

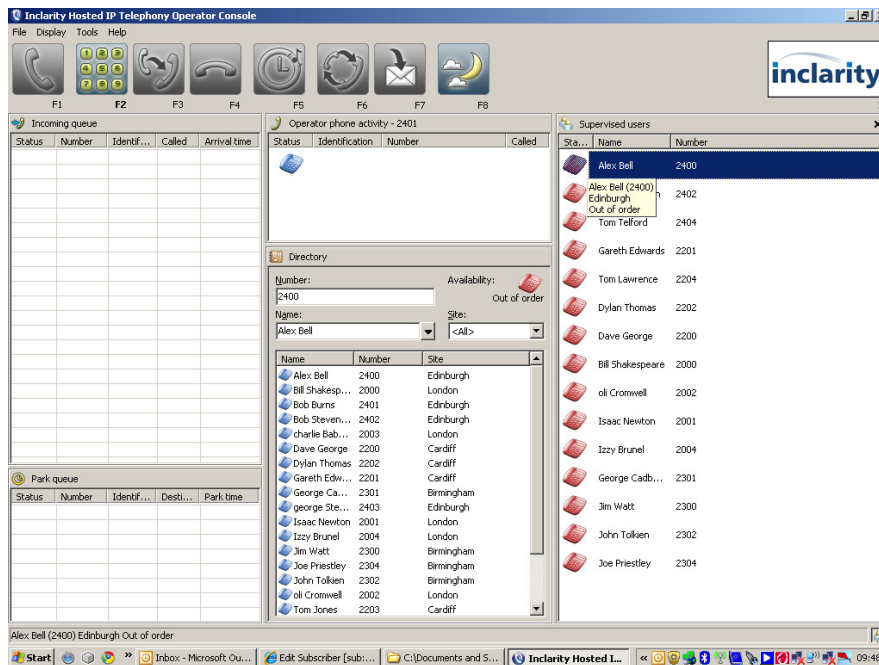
Hosted Telephony Advanced features

As well as the standard features, Inclarity offers a range of advanced features to enhance your solution

The advanced features listed below are priced individually and delivered in addition to the standard subscriber package.

Operator Console

The Operator Console is a software application that allows quick and efficient handling of calls. Calls are placed into a queue from which multiple operators may retrieve selected calls, place these calls on hold or transfer where necessary.



Features include:

- Call status warning/notification
- Visual status of extensions
- Configurable date and time open periods (SMT)
- Out of hours routing configuration (SMT)
- Locally held quick dial list
- Site directory
- Call pickup functionality

Fax2email

The user can receive facsimile messages via their Email address. Each user is allocated a fax number and receives the faxes as either TIFF (Tagged Image File Format) or PDF files.

Hunt Group

Hunt Group call flow allows incoming calls to be routed to a group of defined handsets. The calls received into the group can be distributed using a number of methods, including Fixed, Cyclic, Random, Longest Idle and Parallel.

Ringling with time control allows the system administrator to define the length of time each extension will ring within the hunt group. Queuing and global timeouts allow control of the total time callers will remain in the queue before being forwarded to an alternative number or voicemail.

Hunt groups may be configured with their own voicemail box with email notification of voicemails and retrieval through the Phone Manager or via remote access dial in.

The hunt group plays music while the users wait for their call to be answered. The customer can choose the music file from our predetermined list, or alternatively record the music and we will add the file to their solution.

There is an option to have web-based real time reporting on the call flows and includes average time to answer (TTA), call abandon rates (ASR) and staff productivity.

IVR

This feature allows incoming calls to a number to have DTMF routing based on options given to the caller via an automated message (Auto Attendant). Dialing to a known extension is also available with this feature.

Call Recording

The Call Recording solution can record all PSTN incoming and outgoing calls, as well as all inter site calls. Inclarity stores recorded calls for a maximum of 30 days. Administrators are able to download and email individual calls (.wav), and may batch download calls using the Call Archiver tool. The application has an easy to use web administration GUI to formulate searches and arrange for call playback (via proprietary media player).

Softphone

The IP Softphone is a software client which is loaded onto a PC or laptop. This then allows the user to make and receive calls (a suitable PC Soundcard and headset/microphone combination are required, preferably USB). The Softphone has the same basic functionality as standard IP phones, however it uses the short codes to access these features.

Multi-Terminal

Inclarity users may have a number of terminals (Handsets/Softphone) that access the features and functionality of their account / primary terminal (e.g. work phone, home office phone, softphone). Users are able to toggle between terminals on the Phone Manager, so that the most appropriate terminal is working at the right time.

Personal Conference Bridge

Each user may have a personal conference bridge available to them which will support up to 20 participants. All calls into the Conference bridge from Inclarity users are free. It is available on demand and requires no special setup, however all users are required to input a predefined PIN.