RI Telephone CloudWorx

175 Metro Center Blvd. Unit10 Warwick, RI 02886
(800) 590-5401 | www.RITelephone.com

General/Call Center

- **Auto-Attendant**
  - Dial by Name Directory
  - Intro Greeting
  - Post-Welcome Greeting
  - Dial by Extension
  - Multiple Language Auto Attendant
  - Configurable AA Timeouts

- **Call Center Stats-Home Page**
  - Callers Waiting
  - Average Wait Time
  - Average Handling Time
  - Abandon Rate
  - Calls Answered
  - Call Volume

- **Call Center Reporting**
  - Queue Statistics
  - Agent Statistics
  - Agent Availability
  - DNIS Statistics
  - Cradle-to-grave reporting

- **Call Pick up**
  - Directed Call pickup
  - Group pickup
  - Site pickup
  - Domain Pickup

- **Call Queue Routing**
  - Round Robin (longest idle)
  - Ring All
  - Linear Hunt
  - Linear Cascade
    - Agents to Ring initially
    - Agents to add after timeout
  - Call Park
  - Forward if Unavailable
  - Forward if Unanswered
  - Call Park

- **Call Queue Thresholds**
  - Max Expected Wait Time
  - Max Queue Length
  - Queue Ring Timeout
  - Agent Ring Timeout

- **Call Center Agent Settings**
  - Agent Status
  - Wrap Up Time
  - Max Simultaneous Calls
  - Queue Priority for Agent
  - Request Confirmation
  - Auto-Answer

- **General Call Queue Settings**
  - Call Recording
  - Statistics
  - Message to Agent
  - Require Agents
  - Require Music on Hold (MOH)
  - Logout Agent on Missed Call
  - Into Greetings

- **SMS Queuing**
  - allows queues to accept SMS messages where call center agents will handle the text conversation.
  - SMS Queuing Statistics

- **Conferencing Bridge**
  - Leader Login
  - Leader PIN
  - Participant PIN
  - Require Leader to Start
  - Begin and End times
  - Max # of Participants
  - Save Participants
  - Arrive/Depart Tones
  - Announce Participants

- **Monitoring**
    - Listen In – No ability to talk to either agent or caller
    - Barge In – full 2-way audio with Agent and Caller
    - Whisper only – 1 way audio with Agent only

- **Paging**
    - Handset Paging
    - Overhead Paging

- **Transfer**
    - Blind Call Transfer
    - Attended Call Transfer
    - Voicemail Transfer

- **Call Park**
- **Call Retrieve**
- **Park Retrieve**
- **Call Disposition and Reason**
- **Hotdesking**
- **Intercom**
- **Mid-Call Recording Redaction**
- **Music on Hold (MOH)**
- **Multi-Language IVR**
- **Presence**
- **Time frames**
- **Text to Speech**
- **Speech to Text**

User

- **Unlimited calling to US and Canada**
  (Excluding US territories)

- **Answering Rules**
    - Ring Time Out
    - Do Not Disturb (DND)
    - Call Screening
    - Call Forwarding
        - Always
        - When Busy
        - When unanswered
        - When offline

- **Voicemail**
    - Voicemail to Email
    - Voicemail Distribution List

- **Call Waiting**
- **Delayed Simultaneous Ring**
- **Extension Forbit List**
- **Localization**
- **Music on Hold (MOH)**
- **Operator Forward**
- **Presence**
- **Ring All**
- **Simultaneous Ring (SimRing)**
- **Time Frames**
- **Single Sign On**
- **Multi-Factor Authentication (MFA)**
- **Group Chat**
- **MMS** – share media files through MMS supported numbers

Monitoring

- **Call Center Reports**
    - Queue Statistics
    - Agent Statistics
    - Agent Availability
    - DNIS Statistics

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- **Domain Graphs & Statistics**
  - Peak Active Calls
    - By Hour
    - By Day
    - By Minute
    - All Calls
    - Offnet Only
  - Call Volume
    - By Hour
    - By Day
    - All Calls
    - Offnet Only
  - Total Minutes
    - By hour
    - By Day
    - All Calls
    - Offnet Only
  - Users and Applications (per Domain)
    - # Of Users
    - # Of Devices
    - # Of Auto-Attendants
    - # Of Call Queues
    - # Of Conferences
    - # Of Phone numbers

- **Usage Stats**
  - Calls
  - SMS
  - Current Month
  - Previous Month
- **Account Codes**
- **Call History**
- **Recording**
  - Recording Email notification
- **Server Management**
- **SIP Trace**
- **Trend Analysis**
- **CDR Export via portal**

- **SNAPanalytics**
  - allows you to create customized dashboards or wallboards for call center environments.
  - Create / Edit / Share Boards and KPI's (Cards).
  - Various KPI Chart Types
    - Line Graph, Gauge, Single Stat, Table, Grid, Note, i-Frame

Sites

- **Customization** - allow customization of a site for each user and queue.
- **Filtering and reporting** - on sites and departments

- **Site Manager Scope**

Device Related

- **Auto-Provisioning**
- **Bulk edit via portal**
- **Customization of Phone Directories**
- **Device Overrides**
- **Device Passwords**

- **Inventory**
- **Inventory import**
- **Geography Based Provisioning**
- **Hotdesking**
- **Mass Resync**
- **Message Waiting Indicator (MWI)**
- **N-way Call**

- **Preferred Server Location**
- **Shared Line Appearance (SLA)**
- **Star Codes**
- **User Agent Permit Filter**
- **Video Telephony**
- **CloudWorx builder**
- **Queue Status Monitored BLF**
- **Day/Night Mode Monitored BLF**

Security

- **Portal Security**
    - o Secure Passwords
    - o Forced Password Reset
    - o Password Set/Reset via email
    - o reCAPTCHA
        - ▪ v2
        - ▪ Invisible
    - o Masquerade
    - o User Welcome Emails

- **Transport Layer Security**
- **Dictionary Attack Prevention for Phone Provisioning Files**
- **Dial Permissions**
- **User Limits**
- **Reject Log**
- **Alarms**
- **Authorization Codes**
- **Call Limits**
- **SRTP Audio Encryption**
- **STIR/SHAKEN support**

Phone Number Related

- **Phone Number Inventory**
    - o Timed Enable/Disable
    - o Localization
    - o Enable Language on DID

- **Alternate Numbers**
- **Allowed Numbers**

- **Anonymous Call Rejection**
- **Blocked Numbers**
- **Calling Line ID Blocking**
- **Configurable Call ID**
- **Direct Inward Dialing**
- **Privacy**

Supplemental Services

- **CNAM**
- **E-911 / Dynamic routing**
- **E-Fax**
- **QOS Monitoring**
- **Voice Services**
    - o **Google Voicemail Transcription**
    - o **Speech Analytics / Sentiment Analysis**
    - o **Text-to-Speech**
    - o **Automated Attendant Speech Recognition**
- **Web-based CRM**

Unified Communications

- **HD Audio**
- **Web RTC**
    - o Video Conference
    - o Chat
    - o SMS
- **Softphone (CloudWorx Mobile Web)**
    - o Incl 3-Way Calling
- **Mobile Phone App (CloudWorx Mobile)**
- **SNAP.HD CloudWorx Video Conferencing and meetings**
    - o Scheduling
    - o Increased Capacity
    - o Active Speaker
    - o Recording