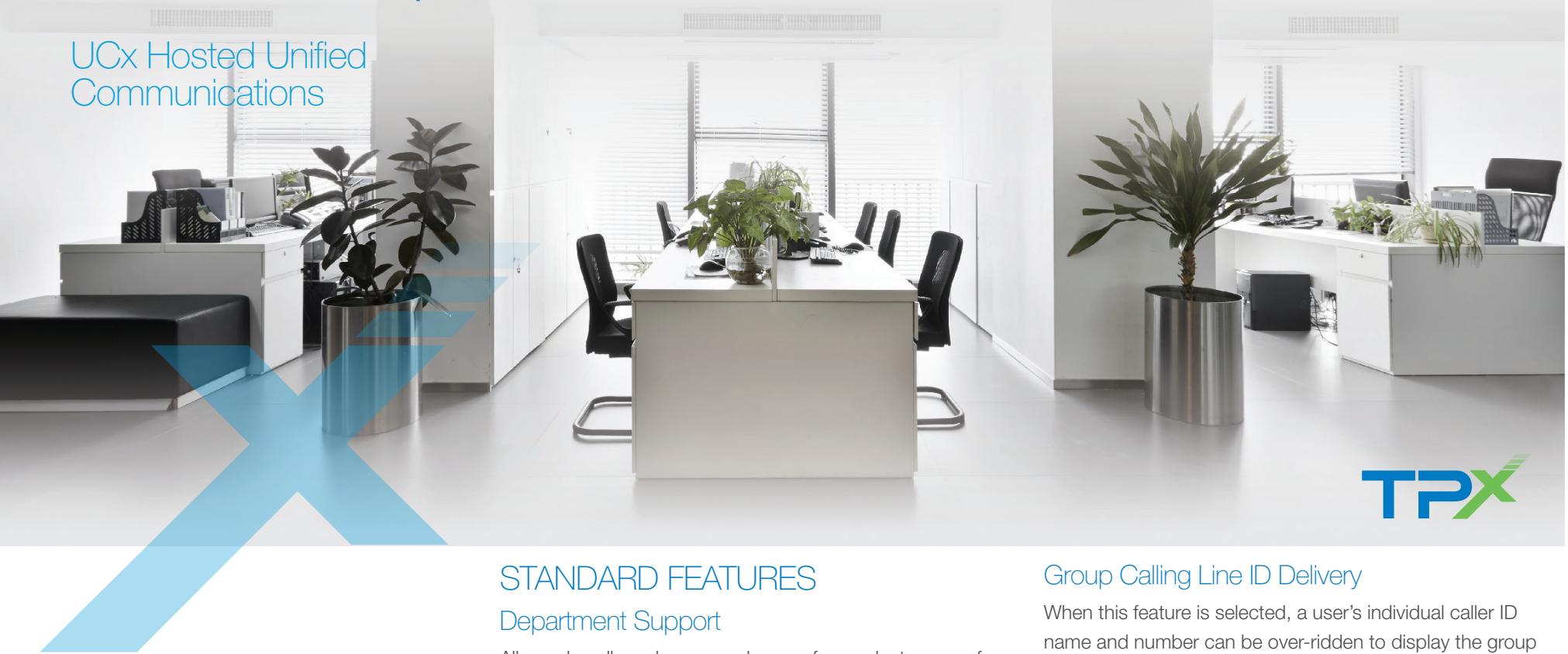


# UCx Group Features

UCx Hosted Unified Communications



Fine-tune your system to enhance the way you do business. With so many options, UCx can be reconfigured as you grow and evolve.

## STANDARD FEATURES

### Department Support

All user bundles, phones, and usage for a select group of users can be configured and billed as a "department."

### Extension Dialing

Extension dialing between users in a group may be configured using 2-6 digits.

### Incoming and Outgoing Calling Plan

Restrict incoming calls to a group or department, as well as the types of calls that users can make (such as international calls).

### Inventory Report

Generate a report on the resources used within the group. The report is sent via email as an attached CSV file.



### Group Calling Line ID Delivery

When this feature is selected, a user's individual caller ID name and number can be over-ridden to display the group name or department and/or number instead.

### Hunt Groups

Allows users within a specified sub-group to handle incoming calls received by either a specific phone number or extension. Hunt Groups can distribute calls according to Circular, Regular, Simultaneous, Uniform, or Weighted Call Distribution.

### Series Completion

Series Completion distributes incoming calls to a pre-defined group of users in a predefined order. Similar to the way a key system works, the series completion number must be a dedicated number without a user or device assigned to it.

## Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.

OK Apply Cancel

Voice Messaging:  On  Off

- Send All Calls to Voice Mail
- Send Busy Calls to Voice Mail
- Send Unanswered Calls to Voice Mail

When a message arrives...:

Use unified messaging:

- Use Phone Message Waiting Indicator

Additionally...:

- Notify me by e-mail of the new message at this address
- E-mail a carbon copy of the message to
- Transfer on '0' to Phone Number

OK Apply Cancel

## Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

OK Apply Add Cancel

Active	Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Call Forward Test	<input type="text"/>	5559		<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Emergency Alert	<input type="text"/>	5503	Demo Room (95639)	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Hunt Group 3	<input type="text"/>	5504	Demo Room (95639)	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Hunt Group 4	<input type="text"/>	5505	Demo Room (95639)	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Zero Out Hunt Group	<input type="text"/>	5502	Demo Room (95639)	<a href="#">Edit</a>

OK Apply Add Cancel

Our web portal empowers you to easily manage services and features for groups within your organization.

## Music on Hold

Upload audio or video files (WAV or MOV format) containing music or advertising to be played for callers on hold. Music On Hold can be enabled and selected separately for each Call Center.

## Schedules

Schedules are used in services such as Sequential Ring and Call Forwarding Selective to specify the time when the service action should take place during holidays and off hours.

## OPTIONAL FEATURES

### Account Codes

Prompts users to enter account codes for tracking outgoing calls. Account codes are included in billing reports.

### Authorization Codes

Allows users to make calls only after providing valid, pre-defined authorization codes. This does not override any restrictions set in the Outgoing Calling Plan of the user, department, or group.

### Auto Attendant

The Auto Attendant is an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

### Call Accounting

Call Accounting provides valuable information on how voice services are utilized by the enterprise, group, department, or call center.

Reports are sent by email to one or more designated contacts on a weekly basis.

## Call Center

Automatically process incoming calls received by a single phone number by distributing them to a group of users or agents. Call Center includes enhanced features such as agent log in and log out, call queuing, and overflow control. It also provides detailed statistical reporting to assess and improve Call Center performance.

## Call Pickup

Call Pickup allows a user to answer a call that is ringing at another extension within their call pickup group by dialing a feature access code.

## Intercept Group

The Intercept Group service blocks phone service to an entire group, while providing callers with informative announcements and/or alternate routing options.

## Instant Group Call

The Group Administrator creates multiple groups of users (which can include external users) and assigns a call number to each group. When the number is called, each member of the group is rung. As they answer, they are joined into a multi-way conference.

## Group Paging

Group Paging allows a user to page a predefined group of up to 1,000 users by dialing a phone number or extension assigned to that group.