

## SolSwitch™

### Features and Functionality

Description	Basic Features <sup>1</sup>	Advanced Features <sup>2</sup>	Multi-Tenant <sup>3</sup>
<p><b>Administrative Web Portal</b> The web-based portal provides access for administrators to configure every aspect of the phone system.</p>	✓	✓	✓
<p><b>API Integration</b> The SolSwitch API allows external applications to interact with the system in a variety of ways. The functionality includes initiating calls, manipulating active calls, retrieving call data as well as multiple other options.</p>	✓	✓	✓
<p><b>API Access</b> The SolSwitch has a built-in API whose access permissions can be managed using the administrative web portal in order to allow for specific API usage.</p>	✓	✓	✓
<p><b>Call Detail Records</b> Provides the call history with vital information such as the start date, start time, duration, caller name, caller number, dialed number, call path, call disposition, call type and call length.</p>	✓	✓	✓
<p><b>Call Forwarding</b> Forward unavailable calls and/or busy calls to specific locations or phone numbers.</p>	✓	✓	✓
<p><b>Call Hold</b> Place a call on your phone's private hold.</p>	✓	✓	✓
<p><b>Call Parking</b> Allows you to park the call so that it can be picked up from any other phone on the system.</p>	✓	✓	✓
<p><b>Call Transfer (Blind)</b> A blind transfer allows you to transfer any call currently in progress to another extension or outside number.</p>	✓	✓	✓

<sup>1</sup> All SolSwitch models come pre-packaged with the Basic Features shown.

<sup>2</sup> The Advanced Features listed can be added to any SolSwitch model and includes greater functionality.

<sup>3</sup> The Multi-Tenant licence allows owners to resell hosted SolSwitch services from their appliance. Partnership agreement is required. Multi-Tenant licence does not include Advanced Features (sold separately).

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<b>Call Transfer (Attended)</b> An attended transfer allows you to transfer any call currently in progress to another extension or outside number with an introduction to the transferee prior to the actual transfer occurring. The caller being transferred is placed on hold prior to the actual transfer while the transferor and transferee speak.	✓	✓	✓
<b>Call Transfer (Attended)</b> An attended transfer allows you to transfer any call currently in progress to another extension or outside number with an introduction to the transferee prior to the actual transfer occurring. The caller being transferred is placed on hold prior to the actual transfer while the transferor and transferee speak.	✓	✓	✓
<b>Call Waiting</b> While on a call, get notified of an incoming call with the ability to place the original call on hold while answering the second.	✓	✓	✓
<b>Caller ID Routing</b> Route calls to specific extensions or destinations based on the incoming Caller ID information.	✓	✓	✓
<b>Current Call Report</b> Displays all active calls currently taking place with the source number, inbound/outbound direction, destination number and duration along with the ability to hang up the call.	✓	✓	✓
<b>Device Provisioning</b> Bind your device to a specific server, feature profile and directory profile.	✓	✓	✓
<b>DID Routing</b> Route incoming calls for all of your numbers to any destination on the phone system.	✓	✓	✓
<b>Directory (Corporate and Personal)</b> Directories include a corporate directory managed by the administrator and a local directory managed by the user.	✓	✓	✓
<b>Directory Profiles</b> Directory Profiles are pre-defined, speed-dial lists. Created directories must then be selected and attached to the appropriate device via Device Provisioning.	✓	✓	✓
<b>E911 Caller ID</b> The option to display a different caller ID number when 911 is dialed.	✓	✓	✓

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<b>Extensions (Unlimited)</b> Extensions are assigned to agents or employees of the phone system and can be spread across multiple telephone sets each with their own list of over 30 customizable options.	✓	✓	✓
<b>Feature Profiles</b> Feature profiles can be configured separately or as a group. Profiles include the number of phone lines to display, line labels, directory listings, call waiting options, ring tones and soft keys.	✓	✓	✓
<b>High-definition (HD) Video Calling</b> Communicate via crystal clear HD quality video on supported devices.	✓	✓	✓
<b>High-definition (HD) Voice</b> Hear life-like voice clarity and high-fidelity sound for more productive conversations over the phone.	✓	✓	✓
<b>Inbound Call Block</b> Block unwanted incoming calls based on the caller ID information.	✓	✓	✓
<b>Individual User Extension Management</b> The SolSwitch's Administrative Web Portal has the ability to give each individual user access to certain features exclusive to their extension.	✓	✓	✓
<b>Intercom</b> Bi-directional hands-free extension-to-extension communication at the touch of a button.	✓	✓	✓
<b>Live Queue Stats Report</b> The live queue statistics will show live details for all queues including total calls, callbacks, available agents, answered calls, abandoned calls, wait time, estimated wait time, voicemails and service level.	✓	✓	✓
<b>Live Real-time Presence</b> See the status of your colleagues at a glance and know if they are on a call, busy or available for a call.	✓	✓	✓
<b>Multi-site Connectivity</b> Manage branch offices however you like while retaining one system and internal calling. Easily reach remote workers and staff in other cities simply by dialing an extension number.	✓	✓	✓

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<b>Multi-level Auto-Attendant (IVR – Interactive Voice Response)</b> 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.	✓	✓	✓
<b>Music on Hold</b> The SolSwitch Music on Hold feature allows you to play music to your callers while they are on hold. The system is pre-programmed with royalty free music. You can upload your own playlist in mp3 or WAV format or play an online Internet stream.	✓	✓	✓
<b>Outbound Routing</b> The SolSwitch has the ability to route calls based on the number or prefix being dialed. Each route can be configured with a number of secondary routes as backups to the primary. This feature enables you to have multiple providers and route calls based on the lowest cost route.	✓	✓	✓
<b>Paging Groups</b> Easily broadcast a message to any number of extensions at one time.	✓	✓	✓
<b>Parking Lots</b> Configure your parking lot details in order to reserve specific extension blocks as parking spaces for call parking. You can also configure the reminder interval, the reminder type as well as the reminder's expiry time.	✓	✓	✓
<b>Portal Users</b> Create unique portal users to give additional employees access to the administrative web portal, each with their own user type.	✓	✓	✓
<b>Portal User Types</b> Create specific types of users in order to designate different permissions within the administrative web portal.	✓	✓	✓
<b>Portal Permissions</b> Each portal user type can be given unique permissions set to either allow or deny access to specific portal pages.	✓	✓	✓
<b>Privacy Options</b> Configured on each individual extension, those with privacy enabled will be excluded from automatic call recordings and their calls cannot be monitored. Furthermore, any manually recorded call by the user will be hidden from the Call Detail Records but emails with links to the recording will be sent.	✓	✓	✓

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<p><b>Queues (Unlimited)</b> Queues are used as a way of handling incoming calls by following rules specified by the phone system's administrator. The SolSwitch's queues feature over 30 configurable options.</p>	✓	✓	✓
<p><b>Queue Callback System</b> This feature allows a caller to hold a position in a queue and be called back rather than wait on hold. The system will recognize the call's position in the queue, confirm the caller's name and number then call them back and provide them with an agent when their position in the queue is reached.</p>	✓	✓	✓
<p><b>Real-Time Log</b> View real-time debugging logs regarding the VoIP activity or provisioning activity on the system.</p>	✓	✓	✓
<p><b>Ring Groups</b> A ring group allows you to have a single extension ring multiple devices. A range of options are available to customize its functionality to your specific business needs.</p>	✓	✓	✓
<p><b>Roaming Extensions (Hot-Desking)</b> SolSwitch enables any extension number to log into and out of any phone set configured on the system. Useful for shared workstation environments or for users with multiple workstations (home office).</p>	✓	✓	✓
<p><b>Speed Dialing</b> Set custom speed dial lists and assign them to individual extensions.</p>	✓	✓	✓
<p><b>System Status Report</b> Get details regarding your system's database and server status. Useful to see system stats such as total processed calls and system uptime.</p>	✓	✓	✓
<p><b>Three-Way Calling</b> Conference a call with two other callers in order to have a 3-way phone discussion.</p>	✓	✓	✓
<p><b>Time Rules</b> With time rules, you can program your system to route every incoming call appropriately, any time, day or night, weekend or holiday. For example, if your business is open from 9 to 5 on weekdays and closed all other times, you could create a rule so that 9 to 5 calls go to an IVR or ring directly to a certain extension. If someone calls outside of those hours, those calls could be forwarded directly to voicemail or to another number, such as an answering service.</p>	✓	✓	✓

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<b>Trunk Management</b> Configure, add, modify and remove trunks. A trunk provides connectivity to and from a provider or a client. It allows multiple calls to be placed over the same trunk. A trunk can be configured using line cards or SIP accounts.	✓	✓	✓
<b>Trunk Usage Report</b> Trunk usage allows clients to view a list of their trunk names and usage levels. Our system also produces graphical data to better analyze your system.	✓	✓	✓
<b>Voicemail (Unlimited)</b> Every SolSwitch is pre-packaged with our feature rich voicemail system, accessible from individual phone sets or remote devices.	✓	✓	✓
<b>Voicemail-to-Email</b> Voicemail messages can also be delivered by email to one or multiple addresses so that they can be listened through your inbox or cell phone.	✓	✓	✓
<b>Voicemail Transcription<sup>4</sup></b> Voicemails delivered via email can include a voice recognized transcription of the message.	✓	✓	✓
<b>Voicemail Usage Report</b> A report displaying all of the voicemails on the system along with their associated extension and mailbox size in order to see how much room is being used by specific mailboxes.	✓	✓	✓
<b>Call Monitoring</b> This feature allows supervisors to tap into a live call between an agent and a caller. There are several methods of monitoring a call: <ul style="list-style-type: none"> <li>• Conferencing: Where a supervisor, agent and caller can all hear and speak to each other.</li> <li>• Coaching: Where a supervisor can listen to the conversation and only be heard by the agent.</li> <li>• Monitoring: Where a supervisor can listen to the conversation but the agent and caller cannot hear the supervisor.</li> </ul>	×	✓	✓
<b>Call Recording</b> The system administrator can enable/disable the call recording feature by extension, by queue or ring group. Recordings can be accessed through the Call Detail Records reporting tool and/or emailed to the address configured for that extension.	×	✓	✓

<sup>4</sup> A subscription to Sunwire’s Voice Transcription service is required to activate this feature.

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<p><b>Call Recordings</b> View and listen to all calls by date and time that have a call recording associated with them. All call recordings can be accessed via an easy to search tool.</p>	×	✓	✓
<p><b>CDR Report Builder</b> Build custom Call Detail Record reports using specified filters and parameters. You can also save your custom reports for future use.</p>	×	✓	✓
<p><b>Fax-to-Email</b> The SolSwitch has the ability to route incoming faxes directly to specified email addresses in the form of a PDF thus eliminating the need for a fax machine.</p>	×	✓	✓
<p><b>Extension Time Report</b> Provides a detailed report of inbound and outbound call quantity, time on inbound calls, time on outbound calls, total wrap-up time, average wrap-up time, total log-in time, total log-out time, total time in Not Ready mode and total time in Ready mode per extension(s) and/or queue(s) within specific dates.</p>	×	✓	✓
<p><b>Find-Me Follow-Me</b> The SolSwitch has the ability to look for a user by calling a succession of extensions while keeping the incoming call on hold. Useful for after-hours staff or as a replacement for voicemail. Once agents answer the original call, they are advised of an incoming Find-Me Follow-Me call and are given the option to accept or reject the call. If the call is rejected or not answered within the specified time, the system will try the next number in the list.</p>	×	✓	✓
<p><b>Record on Demand</b> Any extension on the system also has the ability to record a call manually at the push of a button when call recording is not enabled on their extension. Even when the 'Record' key is pressed mid-call, the entire call gets recorded.</p>	×	✓	✓
<p><b>Live Agent Stats Report</b> A live dashboard presenting a breakdown of all agents and all queues along with countless live statistics concerning the queues and agents.</p>	×	✓	✓

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<p><b>Meet-Me Conference Bridge</b>                      Bridging functionality is used to connect multiple people into a single conference call. It supports moderator and participant entrances and includes features such as: announce user count on entry, listen only mode (where only the moderator can speak), lock room, get live status of current participants and access to mute and/or remove participant(s) from the conference.</p>	x	✓	✓
<p><b>Outbound PDF Faxes</b>                      Using the SolSwitch’s administrative web portal, users can upload and queue a DPF attachment to be sent to a fax number or numbers of your choice thus eliminating the need for a fax machine.</p>	x	✓	✓
<p><b>Queue Agent Busy Report</b>                      When the system is configured to use agent ‘busy codes’, this report will present which agents and which queues are using which ‘busy codes’.</p>	x	✓	✓
<p><b>Queue Call Reason Report</b>                      When the system is configured to use agent ‘reason codes’, this report will present which agents and which queues are using which ‘reason codes’.</p>	x	✓	✓
<p><b>Queue Call Breakdown Report</b>                      A report broken down and/or filtered by queue display the daily calls queued, calls handled, calls abandoned along with the minimum and maximum wait times, average wait time, answered rate and abandoned rate.</p>	x	✓	✓
<p><b>Queue Graphs</b>                      This feature generates a graph which represents queue activity between selected date and times.</p>	x	✓	✓
<p><b>Reason Codes – Busy Reason Codes</b>                      A great instrument for monitoring agent attendance and productivity, when Busy Reason Codes are enabled on a queue, agents are required to use a pre-determined ‘busy code’ when setting their status to busy. Useful for call centers and large amounts of telephone agents.</p>	x	✓	✓
<p><b>Reason Codes – Call Reason Codes</b>                      An excellent tool for call tracking purposes, when Call Reason Codes are enabled on a queue, agents are required to enter the a ‘reason code’ after each call has ended.</p>	x	✓	✓



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<b>Scheduled Routing</b> Our scheduled routing feature allows you to schedule call routing behavior for specific date ranges and time frames. Perfect for after-hours or on-call purposes, calls can easily be routed to one or a succession of destinations based on date and time ranges. Alert emails, default routes and auto-repeat are all available options.	×	✓	✓
<b>SIP Ping Monitor Report</b> This feature generates a graph which represents SIP account activity between selected date and times.	×	✓	✓
<b>Virtual Extensions</b> 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.	×	✓	✓
<b>Customer Management</b> Quickly and easily add, host and oversee multiple customers running services off your SolSwitch.	×	×	✓
<b>Customer Call Reports</b> A report outlining existing customers and their call usage.	×	×	✓
<b>Toll Plan Management</b> Manage your long-distance regions and toll rates along with rate plans for your customers. You can have different toll rates for different customers.	×	×	✓
<b>Toll Reporting</b> Get detailed reports regarding toll plans and long distance calling per customer.	×	×	✓
<b>911 Service Provider Integration</b> Re-assure your customers by having 911 integration for all your hosted clients.	×	×	✓