to upload highly professional pre-recorded voice prompts that can aid in your selling process by directing customers to the right contact.

- **Multiple Auto Attendants**

Auto attendants ensure your customers are connected with the right information or skilled employee on their first attempt. Auto attendants can provide call routing based on a company directory, define greetings or business hours, and provide an overall professional appeal.

- **Inbound Caller ID Name Tagging:**

Allows you to insert text based information to help identify important information about the call such as which queue the person is calling, or which of your company's phone number they called in on.

- **Call Transfer**

Route calls with ease whether it is internally (extension to extension) or externally to your cell phone, etc.

- **Call Forwarding**

Users can use their personal Web Admin Portal to enable automatic call forwarding to an internal extension or an external number.

- **Call Hold**

Press the hold button on the phone...your caller is now treated to your music on hold.

- **Call Waiting**

Take another call if needed.

- **Do Not Disturb**

When you are in an important meeting or need quiet time, put your phone in a state so that it will not ring and have calls automatically forwarded to voicemail.

- **Caller/Call Waiting Number**

View the Caller Number (if available) of all incoming calls on the display of your phone.

- **Click-to-Call**

Click-to-Call is a plug-in for the Firefox web browser that turns any phone number on any web site into a click-to-call link. Use Click-to-Call with CRM (Customer

Relationship Management) software for instant productivity gains.

- **Scheduler**

Scheduler allows different messages to be played at different times of the day, as well as different Call Menus on weekends and holidays with different options for your callers to choose from.

- **Night Mode**

Have a small office that opens when your first employee arrives and closes when your last employee leaves? Night mode is a feature for companies that want to manually "turn on" their phone system in the morning and manually turn it to night mode at the end of the day by dialing *66.

- **Music on Hold/Marketing Message**

Fonality Connect Mid-Market Edition comes with 2 play lists. The admin can upload 128 kbps MP3 Files, so that your customers can enjoy music while they wait for you to take their call.

- **Ring All**

Each Fonality Connect server comes with a Blast Group. A Blast Group takes one inbound call and rings all phones. The first to pick up gets the call. Of course, you get to choose which phones go into the Blast Group.

▪ Name Directory

Fonality Connect comes preconfigured with a “spell-by-name” directory. Callers are simply prompted to “spell the first three letters of the party’s first or last name” and then automatically connected to the requested extension. The administrator can easily exclude specific extensions.

▪ Telecommuters

Employees can travel outside the office or between offices and keep their same extension numbers. Answer your extension from home, the hotel, or even your cell phone.

▪ Web Admin/User Portal

- A web-based admin portal can be accessed anywhere so that your phone system can be easily controlled at any time.
- A user portal for individual users, allows them to manage their configurations such as listen to voicemail, click to call people back, view call logs (and more) from anywhere.

▪ Powerful Call Log Reporting

The web admin panel allows you to view call logs for all extensions with powerful search and filter parameters.

▪ Outbound Caller-ID Number

You can change your outbound Caller-ID number on a per-extension basis. This allows you to block, reveal, or change the Caller-ID of every extension in your office.

▪ Outbound Caller-ID Name

Fonality sends out your business name with each call.

▪ Extension BLF

BLF (Busy Lamp Field) can be set up on line key 2 or above to easily see when coworker(s) are using their phone. The number of BLF depends on the model of phone. The standard phone has one BLF, the enhanced phone has three BLF, and the attendant phone has 14 BLF.

▪ Multiple Calls

Handle at least two calls at a time by placing one on hold and then pressing the new call button. Capacity is based on the model of phone.

▪ FindMe

Need your desk phone to ring simultaneously with your cell phone? Need to be found at several locations? FindMe has you covered, so that you can receive calls on the phone that is most convenient for you.

▪ Boomerang Mobile Integration

With Boomerang Mobile Integration, you have the ability to forward calls to your mobile, or transfer calls back to any office extension.

- **Call Screening w/Press to Accept**

This feature forces your caller to identify themselves, so that you can decide to take the call or send them to voicemail.

- **Call Out From Voicemail**

Now you can call into your voicemail system and place a call from any phone using your Fonality number. Save money on international calls while you're out of the office.

- **Call Return From Voicemail**

Call back any number directly from your voicemail while checking messages.

- **SMS/Pager Voicemail Notify**

This feature gives you the ability to enter an SMS or pager email address in order to receive voicemail notifications on that device. These notifications are short in length and do not include the actual audio attachments.

Unified Communication Features

- **Fonality Heads Up Display Desktop Client**

Fonality Heads Up Display (HUD) Desktop Client is a powerful business tool that connects your phones, desktop, and important business applications into a single unified, easy-to-use interface. HUD streamlines your communication and collaboration needs for every medium directly at your fingertips.

- **Instant Message**

Employees can send instant messages on your own private chat network. This feature is perfect for companies that have turned off external chat as a time-saver and call centers that want to text-whisper to agents while on the phone. All chat messages are encrypted by industry standard SSL 128 bit encryption.

- **Google Contacts**

Chat with your external Google contacts directly from within HUD. Users are able to either add a single Google Talk contact, or import their entire Google Talk contact list into HUD.

- **Photo Caller-ID**

Once a user uploads their photo via the Web User Panel, you will now see their picture whenever you interact with them in HUD.

▪ Visual Voicemail

The visual voicemail component enables users to play, delete, and flag their voicemails, in addition to calling the user back, initiating a chat with the user, or adding the user to Outlook.

▪ Contact Cards

Moving your mouse over a contact allows you to view their name, photo, and other contact details.

▪ Desktop Alerts

Desktop alerts show the phone number (if available) or names of people stored in your Outlook contacts for all incoming calls to your extension. You can answer, ignore, or send the call to voicemail directly from the desktop alert. Selectable for outbound calls too.

▪ Drag-and-Drop Call Management

Instantly place or answer a call with a click of the mouse, or Drag & Drop people into a virtual conference room from your contacts list.

▪ Call Transfer to Voicemail

Transfer an incoming call directly to your own voicemail when you're busy with another call.

▪ Call Transfer to Hold

Place calls on hold by transferring them to your on-hold area when you need to take another call.

▪ Microsoft Outlook Integration

- Inbound Calling: When your phone rings, the Caller-ID will be analyzed against your Outlook Contacts, and if a match is found, you will see the person's name pop-up.

- Outbound Calling: Right-click on a contact or email message to call. Your phone rings, and you're connected!

- Contact Import: You can now import all HUD Contacts into your Outlook. (Outlook 2003 or above)

▪ Easy Dialer

Place a call directly from HUD by typing in the desired phone number and clicking "Call". HUD will call your extension first, and then connect you to your outbound call.

▪ Color-coded Call Status

See what the status is of your coworkers with HUD's color-coded call status:

- Green – Inbound/outbound call
- Orange – Queue call
- Purple – Interoffice call
- Grey – Unregistered

▪ Mobile Presence

Mobile presence provides a visual presence to other HUD users when a contact's cell phone is connected to the system.

- **Busy Ring-Back™ (camping)**

Trying to call someone (using HUD) that is already on a call? You will now be given a choice to call them back when they are free, leave them a voicemail, or just be pushy and interrupt them right away.

- **Transfer a Call to your Mobile**

Take the call with you by transferring the call to your own mobile phone.

- **Conference Component**

With the visual Conference Component, users now are able to see the all the participants in a conference bridge, in addition to the option to kick, mute, record, email, and chat with other participants in the bridge.

- **Click to SMS**

Send a one-way SMS by right-clicking on your desired contact.

- **Click-to-Email**

Click the email icon to easily send an email to any employee in your company.

- **Click-to-Call Mobile Phone**

Click the mobile phone icon to instantly call any other employees on their cell.

- **Extension Sorting**

Need to quickly know which employees are on the phone? HUD sorts your extensions in “continuous” mode, so you can always have your active callers at the top of the list. Perfect for managers who need visibility into employee activity levels.

- **Drag-and-drop Call Transfer**

To transfer calls to any extension, voicemail box, on-hold or parking area, simply drag the call with your mouse from the call status area to the desired location.

- **Call Parking**

HUD provides all employees the ability to view calls that are currently parked, tag parked calls with reminder notes, and drag calls between extensions, on-hold areas, and the parking area. Anyone in the company can answer a parked call from any phone.

- **Contact Groups**

For maximum efficiency, organize your display by departmental groups that mimic the way you operate. Simply build a group and start dragging extensions into it.

Telephony Features

+ All Fonality Connect Features Plus...

+ Conference Bridge

A virtual conference room provides a single extension for users to connect via a full-featured conference bridge.

+ Extension Groups with Permissions

Group permissions allow you to build extension groups and then assign permissions to those groups (like Toll Restrictions). You can even assign permissions to a group "over" another group.

+ Voicemail Groups

Want to send a voice message to multiple people? Use our Voicemail Group feature to easily build groups of people. Then just dial the number of your group and leave a message. Seconds later, everyone in the group gets a new voicemail.

+ Two Extra Mailboxes

Two extra mail boxes for the server that can be used for sharing or special use.

+ Report Exporting

Extend Fonality's powerful reporting engine to create .csv files that you can import into applications such as Excel and Access.

+ Customer Caller-IDs

Fonality lets you customize the inbound Caller-ID name to each department or Auto Attendant submenu.

+ IVR Authentication

You can password protect any part of your Auto-Attendant including access to your Virtual Conference Room. Now only authorized callers can proceed.

+ Two Virtual Extensions

Two virtual extensions per server so that you can use them for automatic call forwarding out of your system.

+ Unlimited Music on Hold

Create as many play lists as you like for your uploaded music.

Contact Center Features

+ Unlimited Call Queues

Each queue comes with a variety of options:

- Personalized audio announcements give your queue that professional sound.
- “Hold Time” announcement frequency customization.
- User/agent priorities for more effective call routing.
- Hold time limits so callers do not remain in your queue for extended periods of time.
- Caller limits for keeping queue call volume to a manageable level.
- Length of time after fielding a call before the same agent is called again.

+ Full Featured A.C.D.

A.C.D. (Automatic Call Distribution) allows you to route incoming calls to your users/agents in many different ways to facilitate your business needs:

- Ring all — 1st to pickup gets the call (max 10 extensions).
- Ring one person at a time in order.
- Ring in order, with memory.
- Ring least recently called.
- Ring user with the fewest calls.
- Ring a random person.

+ Skills-Based Routing

Assign each agent a priority, and your queue will distribute calls to them accordingly. This means you can pass more leads to your star closer, or pass fewer leads to your underperformers. Fonality has an additional layer of prioritization based on agent order. This means you can have similarly skilled agents who receive calls in an ordered round-robin fashion.

+ Graphical Queue Reports

View graphical reports on every detail of your queues, such as abandoned calls, completed calls, hold time, average call length, agent productivity, and much more. Also view graphs of call volume and call completion by day, weekday, or even hourly average. These averaged reports are great tools for proper staffing predictions for your call center.

+ Agent Call Recording

Choose an agent, and select how many of their queue calls you want to record. Call recordings capture agent name, agent extension, date, time, Caller-ID, DNIS and file size. Using our web-based interface, you can then listen to calls or download them to your local drive.

+ Agent Variable Log-off

Want your agents to be automatically logged out of their queues upon missed calls? Well, you can now decide, on a per-agent basis, how many calls that agent can miss before they are logged out.

+ Real-time Queue Stats

Would you like to know how many callers are in your queues? Need to know which agents are logged in or already on a call? The Fonality Admin Panel answers all of these questions, helping you to manage your queues with real-time stats.

+ Reset Queue Stats

Reset your queue stats at the beginning of the day, week, or whenever you need to.

+ Agent Hot Desk

Your agents can now receive their queue calls from whatever extension they end up sitting in front of.

+ Call Barge / Monitor

Dial “*22+ext” to barge into a coworker’s call or “*66+ext” to monitor a coworker’s call.

+ Queue Status

Managers can see which agents are logged in and out of their queues.

+ Agent Login/Logout

Agents can view their own login/logout status and log themselves in and out of their queues. Managers can also log agents in and out with a click of the mouse.

+ On-the-Fly Call Recording

HUD provides your employees the ability to record their own calls with the press of a button. Call recordings capture agent name, agent extension, date, time, and file size. HUD also comes with an extensive permission system that lets you decide exactly who can record their own calls and who is allowed to record others’ calls.

+ Call Barge/Monitor/Whisper

HUD gives supervisors the ability to actively listen to or passively monitor any inbound or outbound call. HUD also comes with an extensive permission system, so you can grant a specific group the ability to barge/monitor another specific group. Managers get to track what agents are saying without letting anyone know they are listening. Joining calls in progress lets Sales Engineers quickly assist Sales People who have questions.

+ CRM Integration

The HUD Web Launcher can initiate a web search or CRM lookup based on caller’s Caller ID and know all about the caller before you pick up the phone.

+ Queue Summary Component

The Queue Summary component shows a list of all queues in your call center. You will have access to real-time data such as number of calls holding, abandon rate, completion rate, number of agents on queue calls, number of agents logged in, and total number of agents belonging to the queue. Managers will also be able to view and poach holding calls.

+ Queue Detail Component

The Queue Detail component provides you even more data on an individual queue. You will have access to real-time stats such as: abandon volume, abandon rate, complete volume, complete rate, and estimated hold time. A sortable list of all agents in the queue give managers the ability to record, barge, or log agents in/out of the queue directly from this screen. Managers will also be able to view and poach holding calls.

+ “No one is Answering” Alert

Never abandon another queue call! After the queue has rung all available agents once, a “No one is answering this call” Desktop Alert appears on all participating managers or agent desktops visually alerting them that a caller is holding. This alert will display the holding time of the call that is not being answered.

+ Abandoned Call Alert

Be proactive by receiving abandoned call alerts in real-time. When a queue call is abandoned participating managers or agents will receive a Desktop Alert informing them of such.

+ Agent Broadcast Alerts

Managers now have the ability to send out broadcast messages to their agents. Get them to work harder or congratulate them on a job well done.

+ Toll Restrictions

Now you can restrict the calling abilities of various employees. Perhaps executives should be able to dial international destinations, but managers and non-managers should not, or maybe managers can use Directory Information (411) but non-managers cannot.

+ Agent Log Off with Reasons

Now instead of just logging off, management can see why each agent logged off and even run a report on the reasons.