intellicom | intune

Telephony & Contact Centre editions

Feature List Brochure

Your Intelligent
Communications Partner

intellicom | intune
Feature List

Key Features	Description	Telephony License	Contact Centre License
Agent Login	Allowing Agents to login to announce to the System they are available for calls based on their defined skill sets		✓
API Module	Bi-Directional communication with 3rd party applications such as CRM and Payment systems to support Screen Pop and PCI complaint (pause / resume call recording)	*✓	*✓
Automated Attendant	Allows callers to be automatically transferred to a user's extension without the intervention of a receptionist. e.g. select 1 for sales, 2 for support...	✓	✓
Blacklists	A list of persons or organisations that have incurred disapproval or suspicion and are therefore penalised.	✓	✓
Blind Transfer	Ability to transfer a call to another extension without the need to wait for the other person to pick up.	✓	✓
Call Details Record	A log of all calls made including: source no., destination no., call duration, date, time etc.	✓	✓
Call Forward on Busy	Busy Calls are automatically forwarded to another extension or phone if the phone is busy	✓	✓
Call Forward on No Answer	Calls are automatically forwarded to another extension if not answered after a defined number of rings.	✓	✓
Call Monitoring	Allows a supervisor to listen in on a phone conversation.	✓	✓
Call Parking	Allows a call to be 'parked' on a virtual extension and then picked up by a third party by dialing in to that extension.	✓	✓
Call Queuing	Allows multiple calls to be placed in a queue and answered by the next available operator.		✓
Call Recording (Standard)	Recording of a phone conversation for later playback. Global or Granular settings	✓	✓
Call Recording (Advanced)	Recording of a phone conversation for later playback – including Full PCI Compliance and Long Term storage. Global or Granular settings	*✓	*✓
Call Retrieval	Page a person who can then pick up the call.	✓	✓
Call Routing	Directs the call to the correct extension based on a Direct In Dial (DID) number.	✓	✓
Call Snooping	Allows a supervisor to listen in on active calls across a group of phones.	✓	✓
Call Transfer	Transfer a call to another extension.	✓	✓
Call Waiting	Allows switching between two simultaneous calls.	✓	✓
Caller ID	Displays the callers phone number on the phones screen.	✓	✓
Caller ID Blocking	Block a call based on the callers phone number.	✓	✓

The Enablement of these features may require additional hardware and/or software and associated costs in addition to the core intellicom | intune system & user licenses.

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Call ID on Call Waiting	See the phone number of a second caller whilst talking to the first caller.	✓	✓
Calling Cards	Calling cards with credit on them to make calls by prepaying for these cards.	*✓	*✓
Conference Bridging	Create a conference call between multiple parties at multiple locations using different phone types. (External or Internal Numbers)	✓	✓
Database Store/Retrieval	Store call information in a database for later retrieval.	✓	✓
Database Integration	Access a database during a call to extract, write or update information	✓	✓
Dial by Name	Dial a customer by their name using the phones numeric keypad (using the same technique used when sending an SMS).	✓	✓
Direct Inward System Access	Dial into your PBX and gain dial tone from ringing back out. Used for reducing international and mobile call costs	✓	✓
Distinctive Ring	Different Rings based on caller ID or selection the caller makes whilst interacting with the auto attendant.	✓	✓
DUNDI	DUNDI is a peer-to-peer system for locating internet gateways to telephony services.	✓	✓
Do Not Disturb	Incoming calls are automatically routed to Voicemail, reception or alternate extension.	✓	✓
E000	Emergency Services Number	✓	✓
ENUM	Electronic Telephone Numbers Mapping.	✓	✓
Fax Transmit/Receive	Transmit and Receive Faxes	*✓	*✓
Flexible Extension Logic	The ability to design custom dial plans	✓	✓
Interactive Directory Listing	Allows inbound callers to lookup a persons extension by their name.	✓	✓
Interactive Voice Response (IVR)	Advanced system for call handling allows callers to navigate a menu system by dialing a number offered from a range of options. e.g. Please dial 1 for sales, 2 for admin...... Nested IVRs are also supported.	✓	✓
Local and Remote Call Agents	Staff can log onto the PABX from any phone using a login ID allowing them to make and take calls as if they were in their office.		✓
Multi-Channel	System Support for multiple communications types which can be presented to the agent as Virtual calls. Includes SMS, Email, Video, IM, Social Media.		*✓
Music on Hold	No external device is required. Ships with a reasonable selection of tracks.	✓	✓
Music on Transfer	Music plays when transferring calls between extensions	✓	✓
Not Ready Codes	Assignment of and Reporting on Customer defined 'Not Ready' codes & descriptions for Agent activity when going into a Not Ready state		✓
Predictive Dialer	Used by outbound call centers. Starts dialing a number based on statistical model of when it is expected that the next agent will be available.		*✓
Privacy Manager	If a remote callers ID is blocked, the Privacy Manager prompts the call to manually enter their phone number which can then be used to check against a blacklist or whitelist.	✓	✓

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Overhead Paging	Allows an overhead speaker to be 'dialed into' and an announcement made.	✔	✔
Protocol Conversion	Allows the interconnection of disparate phone networks: e.g. connect a Telstra call to a VoIP call.	✔	✔
Remote Call Pickup	Allows a call to be picked up at a remote location.	✔	✔
Remote Office Support	Ability to connect phones located in a remote office to the office PABX as local extensions.	✔	✔
Reporting (Standard)	Standard Call termination and User / Agent reports.	✔	✔
Reporting (Advanced)	Call and User / Agent advanced reports on all aspects of the contact centre and agent call distribution, answering and completion.		✔
Ring Groups	Incoming call distribution to a defined group of extensions supporting multiple ring strategies such as 'ring all', 'least recent', 'round robin' and others.	✔	✔
Open Settlement Protocol (OSP)	OSP provides a way for ISPs to support billing for voice and fax over IP services.	✔	✔
Roaming Extensions	Extensions that follow their owners.	✔	✔
Route by Caller ID	The ability to connect a call to a given extension, call queue or group of extensions based on the caller's phone number.	✔	✔
SMS Messaging	The ability to send and receive SMS messages with Intellicoms unique SMS application.	*✔	*✔
Social Media Integration	The ability to queue virtual calls from Social Media applications such as facebook and twitter and treat them in the same way as audio calls		*✔
SoftClient	PC (MS Windows), MAC and Smartphone (IOS and Android) telephony & UC application for Audio, Video calling, IM and other functions	✔	✔
Spell/Say	The ability to have the 'text' read or spelt to the caller. E.g. read out an email.	✔	✔
Streaming Media Access	Streaming Media is the rapid transmission of audio and video in packets over the internet.	✔	✔
Supervised Transfer	Announce the call to be transferred before completing the transfer. This gives the party being transferred to the option to accept or reject taking that call.	✔	✔
Talk Detection	Ability to detect when a person is talking. Useful for detection of answering machines.	✔	✔
Text-to-Speech	The ability to have the 'text' read to the caller	*✔	*✔
Three-Way Calling	Connect three people into a mini conference call	✔	✔
Time and Date	Have the time and date read to the caller	✔	✔
Transcoding	Convert between the different methods of compressing voice.	✔	✔
Trunking	Connect to the PSTN. E.g. connect a standard telephone line (analog or digital) to the PABX.	✔	✔

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VoIP Gateways	A network device that converts voice and fax calls, in real time, between PSTN and an IP network.	✓	✓
VoiceMail	If unavailable or busy the system will play your voicemail prompt allowing the caller to leave a message for you.	✓	✓

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Intellicom is part of the Microsoft Partner Network

Solutions Provider : Design & Development

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Microsoft Lync / Skype for Business Compatible Solution

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Desktop Applications are Citrix Compatible

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Telephony & Contact Centre editions are PCI DSS Compliant*