



UCaaS Platform

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# Cloud Communications that Unleash the Power of the Modern Workforce

*The Utility VoIP platform provides an all-in-one solution that gives businesses the innovative and reliable features they need.*

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## Utility VoIP UCAAS PLATFORM: FEATURES OVERVIEW

As businesses evolve and modernize, transition to remote work environments and seek to leverage the scalability and reach of cloud-based communication technology, the Utility VoIP platform provides an all-in-one solution that equips organizations of any size with the innovative and reliable features they need.

This document provides an exhaustive breakdown of the platform's features and capabilities by Utility VoIP's core product and solution offerings. This extended feature list is continuously updated as new features are released and existing features are enhanced — let us know if there's something you need but can't find.

# Utility VoIP Platform: Products & Solutions Overview

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## Utility VoIP Voice & Unified Communications Solutions

- Hosted PBX & VoIP
- UC & Mobile Application (desktop Unified Communications client & fully integrated mobile application)
- SMS
- SIP Trunking
- SD-WAN
- Voice to Text

## Utility VoIP Cloud Contact Center Solutions

- Contact Center (CC)
- Interactive Voice Response (IVR)
- Workforce Management (WFM)

## Utility VoIP APIs & Integrated Solutions

- Salesforce Integration
- Microsoft Teams Integration
- Click-to-Dial Plugin for:
  - Chrome
  - Safari
  - Internet Explorer

## Hosted PBX & VoIP

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Hosted PBX (Private Branch Exchange) is the modern version of the traditional telephone closet. It puts the “brains” of a phone closet into professionally maintained data centers, transforms business communications and improves productivity without purchasing expensive, complex phone system software and hardware that depreciates and becomes outdated. Voice over IP (VoIP) refers to cloud-based phone systems that are accessible through a high-quality broadband connection. VoIP is more cost-effective and scalable than traditional phone systems. Our platform’s award-winning Hosted PBX & VoIP offers:

### Call Conferencing

- **Conference Bridges:** Multiple on-site and outside callers can simultaneously participate in password-protected conference calls. Callers can be assigned “talk/listen” or “listen only” status.
- **3-Way Conference Call:** After making or receiving a call, a user may “conference in” any third party for a 3-way call.

### Call Management

- **Attended Transfer:** Transfer a call to an extension or phone number after announcing the party to be transferred.
- **Auto Attendant Answering:** Setup a telephone number that dials directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant feature.

## Hosted PBX & VoIP (cont)

### Call Management (cont)

- **Automatic Call Distribution (ACD):** Used to route calls in a call center environment to the appropriate agents based on factors such as time availability, behavior and priority levels.
- **Barge:** Allows you to listen in on a selected extension and speak to the internal caller, but not be heard by the external caller.
- **Burstable Virtual Call Paths:** Call Paths are “burstable,” meaning you can configure your Hosted PBX to give extra call paths “on demand” to deliver additional calls beyond the number of paths purchased—up to 10 additional paths. The system will automatically track and bill the customers for the extra call paths and they will have use of the additional call paths for the remainder of the billing period.
- **Busy Call Forwarding:** Automatically forwards your calls to an extension, group, or phone number when your phone is busy.
- **Call Forwarding:** Forward calls via the portal, or via your device or softphone. Calls may be forwarded to any extension or phone number. *Note: device or softphone forwarding functionality may vary by manufacturer.*
- **Call Hold:** Place calls on hold and play music or a commercial while a caller is on hold.
- **Call Park:** Unlike a call placed on hold, a parked call may be picked up at another extension.
- **Call Queue:** Call Queues are used to route calls on a first-in, first-out basis to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD where callers hear an announcement such as “Thank you for calling, all available agents are busy, please hold for the next available agent, or press ‘1’ to leave a message.” When the call is ready to be routed, the ACD handles the routing rules.
- **Call Recording:** Selectively record calls for training or documentation purposes. Includes on-demand call recording codes (ex: \*8 to pause call recording and \*9 to start call recording). *Note: Call Recording requires a dedicated server in the cloud.*
- **Call Routing Time Frames:** Allows routing decisions based on time and date. Multiple schedules can be configured from departments with different hours of operation (e.g. business hours, after hours, and holiday hours).
- **Call Waiting Indicator:** Indicates an incoming call (and Caller ID if available) while another call is in process.
- **Caller ID:** Customize the appearance of your outgoing Caller ID by outgoing number or extension.

## Hosted PBX & VoIP (cont)

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### Call Management (cont)

- **Caller ID Blocking:** Disable Caller ID for all outbound calls made from your Hosted PBX.
- **Caller ID Routing:** Enables the creation of one or more inbound call routing tables that route to a particular destination, based on Caller ID. A Caller ID Route matches either a call's Caller ID name or number, and then uses a predetermined call route to deliver the call to its destination.
- **Cloud Extensions:** Cloud Extensions are used to route a call to a specific destination without the use of a physical device/endpoint (Voicemail, Outside Number, Ring Group, etc). *Note: Since there is no endpoint with a Cloud Extension, it cannot be placed in a ring group.*
- **Direct Inward Dialing (DID):** Set up a telephone number to dial directly to a device or extension.
- **Direct Inward System Access (DISA):** Allows remote users to dial into their hosted PBX from an outside line and make outbound calls that will display Caller ID information from a DID within their office.
- **Directed Call Pickup:** Allows users to dial \*8 plus an extension number to answer a call ringing at that extension. *Note: this feature does not work with a Group or Queue call.*
- **Disable Outbound Dialing:** Disable Outbound Dialing for specific extensions.
- **Do Not Disturb:** A device or softphone feature that simulates a phone being off-the-hook and sends incoming calls directly into voicemail. Other routing options are also available.
- **Find Me (Digital Assistant):** Set up a personal assistant to find you at up to five locations. This feature is configured per extension and offers multiple options to route calls once they have reached the given extension. Callers are prompted to announce themselves and are given the option to try the next location or to leave a message.
- **Forward Calls Locally or Remotely (via Phone or Web):** Call Forwarding is easy to set up and manage from your desktop or on-the-go.

## Hosted PBX & VoIP (cont)

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### Call Management (cont)

- **Incoming Call Blocking:** “Blacklist” phone numbers to block them from calling your Hosted PBX.
- **Incoming Call Identification:** Identify incoming calls by modifying the Caller ID to display Call Routing information.
- **Incoming Caller ID Routing:** Route calls based on incoming Caller ID to any Auto Attendant, extension, Ring Group, phone number, ACD or Call Queue.
- **Incoming Privacy Screening:** Force callers with “No Caller ID” or “Blocked Caller ID” to enter a number that will be presented as their Caller ID.
- **Listen Live:** Allows you to listen in on a selected extension, but not speak.
- **Live Person Answering:** Set up a telephone number to ring a specific extension or a Ring Group—sequentially or simultaneously. This option enables your company to use a live person to answer the caller instead of an Auto Attendant.
- **Multicast Paging:** A device feature that allows announcements through the loudspeakers of a group of phones or extensions. Note: phone specific; check per brand or model.
- **No Answer Call Forwarding:** Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
- **Office Intercom:** Dial another user’s extension and activate their phone speaker to make an announcement. Note: phone specific; check per brand or model.
- **One Button Redial:** A device or softphone feature that redials the last number dialed by the extension user. *Note: not all phones support this feature.*
- **1-6 Digit Extension Dialing:** Hosted PBX extensions can consist of 1-6 digits.
- **Outbound Dialing Rules:** Configure which types of outbound calls users can make.
- **Outgoing Call Blocking:** Prevent calls to specific numbers or services (e.g. a 1-900 number).
- **Premium Call Recording:** Record incoming and outgoing calls either by default or on demand. Choose which extensions get recorded automatically, which ones can use on demand, and which ones don’t get recorded at all from your company portal. You can also see, search, listen to and download all call recordings generated from a single screen. By default, we store recordings for 90 days; you also have the ability to offload files to an SFTP server.
- **Ring Groups:** Enable multiple extensions to be joined as a group, and then route calls sequentially or simultaneously to that group.



## Hosted PBX & VoIP (cont)

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### Call Management (cont)

- **Shared Virtual Call Paths:** Virtual Call Paths deliver calls to and from the PSTN to either hosted endpoints or SIP Trunks. They are shared by all endpoints on a Hosted PBX, regardless of location. Customers can purchase any number of call paths to suit their needs and are limited only by budget constraints and bandwidth consumption (typically 80 Kbps per call).
- **Speed Dial:** A device or softphone feature that automates the dialing of a predetermined phone number.
- **Unattended Transfer:** Transfer a call to another extension, group or phone number without announcing the party being transferred.
- **Voicemail:** Associate a voice mailbox with an extension or use an announce-only voice mailbox to provide customers with a prerecorded message when they choose an option through an Auto Attendant or extension.
- **Voicemail Box Monitoring:** See when a voicemail message is left in up to three other voicemail boxes from your desk phone.
- **Visual Voicemail:** After a voicemail is received, the Hosted PBX will send an email to any valid email account or alias that you enter into your company portal. The message will include the date and

time of the call, the duration, Caller ID (if provided), the mailbox number and an attached WAV file that can be played on your PC or mobile device. You can also set up auto-delete for voicemail messages after a configurable time, or as soon they are emailed.

- **Voicemail to Text:** Don't have a smartphone or tablet capable of playing WAV files? Enter an SMS address in your company portal and the Hosted PBX will send a shorter text message to your device. *Note: Third-party text messaging rates may apply.*

### Music on Hold

- **Commercials on Hold (by Phone Number):** You may upload multiple On Hold commercials to your Hosted PBX, and playback can be based on location or queue.
- **Music on Hold (Custom or Default):** You have the choice to upload custom music files, or use our default music to be played while

***Our award-winning UCaaS platform enhances communication and collaboration across every aspect of your business.***

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## Hosted PBX & VoIP (cont)

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### Origination and Termination

- **Domestic Origination:** Our platform provides local phone numbers or DIDs in most areas in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice and flexibility of Voice over IP (VoIP).
- **Domestic Terminations:** We provide competitive outbound call packages ranging from pay-as-you-go and prepaid minutes, to unlimited usage plans. Our per-minute rate is competitive, and our quality and reliability is uncompromising.
- **E911 Support:** Every location and phone number where you utilize a device or softphone must have an associated E911 entry in the Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible for updating this information with us if you move any device to a new location per our Terms of Service.
- **Endpoint Templates:** We provide the ability to create, configure, and distribute phone program templates that can be used with our auto-provisioning servers. This feature streamlines the process of adding new phone models/vendors to our platform. The templates can contain button programming, phone feature access, custom branding logos, & more.

- **International Termination:** We offer competitive international rates, which are available via our website and upon request.
- **Shared Line Appearance:** The ability to emulate a “Key System” where each phone can have predefined line keys that represent a specific phone line. Calls are delivered to the line and all phones with that line key. Any phone can pick up the call and all others will see that it is in use. Calls cannot be transferred from that line, but can be put on hold or announced and picked up on the same phone or any other phone bearing the same line key. *Note: this is essentially a “party line” with no privacy.*
- **Toll Free Numbers:** Utilize one or multiple toll-free numbers which may be routed to a specific outside DID, Auto Attendant, group or queue.

### Reporting

- **Accounting and Billing Reports:** Detailed information about accounts receivable, invoices, and revenue can be viewed for all customers or per individual customer.
- **Activity Reports:** Activity reports provide graphs of call traffic and virtual path usage for all call types that occurred during the past 90 days.
- **Call Center Reports:** Detailed reports can be viewed for activity and performance statistics per agent or per queue. Reports include information such as answered and abandoned calls, and incoming calls per DID.

## Hosted PBX & VoIP (cont)

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### Reporting (cont)

- **Call Detail Records:** Real-time call logging is available within the portal. Information displayed includes call origin, destination, duration, date and time and call type (International, On-Net, etc.).
- **Call Traffic by Extension:** Track the number of calls by individual extensions.
- **Call Volume Graphs:** Histograms graphically display calling patterns and trends.

### Virtual Auto Attendants

- **Multiple Top-level Auto Attendants:** Allows separate telephone numbers to be routed to unique Top-Level Auto Attendants. Each Auto Attendant is individually configurable.
- **Sub-level Auto Attendants:** Sub-Level Auto Attendants are often used for different departments within an organization. For example, you may have a main Auto Attendant for your company, plus Sub-Level Auto Attendants for Sales, Support, etc.
- **Top-level Auto Attendants (Always On or Time-based):** Allows callers to select menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or multiple levels of additional auto attendants.

## Utility VoIP UC Client

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Utility VoIP UC is a comprehensive Unified Communications solution with a built-in browser-based softphone, fully integrated mobile app. UC keeps employees connected and productive whether onsite, remote, or on-the-go, with calling, voicemail, presence, chat, video, meetings & collaboration. Features include:

- **Call History:** See all of your call history (incoming/outgoing/missed) from a single, actionable screen. You can search, filter, sort and even initiate calls. For non-recognized contacts ability to Create new contact or add to existing.
- **Call Recording:** You can record all of your calls, some of them or even parts of calls (if purchased). On-demand Call Recording can be activated, paused, and even resumed during a call with a click of a single button. All of your initiated and downloaded from a single screen in the UC Client.
- **Calling:** Users can make calls from anywhere without the need for a desk phone. With only a headset and a computer, you can have all of the convenience of your office phone right at your fingertips no matter where you are. Ability to redial, perform 3-way call, mute, hold. Ability to perform Attended & Unattended transfers.
- **Chat:** Chat & send images/files/videos with your colleagues (one to one or group) with a single click. Incoming chat notifications are handled through persistent, browser-based alerts.



## Utility VoIP UC (cont)

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- **Enterprise Contacts:** Getting a colleague's contact details no longer requires opening a separate corporate directory. All of your enterprise contacts are automatically pulled into UC. Ability to add Personal contacts as well.
- **Meetings:** Collaborate face to face, share screens, and chat with colleagues from any location with just your computer, a browser, and a headset.
- **Visual Voicemail:** See all of your voicemail messages on a single screen with information like the date, duration, caller ID and an attached sound file that can be played. You can filter, call back and even delete messages from this screen. Voicemail transcription is also available if purchased.
- **Zero Configuration:** There's no need for complex setup and configuration or a long wait for phones to arrive. Start communicating immediately with only a browser and a headset.
- **Presence:** You can view an enterprise contact's presence if they are logged into UC or not. See presence if they are on a UC call or in a meeting as host.
- **Notifications:** Receive in-app or browser notifications for Incoming & missed calls, Meeting & Message invites, Chat/SMS messages & voicemails. Browser tab notifications indicate the number of new message calls, voicemails & chat/SMS messages.
- **Extension Settings:** Set, enable & disable your extension settings such as Do Not Disturb, Call Forward Always & Find Me.

## Utility VoIP Mobile Application

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With Utility VoIP UC's fully integrated mobile application, the mobile phone becomes the mobile office. Utilize features like office extension, extension-to-extension dialing, caller ID, and more to increase employee productivity whether working from home, at the office or on the go. The Mobile App includes many of UC's most popular and convenient features, with new and additional features and functionality being added every month. Mobile app features include:

- **Calling:** Make & take calls directly from the mobile app. Perform 3-way calling, call waiting, attended & unattended transfer, hold and mute.
- **Call History:** See all of your call history (incoming/outgoing/missed) from a single screen with the ability to directly callback.
- **Call Recording:** You can record all of your calls, some of them, or even parts of calls as needed with the mobile app (if purchased). On demand Call Recording can be activated, paused, and even resumed during a call with a click of a single button.
- **Conference Calls:** Join conference calls with the click of a button. See the active conference lines you own and have access to as well as join without the need to remember numbers, access codes, and passwords.

## Utility VoIP Mobile Application (cont)

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- **Enterprise Contacts:** Getting a colleague's contact details no longer requires opening a separate corporate directory. All of your enterprise contacts are automatically pulled into the mobile app.
- **Mobile Office Extensions:** IP desk phone features such as Auto Attendant, Unified Mailbox, and Find Me are seamlessly integrated into mobile workers' laptops and smartphones.
- **Visual Voicemail with Voice to Text:** See all of your voicemail messages on a single screen with information like the date, duration, caller ID and an attached sound file that can be played. You can filter and even delete messages from this screen. If voicemail transcription is enabled, you will receive an automated transcription of the message so that you can determine if it is important or something to address at a later time.
- **Settings:** Enable & disable Do Not Disturb, Call Forward Always, select a ringtone to distinguish a Utility VoIP call from a native one and select how you want to receive inbound calls.

## Utility VoIP SMS

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Text messaging has become an essential communication channel for the modern workforce and consumers. Customers are choosing to interact with businesses via text — but often employees respond to those texts with their personal mobile number. With SMS, employees can quickly and easily connect with customers via text from a business number that protects their personal information and enhances professionalism for the business.

Features include:

- **Send/Receive SMS/MMS:** With SMS, you can send 1-to-1 or group SMS messages (text) or MMS (images/video/documents) to customers and colleagues through UC via your business phone number.
- **List View:** All of your messages are displayed in a descending list format, with their most recent messages at the top, along with message previews and bold/unbolded text for unread/read messages.
- **Detailed Message View:** Individual messages are displayed with timestamps, message history, participant lists and new message line indicators, so you always know when you left off.
- **Contact Matching:** Phone numbers displayed in UC are automatically replaced with known contact names within SMS conversations.

## Utility VoIP SMS (cont)

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- Create New/Add to Existing Contact from within a Conversation: Unrecognized numbers in an SMS conversation can be quickly added to a user's contact list, or added to an existing contact.
- **Delivery/Failed Delivery Receipts:** SMS indicates whether a message was successfully delivered or not.
- **Name 1-to-1 / Group Conversations:** For easy identification, users can label their 1-to-1 or group conversations within UC.
- **Message Notifications:** Users are notified as messages come in via notifications on their browser and within the the UC Client interface, and with unread message count badges within the List View.
- **Search Capabilities:** Messages can be searched by name, phone number, or conversation title.
- **Leave a Conversation:** Users can choose to opt-out of a conversation at any time by leaving the conversation. If a conversation is left and a participant responds, the full message history is still preserved.
- **Mute a Conversation:** When a conversation is muted, there will be no desktop or window notifications or sounds. Only badge counts will display.
- **Click-to-Dial Within Messages:** Users can start a voice call with the participants of a conversation within the SMS message screen.

## Utility VoIP Voice-to-Text

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The Utility VoIP Voice-to-Text solution uses Artificial Intelligence (AI) to instantly transcribe messages in a user's voice mailbox. It then delivers those transcriptions to a user's preferred devices via email, SMS, or the UC & Mobile — delivering the flexibility and efficiency that employees have increasingly come to expect from their communications solutions.

- **Voicemail Transcription:** If enabled, you will receive an automated transcription of the message so that you can determine if it is important or something to address at a later time.

***Utility VoIP Contact Center (CC) allows businesses to provide extraordinary customer experiences via voice, live chat, SMS (text), or email.***

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## Utility VoIP SIP Trunking

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A Session Initiation Protocol (SIP) Trunking solution is a virtual phone line that utilizes a Broadband connection for access, offering up to 40% savings over traditional telephone lines. SIP Trunking enables the ability to plan for peak concurrent call utilization across the enterprise versus on a per-location basis, delivers immediate cost savings and provides a flexible and scalable business communications solution. Features include:

- **Enhanced SIP Trunking:** An enhanced SIP trunk delivers calls to the premise equipment and acts like a CO line. If the SIP endpoint is offline or cannot be contacted by our system, the system provides an alternate predefined route for incoming calls. Examples are: routing calls to an Auto Attendant, other SIP trunks (at other locations), voicemail or a Find-Me Follow-Me sequence. This disaster recovery feature is extremely powerful and flexible.
- **Standard SIP Trunking:** A standard SIP trunk also delivers calls to the premise equipment and acts like a CO line. If the SIP endpoint is offline or cannot be contacted by our system, the system issues busy signals to the incoming callers.

## Utility VoIP's Contact Center as a Service (CCaaS) Offerings

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### Utility VoIP Contact Center

The Utility VoIP Contact Center (UVCC) solution is an evolution of traditional call center functionalities and tools. Now, businesses can provide exceptional customer experiences by offering the digital communication options that are rapidly growing in use and favor: Live chat, SMS (text), email and social media. Regardless of industry or business size, Contact Center is valuable for improving customer engagement at any stage of the customer relationship or buying process. Features include:

- **Agent Console:** Agents have access to call controls, reason codes, call history, call recording controls, scripting, supervisor escalation, survey tools, and screen customization options.
- **ACD (Automatic Call Distribution) Routing Feature Set:**
  - **Agents:** Agents receive incoming calls from a queue. To receive queued calls, they must first be set up as an agent, then assigned to one or more queues.
  - **Pause and Unpause:** Ability for a call center agent to pause calls from ringing their phone while they complete a task or take a break.

## Contact Center (cont)

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### Utility VoIP Contact Center Automatic Call Distribution Routing Features (cont)

- **Queues:** If available agents are busy or unavailable, calls can be routed to an intelligent call queue. You can prioritize calls by value, request urgency, or customizable rules.
- **Reason Codes:** If an Agent needs to stop receiving calls temporarily, but does not want to log out of the queue, the agent can pause their incoming queue calls and provide a Reason Code to indicate why.
- **Tally Codes:** When an agent receives a queued call and needs to assign it to a specific category for billing or other purposes, he/she can provide a Tally Code to indicate the nature of the call.
- **Zero Out:** Allows a caller to leave the queue by pressing "0" to choose other call routing options, such as voicemail.
- **Call Back In Queue:** The call center can put customers in a queue without forcing them to stay on the line. It will automatically dial them back once the appropriate agent is free.
- **Call Routing:** Calls can be routed to any free agent, by team/queue, or by skill-based routing, ensuring that calls are sent to the agent with the most relevant experience.
- **Omni-channel Communications:** Agents and customers can communicate via voice calls, live web chat, email or SMS/MMS without having to leave their agent console or use multiple proprietary applications.
- **Reporting:** Supervisors have access to more than 50 canned reports including queue performance (by day, week, month and queue), agent performance (by day, week, month, and queue), media performance (i.e. voice, chat, text and email), IVR details including calls by hour and by number, and survey details including results by agent, question, or summary. Supervisors also have the ability to generate custom reports as needed.
- **Screen Pops:** Relevant data collected from the customer during an IVR interaction as well as historical contact and account data pulled from the database can be delivered to the agent via screenpops, giving them quicker access to data that will assist with the customer interaction and call resolution.
- **Supervisor Console:** Supervisors have the ability to listen in, whisper coach, barge-in, intercept/answer inbound agent calls, accept escalations, view/change agent status, monitor and manage the queue, enable alternate routing, set up and manage skill-based routing, view the call center dashboard and build, generate, and view reports. Supervisors also have access to call recording and workforce management / optimization features.

## Contact Center (cont)

### Utility VoIP Contact Center (cont)

- **Third-Party & Custom Database**

**Integration:** Customer account and previous interaction information can be pulled from CRM systems as well as databases, whether they're custom built or third-party. Contact Center can be integrated with them to deliver relevant data to customers and agents to improve customer engagement.

- **Workforce Management (WFM – see also separate WFM Feature section):**

Gives supervisors scheduling, forecasting and adherence capabilities built into Contact Center.

With WFM, supervisors can perform administrative duties such as agent scheduling, call forecasting, real-time agent schedule adherence, PTO management, as well as manage multiple locations, shifts and pay periods.

- **Inbound IVR:** The IVR can automatically collect important data from the customer about the nature of their inquiry, their personal information, and account details which can be delivered to the agent as the call is connected. Customers can also perform basic account inquiries and some self-service actions (e.g. bill payment, order status, tracking and account balance) with the IVR.

- **Outbound IVR:** Organizations can perform basic outreach to customers without the need for a live agent to staff the campaign. Appointment confirmation, payment reminders, automated surveys and proactive information delivery can be handled by the outbound IVR.

### Utility VoIP Interactive Voice Response

Interactive Voice Response (IVR) enables automated inbound and outbound messaging to customers in your database. With IVR, businesses can streamline critical but time-consuming tasks like appointment reminders and satisfaction surveys, and provide customers with 24/7 phone-based self-service support.

Features include:

- **Inbound IVR:** Enables a caller to use their touch-tone phone to interact with a database and obtain self-service information on-demand.

- **Call Flow:** Allows callers to navigate through a call flow application using their phone, with the option to zero out to an agent.

- **PBX Integration:** IVR uses SIP trunks to connect from the cloud to any PBX/PSTN connection that supports SIP trunking. There are three (3) ways to deploy an IVR application:

1. As a standalone system connected to the PSTN using a dedicated DID or toll-free number without any PBX at all (i.e. surveys, appointment reminders, etc.)
2. Connected to Utility VoIP directly through the platform
3. Connected to any third-party PBX that supports SIP trunking



## Utility VoIP Interactive Voice Response (cont)

- **Database Integration:** Integrate into any database platform that supports industry-standard web services style API (Application Programming Interface). These include:
  - HTTP(S) GET/PUT
  - SOAP/XML (WSDL)
  - REST API
- **Outbound IVR:** Allows the user to broadcast messages, via voice, SMS, or email to a set group of customers that can be uploaded to the IVR platform.
- **TTS (Text To Speech):** TTS uses the computer voice instead of a recorded prompt. IVR enables the business to record their own prompts specific to their unique needs or application of IVR. TTS should only be used for prompts that are variable in nature (i.e. names, addresses, etc.). Normal prompts (i.e. dates, times, money, etc.) should be recorded by a human voice to create a better caller experience.

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## Contact Center (cont)

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### Utility VoIP Workforce Management (WFM)

Utility VoIP Contact Center Workforce Management (WFM) adds built-in scheduling, forecasting, and adherence tools to Contact Center, allowing businesses to exceed their performance goals and guarantee accountability with onsite and remote agents. WFM capabilities lead to higher-performing agents, happier customers, reduced operational costs, and allow managers to focus on what matters: making informed, data-driven staffing decisions and providing real-time coaching and support to their teams. Features include:

- **Advanced Agent Scheduling:** Schedules are readily accessible directly within Contact Center, simplifying the management process from beginning to end.
- **Fast Scheduler:** Managers can copy, paste and insert common schedules directly into WFM.
- **Multi-Location Support:** Managers can oversee employee schedules across multiple locations within the WFM module.
- **Multi-Shift Support:** Managers can enter a variety of shift types into Contact Center, ensuring their agents' schedules are easily represented.

- **PTO Management:** PTO requests can be submitted, reviewed and approved, directly within WFM.
- **User-defined Task/Schedule Types:** Employees can personalize their schedules to reflect their specific needs and availability.
- **Adherence Tracking:** Managers can track employees' adherence to performance goals and Service Level Agreements, giving a clear picture of the team's effectiveness.
- **Time Management Tracking:** WFM delivers to-the-minute reporting on employees' time management, ensuring productivity is maintained throughout the day.
- **Adherence Dashboard:** Activity is tracked by the minute and shift, giving managers a complete picture of their team's performance and availability.
- **Historical Reporting:** A team member's performance can be compared to historical records and Service Level Agreements to assist in setting goals.
- **Fast Forecasting:** With WFM, managers can quickly predict incoming demand and allocate resources accordingly, ensuring a seamless experience for the customer.

## Utility VoIP's API & Integrated Solutions

As the average number of software programs used in the modern office environment continues to increase, so does the need for these separate applications to work with one another in a seamless and efficient manner. Utility VoIP addresses this by integrating with the platforms and programs employees rely on every day to do their jobs. Integrations include:

- **API Suite:** We provide an application programming framework to allow other parties to obtain and pass information to our platform from other programs or systems. Some of the capabilities will include, but are not limited to: Presence and Click-to-Dial, Call Control and Status, & Call Logging.
- **Hosted Fax:** Allows you to send faxes from your computer, which can then be received via email or routed to a physical fax device. This feature provides immediate access to faxes—anywhere, anytime and from any device.
- **Microsoft Outlook Plugin:** Optionally installed with Outlook 2010 and 2013, this provides users with the following features: Click-to-Dial, Screen Pops and Call Logging.
- **Microsoft Teams Integration**
- **Salesforce.com Plugin:** An installable plugin for users of Salesforce.com supporting Click-to-Dial, Screen Pops and Call Logging.
- **Screen Pops:** A small pop-up window that displays inbound Caller ID information on the user's screen.