

Hosted PBX Features and Reports

Description	Talk	Talk & Chat	Collaborate
24x7 Emergency Customer Support Unlimited telephone support and emergency on-call response.	✓	✓	✓
Administrative Web Portal The web-based portal provides access for administrators to configure every aspect of the phone system.	✓	✓	✓
Call Detail Records Provides the call history with vital information such as the start date, start time, duration, caller name, caller number, dialed number, call path, call disposition, call type and call length.	✓	✓	✓
Call Forwarding Forward unavailable calls and/or busy calls to specific locations or phone numbers.	✓	✓	✓
Call Hold Place a call on your phone's private hold.	✓	✓	✓
Call Parking Allows you to park the call so that it can be picked up from any other phone on the system.	✓	✓	✓
Call Transfer (Blind) A blind transfer allows you to transfer any call currently in progress to another extension or outside number.	✓	✓	✓
Call Transfer (Attended) An attended transfer allows you to transfer any call currently in progress to another extension or outside number with an introduction to the transferee prior to the actual transfer occurring. The caller being transferred is placed on hold prior to the actual transfer while the transferor and transferee speak.	✓	✓	✓
Call Monitoring This feature allows supervisors to tap into a live call between an agent and a caller. There are several methods of monitoring a call: <ul style="list-style-type: none"> • Conferencing: Where a supervisor, agent and caller can all hear and speak to each other. • Coaching: Where a supervisor can listen to the conversation and only be heard by the agent. • Silent Monitoring: Where a supervisor can listen to the conversation but the agent and caller cannot hear the supervisor. 	✓	✓	✓

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Call Waiting While on a call, get notified of an incoming call with the ability to place the original call on hold while answering the second.	✓	✓	✓
Caller ID Routing Route calls to specific extensions or destinations based on the incoming Caller ID information.	✓	✓	✓
Current Call Report Displays all active calls currently taking place with the source number, inbound/outbound direction, destination number and duration along with the ability to hang up the call.	✓	✓	✓
Device Provisioning Bind your device to its specific profiles and servers by controlling which device is configured for which SIP account, its feature profile and directory profile.	✓	✓	✓
DID Routing Route incoming calls for all of your numbers to any destination on the phone system.	✓	✓	✓
Directory (Corporate and Personal) Directories include a corporate directory managed by the administrator and a local directory managed by the user.	✓	✓	✓
Directory Profiles Directory Profiles are pre-defined, speed-dial lists. Created directories must then be selected and attached to the appropriate device via Device Provisioning.	✓	✓	✓
E911 Service¹ Because VoIP allows for devices to move physical locations, Enhanced 911 (a North America telephone network feature of the 911 emergency-calling system) automatically associates a physical address with the calling party's telephone number.	✓	✓	✓
E911 Caller ID The option to display a different caller ID number when 911 is dialed so that E911 services have accurate location information.	✓	✓	✓
Extensions (Unlimited) Extensions are assigned to agents or employees of the phone system and can be spread across multiple telephone sets each with their own list of over 30 customizable options.	✓	✓	✓

¹ E911 service has important limitations. Read more at www.sunwire.ca/company/terms-and-conditions/#E911

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Extension Time Report Provides a detailed report of inbound and outbound call quantity, time on inbound calls, time on outbound calls, total wrap-up time, average wrap-up time, total log-in time, total log-out time, total time in Not Ready mode and total time in Ready mode per extension(s) and/or queue(s) within specific dates.	✓	✓	✓
Feature Profiles Feature profiles can be configured separately or as a group. Profiles include the number of phone lines to display, line labels, directory listings, call waiting options, ring tones and soft keys.	✓	✓	✓
Find-Me Follow-Me The SolSwitch has the ability to look for a user by calling a succession of extensions while keeping the incoming call on hold. Useful for after-hours staff or as a replacement for voicemail. Once agents answer the original call, they are advised of an incoming Find-Me Follow-Me call and are given the option to accept or reject the call. If the call is rejected or not answered within the specified time, the system will try the next number in the list.	✓	✓	✓
High-definition (HD) Video Calling Communicate via crystal clear HD quality video on supported devices.	✓	✓	✓
High-definition (HD) Voice Hear life-like voice clarity and high-fidelity sound for more productive conversations over the phone.	✓	✓	✓
Inbound Call Block Block unwanted incoming calls based on the caller ID information.	✓	✓	✓
Individual User Extension Management The SolSwitch's Administrative Web Portal has the ability to give each individual user access to certain features exclusive to their extension.	✓	✓	✓
Intercom Bi-directional hands-free extension-to-extension communication at the touch of a button.	✓	✓	✓
Live Agent Stats Report A live dashboard presenting a breakdown of all agents and all queues along with countless live statistics concerning the queues and agents.	✓	✓	✓

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Live Queue Stats The live queue statistics will show live details for all queues including total calls, callbacks, available agents, answered calls, abandoned calls, wait time, estimated wait time, voicemails and service level.	✓	✓	✓
Live Real-time Presence See the status of your colleagues at a glance and know if they are on a call, busy or available for a call.	✓	✓	✓
Multi-Site Connectivity Manage branch offices however you like while retaining one system and internal calling. Easily reach remote workers and staff in other cities simply by dialling an extension number.	✓	✓	✓
Multi-level Auto-Attendant (IVR – Interactive Voice Response) An IVR is an automated attendant that allows callers to navigate the phone system using pre-recorded voice prompts and touch done dialing to reach any traditional, roaming or virtual extension on the system.	✓	✓	✓
Music on Hold The SolSwitch Music on Hold feature allows you to play music to your callers while they are on hold. The system is pre-programmed with royalty free music. You can upload your own playlist in mp3 or WAV format or play an online Internet stream.	✓	✓	✓
Paging Groups Easily broadcast a message to any number of extensions at one time.	✓	✓	✓
Parking Lots Configure your parking lot details in order to reserve specific extension blocks as parking spaces for call parking. You can also configure the reminder interval, the reminder type as well as the reminder's expiry time.	✓	✓	✓
Portal Users Create unique portal users to give additional employees access to the administrative web portal, each with their own user type.	✓	✓	✓
Portal User Types Create specific types of users in order to designate different permissions within the administrative web portal.	✓	✓	✓
Portal Permissions Each portal user type can be given unique permissions set to either allow or deny access to specific portal pages.	✓	✓	✓

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Privacy Options Configured on each individual extension, those with privacy enabled will be excluded from automatic call recordings and their calls cannot be monitored. Furthermore, any manually recorded call by the user will be hidden from the Call Detail Records but emails with links to the recording will be sent.	✓	✓	✓
Queues (Unlimited) Queues are used as a way of handling incoming calls by following rules specified by the phone system's administrator. The SolSwitch's queues feature over 30 configurable options.	✓	✓	✓
Queue Callback System This feature allows a caller to hold a position in a queue and be called back rather than wait on hold. The system will recognize the call's position in the queue, confirm the caller's name and number then call them back and provide them with an agent when their position in the queue is reached.	✓	✓	✓
Queue Agent Busy Report When the system is configured to use agent 'busy codes', this report will present which agents and which queues are using which 'busy codes'.	✓	✓	✓
Queue Call Reason Report When the system is configured to use agent 'reason codes', this report will present which agents and which queues are using which 'reason codes'.	✓	✓	✓
Queue Call Breakdown Report A report broken down and/or filtered by queue display the daily calls queued, calls handled, calls abandoned along with the minimum and maximum wait times, average wait time, answered rate and abandoned rate.	✓	✓	✓
Queue Graphs This feature generates a graph which represents queue activity between selected date and times.	✓	✓	✓
Reason Codes – Busy Reason Codes When Busy Reason Codes are enabled on a queue, agents are required to use a pre-determined 'busy code' when setting their status to busy.	✓	✓	✓
Reason Codes – Call Reason Codes When Call Reason Codes are enabled on a queue, agents are required to enter the a 'reason code' following each call.	✓	✓	✓

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Ring Groups A ring group allows you to have a single extension ring multiple devices. A range of options are available to customize its functionality to your specific business needs.	✓	✓	✓
Roaming Extensions (Hot-Desking) SolSwitch enables any extension number to log into and out of any phone set configured on the system. Useful for shared workstation environments or for users with multiple workstations (home office).	✓	✓	✓
Scheduled Routing Our scheduled routing feature allows you to schedule call routing behavior for specific date ranges and time frames. Perfect for after-hours or on-call purposes, calls can easily be routed to one or a succession of destinations based on date and time ranges. Alert emails, default routes and auto-repeat are all available options.	✓	✓	✓
Speed Dialing Set custom speed dial lists and assign them to individual extensions.	✓	✓	✓
Three-Way Calling Conference a call with two other callers in order to have a 3-way phone discussion.	✓	✓	✓
Time Rules With time rules, you can program your system to route every incoming call appropriately, any time, day or night, weekend or holiday. For example, if your business is open from 9 to 5 on weekdays and closed all other times, you could create a rule so that 9 to 5 calls go to an IVR or ring directly to a certain extension. If someone calls outside of those hours, those calls could be forwarded directly to voicemail or to another number, such as an answering service.	✓	✓	✓
Virtual Extensions A virtual extension in the SolSwitch environment is a way for you to assign external telephone numbers (e.g.: cell phone, land line) as a local extension.	✓	✓	✓
Voicemail (Unlimited) Every SolSwitch is pre-packaged with our feature rich voicemail system, accessible from individual phone sets or remote devices.	✓	✓	✓

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Voicemail-to-Email Voicemail messages can also be delivered by email to one or multiple addresses so that they can be listened through your inbox or cell phone.	✓	✓	✓
Voicemail Transcription² Voicemails delivered via email can include a voice recognized transcription of the message.	✓	✓	✓
Voicemail Usage Report A report displaying all of the voicemails on the system along with their associated extension and mailbox size in order to see how much room is being used by specific mailboxes.	✓	✓	✓
Toll Free Minutes³	0	1,000	1,000
Additional Toll-Free Minutes	3 cents/min.	3 cents/min.	3 cents/min.
SolSwitch Connect Mobile and Desktop App⁴ SolSwitch Connect is a mobile (iOS and Android) and desktop (Windows and Mac) application that can be used as a softphone as well as for instant messaging, group chats, video calls, collaboration and more.	\$49.95 ³	✓	✓
SolSwitch Connect Hosted Provisioning Remote provisioning allows administrators to easily manage and deploy the SSC app. End-users simply have to log on with the credentials they're provided to get connected.	✗	✓	✓
SolSwitch Connect Push Notifications Mobile push notifications allow users to receive calls through the app even when it is not running in the background – thereby extending your device's battery life.	✗	✓	✓
CDR Report Builder Build custom Call Detail Record reports using specified filters and parameters. You can also save your custom reports for future use.	✗	✓	✓

² A subscription to Sunwire's Voice Transcription service is required to activate this feature.

³ Toll free minutes are per Sunwire account regardless of number of lines or number of users. Additional minutes are available at the rates provided.

⁴ The SolSwitch Connect desktop and mobile app can be used on up to 4 devices per user. Each app is specific to a user and cannot be shared between users. SolSwitch Connect is included in the Talk & Chat and Collaborate plans.

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Click-to-Call Functionality Easily call your contacts with the click of the mouse through the SolSwitch Connect desktop app or Outlook integration.	×	✓	✓
Fax-to-Email The SolSwitch has the ability to route incoming faxes directly to specified email addresses in the form of a PDF thus eliminating the need for a fax machine.	×	✓	✓
File Sharing Capabilities Easily drag and drop to share documents and files with colleagues using SolSwitch Connect.	×	✓	✓
Instant Messaging Chat Avoid strings of email chains by quickly and easily interact with colleagues using SolSwitch Connect's 1-on-1 instant messaging.	×	✓	✓
Group Chat SSC makes discussing projects and sharing ideas easy with private or public based chat rooms.	×	✓	✓
Microsoft Outlook Integration Outlook integration allows users to see contacts' presence before contacting them. Quickly and easily see a contact's status, send them an IM, make a phone call or start a video call.	×	✓	✓
Snipping Tool Quickly and easily take any-sized snippet screenshots of your screen(s) and share via individual or group chats.	×	✓	✓
Softphone Capabilities Use the SolSwitch Connect app to perform all of the telephone functions you would normally perform on your desk phone.	×	✓	✓
SMS Integration⁵ Engage your audience and extend your reach by interacting with your customers via text messaging using any of your business' telephone numbers.	×	✓	✓
Screensharing Share your screen by copying and pasting a single shareable web link. Joining for participants is as easy as just clicking the link through their browser.	×	×	✓

⁵ SMS is subject to availability in the area of the DID (local telephone number). Toll Free Numbers are not enabled for SMS.

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<p>Video Conferencing Host or join HD video conferences using a shareable conference room link. The system comes with robust presenter controls including the ability to pass presenter rights to another user.</p>	x	x	✓
<p>Up To 5 Access Numbers Access numbers allow users to call into a conference using a range of local telephone numbers and/or a toll free number.</p>			
Additional Details			Cost
Additional DIDs (Telephone Number)			\$2.00/mo.
Toll Free Number			\$2.00/mo.
<p>Call Recording A great tool for training purposes or monitoring quality assurance, call recording can be set to always record or record on demand. Recordings can be accessed through the Call Detail Report or emailed directly to any email address of your choice. Our offload tool allows you to transfer records to a separate server.</p>			\$7.00/mo. per extension
<p>Unlimited Canada & US Long Distance⁶ Get unlimited long distance across Canada and the United States (excluding Yukon, NWT, Nunavut, Hawaii and Alaska). Great for organizations that cover a wide geographic area, our long distance and international rates are among the industry's most competitive.</p>			\$7.00/mo. per extension
North America Long Distance Rate			3 cents/min.
<p>Meet-Me Conference Room (Basic) Invite up to 50 participants at any time. Participant limits may be increased upon request at no additional charge when capacity is available. One local or toll-free number is included (toll free is billed at 5 cents/min. per participant.)</p>			\$10.00/mo. + 5 cents per min. per participant
<p>Meet-Me Conference Room (Advanced) The Advanced Meet-Me Rooms include all of the same features as the Basic Meet-Me Rooms but also includes call recording and storage of the Meet-Me Room conversation in the administrative web portal.</p>			\$30.00/mo. + 5 cents per min. per participant

⁶ Excludes Alaska, Hawaii, Northwest Territories, Yukon and Nunavut - see Long Distance and International Rates at www.sunwire.ca/company/long-distance-rates. Must conform with reasonable use policy - see full details at www.sunwire.ca/company/terms-and-conditions.