

# nCloud Connect PBX SEAT PACKAGES

## UNIFY



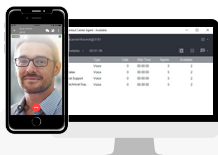
- Call Path
- ANI Screener
- Advanced Call Forwarding
- Call Statistics
  - Call Direction
  - Ring Group
  - Auto Attendant
  - Call Status
  - Call History
- Scheduled Reporting
- Directed Call Pickup
- Forward Call on Reject
- Web Management Portal
- Automatic Forwarding
- Unified Messaging
- Hoteling
- Ad Hoc Call Recording
- Personal Auto Attendant
- Enhanced Call Queues
- Bria Business SMS\*
- Mobile App \*
  - Softphone
  - Instant Messaging
  - File Share
  - Presence

## CCL UNIFY



- **Includes all unify features plus:**
- Ad-Hoc On Demand Call Recording
  - 10Gb of storage including
- Unlimited Queues
- Custom Welcome Break in/Goodbye Audio
- Call Portal
  - Queue Call
- Distro Strategies: round robin, longest idle, most/least talk, most calls, random, ring
- Supervisor Features
  - Monitoring:
    - Coaching
    - Listen
    - Barge
    - Agent & Queue Live Monitor
  - Reporting:
    - Queue Traffic
    - Agent Statistics
- Free Supervisor included
- Bria Business SMS\*
- Mobile App\*
  - Softphone
  - Instant Messaging
  - File Share
  - Presence

## CCEUNIFY



- Spark AI
  - Audio, voicemail & Video Transcription
- Admin Portal
- Agent Desktop & Web Application
- Call Recording with offload feature
- Chat Channel Queues
- Custom Agent Status
- Customizable IVR
- Dynamic Notification
- \*Email Channel Queues
- \*SMS Channel Queues
- Emergency Queue Bulletins
- Evaluator
- Geo-Routing
- Priority Routing
- Weighted Queue Priority
- Inbound/Outbound Voice Channel Queues
- Outbound Dialer
- Position in Queue & Estimated Wait Times Messages
- Post-Call Surveys
- Custom Welcome Break in/Goodbye Audio
- Queued Callback & Queued Voicemail
- Real-Time Dashboards-Agent & Queue Activity
- Schedule Manager
- Scheduled & Custom Reports
- Screen Recording
- Supervisor Functions (listen, whisper, barge)
- Text-to-Speech

## Included System Features

- 3 Way Calling
- Call Transfer
- Message Notification
- Audit Trail
- Paging
- Time Based Greetings
- Caller ID
- Ring and Hunt Groups
- Dial by Name Directory
- Speed Dial with Presence
- Call Hold
- Do Not Disturb
- Station to Station Dialing
- Call Park
- Automated Attendant
- Audio Library
- Call Waiting
- Music on Hold
- Break In Audio Messages
- Intercom (phone to phone)
- Busy Lamp Field

## \*Add-On Features

- Business Conferencing
- Contact Center Solutions
- Bria Enterprise
- Bria ConnectSMS
- Connect2teams
- Business Desktop Faxing
- System Call Recording