

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

- **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**
- **Parktrieve**
- **Picktrieve**
- **Call Disposition and Reason**
- **Hotdesking**
- **Intercom**
- **Mid-Call Recording Redaction**
- **Music on Hold(MOH)**
- **Multi-Language IVR**
- **Presence**
- **Time frames**
- **Conferencing (Owned Bridge)**
 - Leader Login
 - Leader PIN
 - Participant PIN
 - Require Leader to start
 - Begin and End Time
 - Max # of Participants
 - Save Participants
 - Announce Participants
 - Arrive/Depart Tones
- **Voicemail**
 - Voicemail to Email
 - Voicemail Distribution List (Deep Copy)
- **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 (Apple SSO etc.)**
- **Multi-Factor Authentication (MFA)**
- **Group Chat**
- **MMS** – share media files through MMS supported numbers

User

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

Monitoring

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

NetSapiens Features

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

Sites

- **Customization** - allow customization of a site for each user and queue.
- **Filtering and reporting** - on sites as well as previously supported departments
- **Site Manager Scope**

Device Related

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

NetSapiens Features

- **Inventory**
- **Inventory import – via portal and Admin UI**
- **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**
- **SNAPbuilder**
- **Queue Status Monitored BLF**
- **Day/Night Mode Monitored BLF**

Security

- **Portal Security**
 - Secure Passwords
 - Forced Password Reset
 - Password Set/Reset via email
 - reCAPTCHA
 - v2
 - Invisible
 - Masquerade
 - User Welcome Emails
- **Transport Layer Security**
- **Dictionary Attack Prevention for Phone Provisioning Files(S.A.F.E)**
- **Dial Permissions**
- **User Limits**
- **Reject Log**
- **Alarms**
- **Authorization Codes**
- **Call Limits**
- **SRTP Audio Encryption**
- **STIR/SHAKEN support**

Phone Number Related

- **Phone Number Inventory**
 - Timed Enable/Disable
 - Localization
 - Enable Language on DID
- **Alternate Numbers**
- **Allowed Numbers**
- **Anonymous Call Rejection**
- **Blocked Numbers**
- **Calling Line ID Blocking**
- **Configurable Call ID**
- **Direct Inward Dialing**
- **Normalization of Numbers**
- **Privacy**

SNAPped In

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

Unified Communications

- **HD Audio**
- **WebRTC**
 - Video Conference
 - Chat
 - SMS
- **Softphone (SNAPmobile Web)**
 - Incl 3-way calling.
- **Mobile Application (SNAPmobile)**
- **SNAP .HD**
 - Scheduling
 - Increased capacity
 - Active Speaker
 - Recording

Voice Services

- **Text to Speech**
- **Speech to Text** for dynamic voice driven IVRs and interactive menus

API's

Various options including Create, Count, read, update, delete etc...

Reseller	Domain
Subscriber	Device
Connection	Message
Agent	Agent Log
Answer Rule	Audio
CDR2	CDR Export
CDR Schedule	Call
Call center Stats	Call Queue
Call Queue Stats	Call Request
Caller ID Emergency	Call Queue Email Report
Chart	Conference
Conference Participant	Conference Record
Contact	Dashboard
Default	Department
Device Model	Device Profile
Dial Plan	Dial Policy
Dial Rule	Image
MAC	Meeting
Message Session	NDP Server
Permission	Phone Config
Phone Number	Presence
Queued	Quota
Recording	Route
SMS Number	Server Info
SFU	Site
Sites	Subscription
Time Frame	Time Range
Turn	UC Inbox
UI Config	Upload