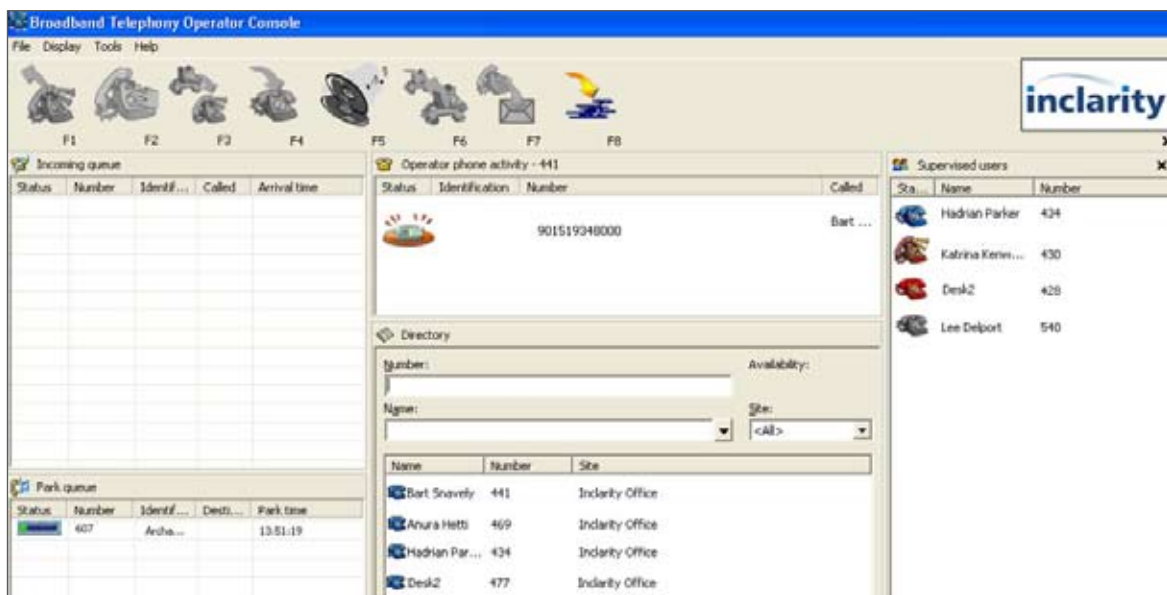


# Hosted VoIP advanced features

As well as the standard features, Inclarity offers a range of advanced features to enhance our 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 based application that allows quick and efficient handling of calls. The service is operated from multiple operator telephone sets with auto-answer facilities. Calls are placed in queues and allow the operators to retrieve the calls in this queue, answer it and transfer it where necessary.

- The console offers several other facilities such as supervising a limited number of handsets (maximum of 250)
- Multiple operators - a maximum of 5 operators can login and manage the call queue
- A local quick dial list
- Quick access to site extensions and corporate directories
- Day and night mode
- Call status warning/notification
- Visual status of extensions
- Configurable time/date out of hours control
- Out of hours routing to alternate number

The Inclarity logo consists of a stylized blue and grey swoosh above the word 'inclarity' in a bold, lowercase, sans-serif font.

The Hosted VoIP logo features the words 'Hosted' and 'VoIP' stacked vertically in a bold, white, sans-serif font, set against a solid yellow square background.

### **Fax2email**

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

### **Hunt Groups/Call Flow**

Hunt Groups/Call Flow allow incoming calls to be routed to alternate telephones, which could be allocated into an office or department group. The calls can be distributed via the following methods: Fixed, Cyclic, Random, Longest Idle and Parallel. Ringing with time control allows the end user to define the length of time each extension will ring within the hunt group. Queuing and global timeouts allow control of the total time users will remain in the queue before being forwarded to an alternative number or voicemail. Hunt groups are configured with their own voicemail mailbox with email notifications of voicemails and retrieval through the Phone Manager or via the 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 to their platform.

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

### **IVR**

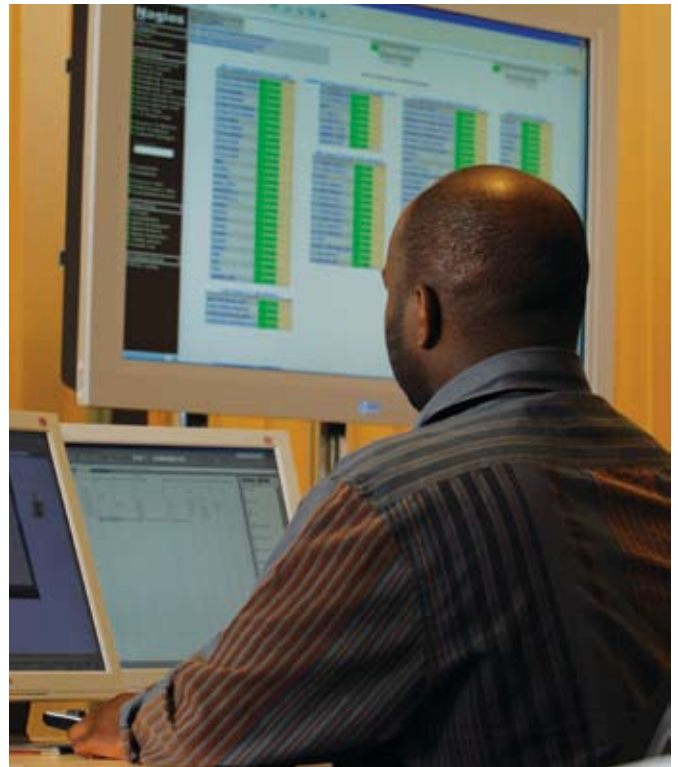
This feature allows incoming calls to the main number to have the option to dial to the relevant departments according to the options given to them via the automated message. DDI dialing to the known extension is also available with this feature.

### **Call Recording**

Inclarity's hosted call recording solution can record all PSTN incoming and outgoing calls, as well as all inter site calls. There are a number of different recording profiles which allow calls to be recorded on demand, all the time or because of specified criteria. The feature has an easy to use client GUI to manage users, call recording and call playback.

### **Softphone**

The softphone is a software client which is uploaded onto the PC or laptop of the user which allows the user to log into the client to make and receive calls. The softphone has the same functionality as the normal IP phones, however it uses the short codes to access these features. The softphone allows the user to make and receive calls using their usual telephone number, from anywhere in the world. The softphone is best used in conjunction with a recommended USB headset.



### **Multi – Terminal**

Inclarity users can have a number of terminals that all hold the features and functionality of their primary terminal (e.g. work phone, home office phone, softphone). Users are able to toggle between terminals on the Phone Manager.

### **Personal Conference Bridge**

Each user can have a personal conference bridge with a personal PIN number which will support up to 15 participants. All calls into the bridge from Inclarity users are free. It is available on demand and requires no special setup.