

SolSwitch™

Hosted Features

Overview

The SolSwitch hosted PBX service offers over 50 customizable telephone features to ensure your phone system works for you! We also offer add-on features to better enhance your telephone services.

Feature Details
<p>CALL DETAIL RECORDS Provides the call history with vital information such as source and destination numbers, call disposition, call type and call length.</p>
<p>CALL FORWARDING Forward unavailable or busy calls to specific locations or phone numbers.</p>
<p>CALL HOLD, CALL PARKING AND CALL TRANSFER Call Hold enables you to place a call on hold privately on your phone. Call Parking allows you to park the call so that it can be picked up from another phone. Any call that is in progress can be transferred to another extension or outside number with or without an introduction.</p>
<p>CALL MONITORING This feature allows supervisors to tap into a live call between an agent and a caller. There are several methods of monitoring a call:</p> <ul style="list-style-type: none"> - Conferencing: Where a supervisor, agent and caller can all hear and speak to each other. - Coaching: Where a supervisor can listen to the conversation and only be heard by the agent. - Silent Monitoring: Where a supervisor can listen to the conversation but the agent and caller cannot hear the supervisor.
<p>CALLER ID ROUTING Route calls based on the Caller ID information.</p>
<p>CURRENT CALL REPORTS Get a report of all the active calls currently in place at any given time.</p>
<p>DID ROUTING Route all incoming calls to any location on the system.</p>
<p>E911 CALLER ID Specify a different caller ID for 911.</p>
<p>EXTENSIONS Have unlimited extensions on the system with individual settings.</p>
<p>EXTENSION TIME REPORT Get a detailed report of inbound/outbound calls, time on inbound/outbound calls as well as total time logged in by extension for any given time period.</p>
<p>INBOUND CALL BLOCKING Block unwanted incoming calls based on caller ID information.</p>

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CALL FORWARDING

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CALL HOLD, CALL PARKING AND CALL TRANSFER

Call Hold enables you to place a call on hold privately on your phone. Call Parking allows you to park the call so that it can be picked up from another phone. Any call that is in progress can be transferred to another extension or outside number with or without an introduction.

CALL MONITORING

This feature allows supervisors to tap into a live call between an agent and a caller. There are several methods of monitoring a call:

- Conferencing: Where a supervisor, agent and caller can all hear and speak to each other.
- Coaching: Where a supervisor can listen to the conversation and only be heard by the agent.
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CALLER ID ROUTING

Route calls based on the Caller ID information.

CURRENT CALL REPORTS

Get a report of all the active calls currently in place at any given time.

DID ROUTING

Route all incoming calls to any location on the system.

E911 CALLER ID

Specify a different caller ID for 911.

EXTENSIONS

Have unlimited extensions on the system with individual settings.

EXTENSION TIME REPORT

Get a detailed report of inbound/outbound calls, time on inbound/outbound calls as well as total time logged in by extension for any given time period.

INBOUND CALL BLOCKING

Block unwanted incoming calls based on caller ID information.

INTERCOM

Bi-directional hands free extension-to-extension communication at the touch of a button.

IVR (AUTO-ATTENDANT)

An IVR is an automated attendant that allows callers to navigate the phone system using pre-recorded voice prompts and touch done dialing to reach any traditional, roaming or virtual extension on the system.

SolSwitch™

Hosted Features

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LIVE STATS REPORT

Gives you a live breakdown of all agents and queues as well as any type of statistic related to an agent or queue.

LIVE QUEUE STATS

The live queue statistics will show live details for all queues, agents and current calls including total calls, calls answered, calls abandoned, wait times, estimated wait times, queue member status and more.

MUSIC ON HOLD

The SolSwitch Music on Hold feature allows you to play music to your callers while they are on hold. It comes pre-programmed with royalty free music. You have the option to upload your own playlist in mp3 or wave format as well as the option to play an online Internet stream.

OUTBOUND ROUTING

The SolSwitch has the ability to route calls based on number or prefix dialed. Each route can be configured with a number of secondary routes as backup to the primary route. This feature enables you to have multiple providers and route calls based on the lowest cost route.

PAGING GROUPS

Easily broadcast a message to any number of extensions at once. Paging groups are managed through the management portal.

PARKING LOTS

Instead of putting calls on hold, you can park them in a public parking lot. This makes it easier to pick up calls at locations other than the current one.

PHONE PROFILES

Phone profiles can be configured separately or as a group. Configure with options such as number of lines, line labels, directory list, call waiting, ring tones and soft keys.

PORTAL USERS

Create unique portal users and set specific user permissions to give additional employees access to the web portal.

PRIVACY OPTIONS

Set various privacy levels per employee for enhanced security.

REASON CODES

There are two types of reason codes. 'Busy' reason codes and 'Call' reason codes. When in use and set on a queue, agents are required to use a 'busy code' when setting their status to busy. Likewise, if call reason codes are turned on for a queue, agents will be required to enter a valid 'call reason code' following each call.

QUEUE AGENT BUSY REPORT

When the system is configured to use agent 'busy' codes, pull a report to see what agents are using what busy codes.

QUEUE CALL BREAKDOWN VIEW

Provides the statistics for answered calls, dropped calls and calls answered before the service level threshold by queue.

SolSwitch™

Hosted Features

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QUEUE CALL REASON REPORT

When the system is configured to use agent 'reason' codes, pull a report to see what agents are using what reason codes.

QUEUE GRAPHS

This feature generates a graph which represents queue activity between selected date and times.

SIP ACCOUNT REPORT

Gather reports on specific SIP accounts to gain further detailers regarding a particular device.

SPEED DIALING

Set custom speed dial lists and assign them to individual extensions.

SYSTEM STATUS REPORT

Get a report detailing your SolSwitch's status.

TIME RULES

With time rules, you will program your phone system to receive every incoming call appropriately, day or night, business day or holiday and route it accordingly. Additionally, custom rules can be applied to any extension or number on the system.

TRUNK MANAGEMENT

Configure, add, modify and remove trunks at the click of a button.

TRUNK USAGE REPORT

Get detailed reports regarding trunk usage.

USER TYPES

Create different portal user types and assign them to specific users for limited accessibility.

VOICEMAIL

Every SolSwitch is pre-packaged with our feature rich voicemail system. Users can access voicemail from their phone or remote locations.

VOICEMAIL-TO-EMAIL

Voicemail messages can also be delivered by email so that they can be listened through your inbox or cell phone. Voicemail messages can be saved, deleted or forwarded to another mailbox.

VOICEMAIL USAGE REPORT

Voicemail usage reports can be generated to view how many messages are in a voicemail box as well as how much room is left in that mailbox.

VOIP PROVISIONING

The ability to provision and configure SIP devices.

WEB BASED MANAGEMENT PORTAL

The web-based portal provides access for administrators to go and configure every aspect of the system.

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Hosted Features

Add-On Details*

CALL RECORDING / RECORD ON DEMAND

The system administrator can enable/disable the call recording feature by extension, by queue or ring group. Any extension on the system also has the ability to record a call manually. Even when the Record key is pressed mid-call; the entire call gets recorded. Recordings can be accessed through the Call Detail Records reporting tool and/or emailed to the email address configured for that extension.

CDR REPORT BUILDER

Build a custom CDR report with user specified filter options.

FAX-TO-EMAIL

The SolSwitch virtual fax machine provides the ability for incoming faxes to be sent directly to specified email addresses in the form of a PDF.

FIND-ME FOLLOW-ME

The SolSwitch has the ability to look for a user by calling a succession of extensions while keeping the incoming call on hold. This feature is useful for after hour staff or as a replacement for voicemail. Upon answering the call, the recipient is advised of the call, and is given the option to accept or reject. When the call is rejected or not answered within the specified time, the system will try the next number in the list. Typically, the last extension is a voicemail box.

MEET-ME CONFERENCE BRIDGE

Bridging functionality is used to connect multiple people into a single conference call. It supports moderator and participant entrances into the bridge. Some of the features included are: announce user count on entry, listen only mode (where only the moderator can speak), live status of current participants and access to remove participant(s) from the conference.

VIRTUAL EXTENSIONS

A virtual extension in the SolSwitch environment is a way for you to assign external telephone numbers (e.g. cell phone, land line) as a local extension. Once a virtual extension is added, the system recognizes it as an internal extension with full functionality.

* Subject to additional charges