

Features

Phone Numbers

1. Purchase local phone number
2. Purchase 800-number - Local Number or 800 Numbers
3. Port your number -

Call Tracking

1. Forward to any phone number
2. Record phone calls
3. Add whisper message (whispers to the client)
4. Add option to notify caller of call recording (notifies the end user)
5. Add call source to each phone number
6. Create custom sources
7. Call history (with details and call recordings attached to each call)
8. Add custom notes to each call

Text Messages

1. Text message alerts - Show Unread message Alert
2. Triggers - setup triggers for the alerts - Text message Reply To the User
3. Text message logs (history of text conversation)
4. Auto Response - Automatically response
5. Setup rules for auto responses (including for missed calls, voicemails, "types" of calls, etc) - text Message , Create Set up rules
6. Create custom text message template to use manually and also to send out automatically based on certain rules

Call Flows :

1. Setup call routing and call scheduling
2. IVR
3. Call queues
4. Simultaneous - ring multiple phones at once
5. Sequential - ring individual phones in a certain, prespecified order (multiple per call)
6. Round Robin - ring individual phones in a certain order (only one per call)
7. Custom greeting
8. Voicemail

Reporting

1. Call dashboard
2. Email notifications for reports
3. Create and save custom reports
4. Report view for admin and agent
5. Referring source reports
6. Usage based reports
7. Geographic reports

Messaging and Soft Phone

1. Call via software in browser or hardphone
2. Hardphone calling would go through following flow:
 - a. Input YOUR PHONE NUMBER
 - b. System dials YOUR PHONE NUMBER
 - c. One you pickup, system then dials to CUSTOMER PHONE NUMBER
 - d. The caller id for the customer is the original phone number, not YOUR PHONE NUMBER
 - e. Customer answers and calls are connected
3. Create customer profile including profile picture, name, email, address.
4. Visually see a history of all previous communications including calls, texts, emails.
5. In each communication, show the following in a vertical timeline:
 - a. Icon indicating the “type” of communication - call, text, email
 - b. Time and Date
 - c. Length of Call
 - d. Call Recording
6. Be able to engage in a text conversation (send and receive text messages)