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ALL COVERED HOSTED PBX AND SIP TRUNKING FEATURES



Pearson-Kelly Technology
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All Covered Hosted PBX and SIP Trunking Features	SIP Trunking	SIP Trunking (Flat Rate Domestic Long Distance)	Business Line	Standard Enterprise	Premium Enterprise
Flat Rate Domestic Long Distance		✓		✓	✓
\$0.028 Domestic Long Distance	✓		✓		
VoiceMail				✓	✓
Authentication	✓	✓	✓	✓	✓
Basic Call Logs	✓	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓	✓
Calling Line ID Delivery Blocking	✓	✓	✓	✓	✓
Calling Name Retrieval	✓	✓	✓	✓	✓
Calling Party Category	✓	✓	✓	✓	✓
Charge Number	✓	✓	✓	✓	✓
Client Call Control	✓	✓	✓	✓	✓
Company Originated Trace	✓	✓	✓	✓	✓
External Calling Line ID Delivery	✓	✓	✓	✓	✓
Intercept User	✓	✓	✓	✓	✓
Internal Calling Line ID Delivery	✓	✓	✓	✓	✓
Malicious Call Trace	✓	✓	✓	✓	✓
Phone Status Monitoring	✓	✓	✓	✓	✓
Physical Location	✓	✓	✓	✓	✓
Polycom Phone Services	✓	✓	✓	✓	✓
Preferred Carrier User	✓	✓	✓	✓	✓
Service Scripts User	✓	✓	✓	✓	✓
SMDI Message Desk	✓	✓	✓	✓	✓
Third-Party MWI Control	✓	✓	✓	✓	✓
Third-Party Voice Mail Support	✓	✓	✓	✓	✓
Call Forwarding Always			✓	✓	✓
Call Forwarding Busy			✓	✓	✓
Call Forwarding No Answer			✓	✓	✓
Call Forwarding Not Reachable			✓	✓	✓
Call Return			✓	✓	✓
Directory Number Hunting			✓	✓	✓
Flash Call Hold			✓	✓	✓
Last Number Redial			✓	✓	✓
Three-Way Call			✓	✓	✓
Call Transfer			✓	✓	✓
Anonymous Call Rejection				✓	✓
Automatic Callback				✓	✓
Diversion Inhibitor				✓	✓
Do Not Disturb				✓	✓
Speed Dial 100				✓	✓
Speed Dial 8				✓	✓
Hoteling Guest				✓	✓
BroadWorks Anywhere					✓

CommPilot Call Manager					✓
CommPilot Express					✓
In-Call Service Activation					✓
Outlook Integration					✓
Remote Office					✓
Sequential Ring					✓
Simultaneous Ring Personal					✓
Two-Stage Dialing					✓
Voice Portal Calling					✓
Multiple Call Arrangement					✓
Shared Call Appearance					✓
Shared Call Appearance 5					✓
Alternate Numbers					✓
Call Forwarding Selective					✓
Call Notify					✓
Directed Call Pickup					✓
Directed Call Pickup with Barge-in					✓
Priority Alert					✓
Selective Call Acceptance					✓
Selective Call Rejection					✓
Calling Line ID Blocking Override					
Barge-in Exempt					✓
Busy Lamp Field					✓
Hoteling Host					✓
N-Way Call					✓
Privacy					✓
Push to Talk					✓
Shared Call Appearance 10					✓
Shared Call Appearance 15					✓
Shared Call Appearance 20					✓
Shared Call Appearance 30					✓
Shared Call Appearance 35					✓
Automatic Hold/Retrieve					✓
Enhanced Outgoing Calling Plan					✓
Music On Hold				✓	✓
Music On Hold - Video					✓
Call Capacity Management	✓	✓	✓	✓	✓
Emergency Zones	✓	✓	✓	✓	✓
Incoming Calling Plan	✓	✓	✓	✓	✓
Intercept Group	✓	✓	✓	✓	✓
Inventory Report	✓	✓	✓	✓	✓
LDAP Integration	✓	✓	✓	✓	✓
Outgoing Calling Plan	✓	✓	✓	✓	✓
Preferred Carrier Group	✓	✓	✓	✓	✓
Voice Messaging Group	✓	✓	✓	✓	✓
Hunt Group			✓	✓	✓
Series Completion			✓	✓	✓
Call Park				✓	✓

Call Pickup				✓	✓
Service Scripts Group				✓	✓
Trunk Group	✓	✓			
UC-One Communicator					✓
Mobile & Desktop App					✓
HD Video and Voice Calling					✓
Virtual Meeting Room					✓
File Sharing					✓
Set Call Forwarding					✓
Instant Messaging					✓
Screen Sharing					✓
View Your Call and Message History					✓
Do Not Disturb					✓

Feature Descriptions

Not all features are listed.

[Personal Features](#)

[Group Features](#)

[Collaborate Features](#)

[Enterprise Features](#)

[Conferencing Features](#)

[Messaging Features](#)

[Mobile Integration Features](#)

[UC-One Communicator Features](#)

Personal Features

Feature	Description
Add Basic Call Logs to Portal	This feature adds the basic call logs to the CommPilot portal. While Basic Call Logs are currently available on the Application Server, there has been no web page in the CommPilot portal where they are displayed to the user. This feature adds the Basic Call Logs web page to the CommPilot portal and makes it available to users with the Basic Call Logs service assigned. Note that the existing group web policy called "Enhanced Call Logs" is renamed to "Call Logs" and this policy is now applicable to both the Enhanced Call Logs and Basic Call Logs service.
Alternate Numbers	Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.
Auto Attendant Transfer to Voice Mail and Play Announcement	This feature adds the ability to program the Auto Attendant to perform two new actions: <ul style="list-style-type: none"> Play a recorded announcement and then return to the Auto Attendant current menu. Transfer the caller directly to the voice mailbox of the extension entered by the caller.
Auto Callback	Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same group.
Automatic Hold/Call	Enables users to automatically hold and retrieve incoming calls without requiring the use of feature access codes. This feature is especially useful for attendants managing a large volume of incoming calls by enabling them to hold calls by

	<p>simply transferring them to dedicated parking stations. The feature is made active on that dedicated parking station. When an incoming call is directed to that station, the call is automatically put on hold and provided any media on hold. When the attendant wants to address the call, he/she simply retrieves the call from the held station. A timer exists that automatically returns the call to the attendant following expiration. This also allows for holding calls where the user customer premises equipment does not have a flash key.</p>
Blind Call Transfer	Enables a user to transfer a call unattended before or after the call is answered.
Call Center - Message Waiting Indicator of ACD on Supervisor Client	Call Center: Provides the Call Center Supervisor client with a message waiting indication (MWI) as well as the number of new/unread messages when a customer leaves a voice message.
Call Center Client - Enhanced Supervisor Team Tab	Call Center: Allows supervisors to sort the Supervisor Team tab by campaign and view Calling Line ID (CLID) for an agent's active calls. The feature also provides supervisor status.
Call Center Client - Keyboard Shortcuts	Call Center: Allows Call Center clients to map client features to keyboard shortcuts.
Call Center Client - Transfer to Front and Back of Queue	Call Center: Allows agents to transfer calls to the back of the queue (primary option) or to the front of the queue (secondary option).
Call Forwarding Always Secondary	This is a simplified version of Call Forwarding Always (that is, there are no feature access codes, voice portal access, and so on), and it is executed after the Call Forwarding Always service. This service allows an end user to configure two Call Forwarding Always services without losing configuration data.
Call Transfer Recall	Allows for rolling back a transferred call to the transferring party when the call is not answered by the destination party. This feature also prevents further redirections from the destination party.
Client Support for User Managed Privacy Service	Front Office: Allows users of this service to limit the display of their name, status, or name and status in group or enterprise directories. This feature is specific to government organizations such as the police where special undercover agents are not displayed in the directories. A special privacy icon appears in the Receptionist contact directory in this situation indicating that the user does not wish to display their Busy Lamp Field (BLF) status.
Collaborate Guest Client	The Collaborate Guest client is an Xtended web application that allows a non-BroadWorks user (a guest) to participate in a multiuser chat, screen share, and audio/video conferencing hosted by a BroadWorks user in their <i>My Room</i> on the UC-One client.
Participant Sharing from Guest Client	The feature allows the guest participant to share their desktop in <i>My Room</i> of a BroadWorks user from the Communicator Guest client application. Guest sharing is supported only from Google Chrome.
CommPilot Express	<p>Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status:</p> <ul style="list-style-type: none"> • Available – In the Office • Available – Out of the Office • Busy • Unavailable <p>Each profile includes preferences for managing the relevant incoming call functions, for example, Call Forwarding (Busy, No Answer, Always, and Selective), Voice Messaging, Simultaneous Ringing, and Call Notify, which can be configured through a single easy-to-use web page. Users can also select their active profile an IVR menu. If a user elects to use CommPilot Express, it takes preference over all other service settings associated with processing incoming calls.</p>
CommPilot Personal	Web portal that allows end users to activate and customize services.
Communication-Barring User Control	The Communication Barring User-Control service allows users to prevent or allow calls of specific types to be made from their accounts. Users select a barring profile from among the profiles authorized for their group by using a telephone or web user interface. They can activate, deactivate, and query the status of Communication Barring User-Control via the web and by using specific feature access codes along with a PIN code.
Custom Ringback	Enables a user to specify custom audio media files such as music or corporate greetings for ringback tones versus a standard system ring tone. Users can specify multiple profiles where each profile is associated with a set of incoming call criteria (that is, phone numbers, time of day, and so on) and a custom media file. If criteria are not met, then the group's custom media file is used. If the group service is not provisioned or configured, the system ringback is provided. This feature is also called "color ringback" in certain markets.
Customer Ringback - Video	Enables a user to specify custom audio and video media files for ringback tones versus a standard system ring tone. Users can specify multiple profiles where each profile is associated with a set of incoming call criteria (that is, phone numbers, time of day, and so on) and a custom media (audio and video) file. If criteria are not met, then the group's custom media file is used. If the group service is not provisioned or configured, the system ringback is provided. If the caller does not have a video client or video phone, only the audio media file is played.
Distinct Call Waiting Ringback	Enhances the Call Waiting service to provide a distinctive ringback to the caller when the called party is busy and alerted with a call waiting tone. Different ringback audio files can be used depending on the country code of the called party. This is configured through a system-level parameter.
Distinctive Alert/Ringing	Provides a different call waiting tone (that is, alert) or a different ringing cadence for intra-group calls versus calls received from outside of the group. This service is provisioned as part of the Priority Alert/Ringing service, so users must choose to

	enable either Distinctive Alert/Ringing or Priority Alert/Ringing (different tone/ring for user-specified phone numbers) at any given time.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface.
Hoteling	Companies often reserve a set of cubicles and phones for mobile workers who come into the office from time to time. "Hoteling" enables mobile users to share office space and phones on an as-needed basis, like a hotel room. The Hoteling service supports this activity by enabling users with guest privileges to log in to a host account via their web portal or voice portal. This enables the employee to use the host phone to make and receive their calls as usual, while retaining their own BroadWorks user profile.
N-Way Calling	Allows users to add any number of other parties to a call, up to a maximum number configurable at the system level (maximum 15, including the originator). This is similar to the Three-Way Calling feature.
Personalized Name Recording	Enables users to record their name to be played back to incoming callers in conjunction with multiple services, including Voice Messaging and Auto Attendant. A .wav file is recorded and uploaded via a phone and respective CommPilot Personal web page.
Priority Alert/Ringing	Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (that is, alert) or a different ringing cadence than normal calls. The user sets the criteria (for example, incoming calling number, time of day and day of week) for determining which calls require priority notification via their CommPilot Personal web interface. Multiple criteria sets, or profiles, can be defined.
Privacy Service	Allows users to exclude themselves from the group and directory listings visible to other users.
Push To Talk (Intercom)	Enables user-to-user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and administrators can define accept and reject lists, which can include wildcards.
Remote Office	Enables users to access and use their BroadWorks service from any end point, on-net, or off-net (for example, home office, mobile phone). This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their features while working remotely (for example, extension dialing, transfers, conference calls, directories, and so on). In addition, since calls are still originated from BroadWorks, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.
Selective Call Acceptance	Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked, and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Selective Call Rejection	Enables a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets user-specified criteria, the call is blocked, and the caller is informed that the user is not accepting calls. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Service Scripts	Supports the addition of custom enhancements to the BroadWorks feature set such as enhanced call routing, screening, or notification services. Scripts are written in the call processing language (CPL) and are uploaded by BroadWorks via the CommPilot web portal. The feature is authorized and assigned like all other services.
Shared Call Appearance	Allows for incoming calls to ring on up to 35 additional phones simultaneously, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Certain IP phones can present the following states across their lamps: idle, progressing, alerting, active, and held. Certain IP phones can also support the hold/retrieve function, whereby calls on shared lines can be held on one device and retrieved from another registered device. Example applications of this service include setting up a second line for an executive assistant or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.
Simultaneous Ring	Enables users to have multiple phones ring simultaneously when any calls are received on their BroadWorks phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk.
Speed Dial 100	Enables users to dial two-digit codes to call up to 100 frequently called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, *, or # (default). Users can program the numbers in their directory via the Speed Dial 100 web page in their CommPilot Personal web portal, or directly through their phone using the respective feature access code (*75 default).
Speed Dial 8	Enables users to dial single digit codes to call up to eight different numbers, such as frequently dialed numbers or long strings of digits that are hard to remember.
Three-Way Calling	Enables a user to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user presses the flash hook and dials the third party. Before

	or after the third party answers, the user presses the flash hook and forms a three-way call with the two parties. To drop the third party, the user presses the flash hook and is reconnected with the original party in a regular two-party call. If the user hangs up, all parties are released.
Video Add-On	Enables the use of video media in conjunction with regular audio media. If a user's primary device does not support video, this service can be used to configure a video-capable device to deliver the video portion of their call. BroadWorks "splits" the multimedia call, directing the audio portion to the primary device and the video portion to the video add-on device. All services continue to operate as they would for a regular audio call.
Voice Portal Calling	Enables users to make calls from the voice portal, as if making calls from their desk. Calls are still made on the user's account but can be made from any phone.
Web Portal Call Logs	A page in the CommPilot Personal Portal provides users with call logs for received, missed, and placed calls.

Group Features

Feature	Description
Auto Attendant	The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (for example, 1 = Marketing, 2 = Sales, and so on). Configuration via the CommPilot group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension. A group can have multiple Auto Attendants configured, either individually (for example, customer service with separate business hours) or integrated into a multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).
Auto Attendant Loop Detection	This feature introduces a new system parameter to prevent the infinite Auto Attendant redirection loop. The parameter controls the number of redirections allowed for a call to an Auto Attendant (from one Auto Attendant to another). The count of answered redirections is conveyed over Session Initiation Protocol (SIP) in the <i>Diversion</i> or <i>History-info</i> header, in a proprietary parameter named <i>answered-redirection</i> .
Busy Lamp Field Support for Attendant Console Phones	Enables a user to receive the call state information on monitored users. This information supports busy lamp field operation for IP attendant console phones and devices. The list of monitored users is managed by the group administrator level and above.
Call Center Agent Client – View Queue Status	This feature provides visibility into queues that are on the same lines as they are on the Dashboard for the supervisors. As well, this enhancement enables a simplified dashboard for agents in the Call Center application. The existing BroadWorks Agent license is required to enable this feature.
Call Center Basic Bounced Calls Routing Policy	This feature adds the Bounced Calls routing policy to the Call Center – Basic.
Call Center Forced Forwarding of Calls	BroadWorks Call Center: Introduces a policy allowing a Call Center to temporarily divert new incoming calls to a new route defined by the customer. This feature is independent of the Night service route. Forced forwarding of calls does not affect calls already in the Call Center's call queue. These calls are routed to and presented to the Call Center agents in the usual way. This feature is typically invoked when a change in business conditions dictates calls to be redirected to another Automatic Call Distribution (ACD) other than Night service or overflow routes.
Call Center Night/Holiday Service	BroadWorks Call Center: Introduces two features: Night Service and Holiday Service. Night Service – This BroadWorks Call Center feature provides a policy to perform different routing during hours that the queue is not in service (generally after business hours). The service is invoked via a schedule that defines the business hours of the queue. Holiday Service – This activity introduces a policy that permits calls to be processed differently during holiday periods. The holiday schedule is defined at the group level. The Queue policy allows the configuration of a specific routing action when a call is received during a holiday period. If no holiday schedule is defined for the queue, then all incoming calls to the queue are processed as if they were received during a non-holiday period.
Call Center Priority Routing	BroadWorks Call Center: Introduces a policy that determines which call in the queue, based on priority, should be delivered to an agent when this agent becomes available. The Priority Routing policy offers two settings: <ul style="list-style-type: none"> • Longest Wait – When this setting is selected, the wait times of the next call in line from each queue where the agent is staffing are compared. The longest waiting call is selected and delivered to the agent. • Fixed Queue Priority – When this setting is selected, a list of precedence is configured among the queue of the group/enterprise. The call from the highest precedence queue that the agent is staffing is selected and delivered to the agent.

	For either setting, bounced calls always have priority over non-bounced calls. If there is more than one candidate-bounced call, then they are prioritized based on the original time at which the call was offered to an agent. This policy is configured at the group/enterprise level.
Call Center Skill-based Routing	This feature adds skill-based routing to distribute calls from a company's call centers. In this model, a skill level is assigned to each agent for each call center membership. When the agent becomes available to receive calls queued on these call centers, the call from the call center where the agent is most skilled is offered. This behavior allows agents to work on the calls where they can be the most effective, improving call center efficiency.
Call Center Thresholds and Alerts	This feature allows call center administrators to set yellow and red ranges in dashboards to indicate when key statistics are outside of acceptable ranges.
Call Center Updated Queue Wait Time/Location	This feature provides an option to play the estimated wait message (EWM) periodically at a specified interval. The estimated wait time or queue position is recalculated before playback. The updated EWM is played before or after the comfort message if they conflict; however, it does not interrupt/replace the comfort message. This feature is applied to all call center types (Basic, Standard, and Premium).
Call Centers	Enables business groups to set up a basic Call Center with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is supported: <ul style="list-style-type: none"> • Agent log in and log out • Uniform distribution of incoming call to the available agents • Queuing of the incoming calls that cannot be answered immediately • Overflow to a given destination when the group is unable to accept calls • No-answer policy to redirect call to the next agent if not answered in a specific number of rings by the previous agent • Deflection to a given destination outside of business hours • Music On Hold A variety of statistics are provided to monitor the performance of Call Centers, such as <i>Average Number Agents Busy</i> and <i>Average Hold Time Before Call Loss</i> . Statistics are also provided to track individual agent performance, such as <i>Average Time Agent Spends on Calls</i> and <i>Amount of Time Each Agent Logged On and Idle</i> . A statistics report is generated at the end of each day and sent to one or two email addresses.
Call Park	Enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user presses the flash hook and dials the call park feature access code. The call is parked, and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature access code, followed by the user's extension. The call is retrieved and connected to the retrieving user.
Call Recording	This enhancement introduces a new Call Recording user service on BroadWorks, which provides a Session Initiation Protocol (SIP)-based interface toward Third Party Call Recording (3PCR) platforms. The Call Recording solution feature applies to the Hosted Private Branch Exchange (PBX) and Business Connectivity applications, and the Call Center solution, in particular. Supporting a hosted Call Recording solution, allows service providers to: <ul style="list-style-type: none"> • Implement a BroadWorks Call Center Call Recording solution, and • Meet a regulatory requirement in the Europe, Middle East, and Africa (EMEA) market.
Call Recording End-User Notification of Recording	This feature enhances the Call Recording service to provide end-user notifications to notify end users when the call is being recorded. Three new end-user notifications are introduced by this feature.
Call Recording – Add Call Center Metadata	This feature enhances the existing Call Recording service by capturing additional data specific for recordings involving a call center or route point. This new data allows customers to identify and listen to recordings that are from a particular campaign or support line.
Call Recording – Start/Stop/Pause/Resume User Control	This feature enhances the Call Recording service to enable a user to start, stop, pause, and resume call recordings. The availability of the new functionality is determined by the recording mode. This feature introduces two new recording modes: <ul style="list-style-type: none"> • Always with Pause/Resume • On Demand with User-Initiated Start
Calling Group ID Delivery	Provides the name and number of the group (or company) for outgoing calls from users in the group, rather than providing the user's own name and number. The group number can be defined on a per-user basis, which is often appropriate for multi-location groups.
Configurable Calling Line ID	Enables the group administrator to configure each of the displayed user names and calling numbers. This information is visible to users in their profiles as read only.
Configurable Extension Dialing	Provides the ability to map directory numbers (DNs) within a group to unique extensions. The extensions can be of any length (two to six digits) as defined by the group administrator and dialed via a web interface or by phone. All extensions within a group must be of the same length.

Configurable Time Zones	A default time zone is specified for each business group. The respective time zone is used for all services requiring date/time stamps, such as Voice Messaging, Auto Attendant, and Selective Call Forwarding. Users have the option of individually changing their own effective time zone in cases where it differs from the group's default.
Custom Ringback – Group	Enables a group to specify custom audio media files such as music or corporate greetings for ringback tones versus a standard system ring tone. Administrators can specify multiple profiles where each profile is associated with a set of incoming call criteria (that is, phone numbers, time of day, and so on) and a custom media file. If criteria are not met, then the system ringback is provided.
Delete Single Call Entry Logs from Receptionist	Front Office: Allows Receptionist to conform to privacy regulations required by some governments.
Department Support	Provides group administrators with the option of establishing an additional department layer of administration (for example, Sales, Engineering) to which users would be associated. This capability is especially useful for larger enterprises that want to distribute responsibilities for day-to-day administration. Group administrators have the option of establishing default calling plans (incoming, outgoing) for each department. In addition, name dialing within an Auto Attendant can be restricted to the users within a department. Department administrators can be created to manage the following tasks within their respective departments: <ul style="list-style-type: none"> • Add, modify, and delete users within a department • Assign, modify, and remove personal services for users within a department • Configure the following group services, if they have been assigned to the department: Call Centers, Hunt Groups, Account Codes, Authorization Codes, Series Completion, and Call Pick-Up
Group Night Forwarding Service	This feature introduces a new Group Night Forwarding service. This service redirects all calls to the user when the feature is activated by an administrator or by defined and set time criteria.
Group Paging	A new type of service, the Group Paging service, is introduced as part of this feature. The Group Paging service allows the administrator to configure the DN and targets/recipients as well as the originators to be a part of the service. The Group Paging service alerts all targets and connects them into a multi-way conference with the originator when the group paging DN is dialed. Instances of the Group Paging service are included in the organization directory based on the privacy settings. The paging group is also available for extension dialing based on the Auto Attendant Extension Dialing Privacy option settings.
Group Resource Inventory Reporting	Enables group administrators to generate reports on the resources used in their group and, if applicable, in each of their departments. Information includes phone numbers, devices, services, users, and departments. The reports are generated on a web page in the comma-separated value (CSV) format, so they can be easily imported into a spreadsheet for sorting and archiving.
Hunt Groups	Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner: <ul style="list-style-type: none"> • Circular – sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off • Regular – sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list • Simultaneous – rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected • Uniform – as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to them through the Hunt Group, the call is not included in the receiving order for uniform calls Group administrators can also establish a No Answer Policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a <i>Temporarily Unavailable</i> treatment, which can trigger a service such as voice mail.
Instant Group Call	Enables a user to call a number that provides a group of members with an instant conference bridge. When the user dials the specific group call number, the system alerts all members in the group and, as the members answer, they are joined into a multiway conference. If the originating user uses the Push To Talk feature, then the attributes of the Push To Talk feature are used (one-way or two-way broadcast, auto-answer, access control list). This use of Push To Talk added to Instant Group Call equates to "group intercom" functionality. The Push To Talk or forced-off-hook functionality is engaged are when a member receives a Push To Talk group call. An administrator defines a virtual group composed of a list of member users. These members can be part of the same group or enterprise (specified by user name, extension or location code + extension) or can be external users (specified by a phone number or SIP URI).
Loudspeaker Paging	Enables users to access an intercom paging system by dialing an extension within the group. The paging system is simply configured in BroadWorks as a user and interconnected via a standard two-wire interface.
Music On Hold	Enables group administrators to upload an audio file (.wav file containing music, advertising, and so on) onto the system to be broadcast to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.

Music On Hold Dependent on whether Call is Internal or External	<p>Business Telephony: This feature enhances the existing BroadWorks Music On Hold (MoH) service and Call Center Music On Hold service to allow supporting different audio sources and audio codecs for internal (intra-group or intra-enterprise) calls and external calls.</p> <p>The objective of this enhancement is to better manage the quality of service (QoS) and bandwidth used to provide Music On Hold to internal and external users. This is accomplished by:</p> <ul style="list-style-type: none"> • Allowing the system administrator to select the alternate media source and preferred codec to play back the Music On Hold service. • Optionally, allowing the group administrator to select an alternate media source and codec for internal calls to play back the Music On Hold service. <p>By default, the same Music On Hold source and audio codec are used for both internal and external calls.</p>
Music/Video On Hold Timer	Enhances the Music/Video On Hold service to add a configurable time interval that must elapse on a held call before the system plays music or video to a caller. This can prevent the service from triggering in common call transfer scenarios.
Receptionist – Automatic Linking of Any Two Calls on the Switchboard	Front Office: Automatically links the last incoming call with the next outgoing call when two calls are present on the Receptionist switchboard. This feature is an enhancement of an existing feature that provided the same functionality but only automatically linked the first outgoing call. This enhancement links consecutive outgoing calls if the first outgoing call is not successful.
Search in Receptionist Notes	This feature enhances the note-taking capability of the Hosted Thin Receptionist client by allowing the user to sort and search their contacts based on notes the user made about the contacts. In addition, this feature stores the notes on BroadWorks allowing the user to access their notes from any computer or mobile device when they log in to Receptionist.
Series Completion	<p>The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of “hunting” in which the next line in the group is tried in a prearranged order, without any limit on the number of sequential forwards.</p> <p>This service is used to support key system functionality. Key systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a technical support hotline, the user dials 1-800-555-HELP. That number attempts to ring line 1 of the company. If line 1 is busy, it attempts to ring line 2. If line 2 is busy ... and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service of the group. Similarly, if all lines or users of this company were assigned to a Series Completion group, BroadWorks acts just like a key system.</p>
Silent Monitoring Call Selection	This feature modifies this behavior and allows the silent monitor request to proceed even if the target user is involved in more than one call. If the target user is involved in more than one <i>active</i> , <i>held</i> , or <i>remotely held</i> call, then the <i>oldest</i> call is selected. The term “oldest” call is used to mean the <i>first</i> call among the candidate calls to be originated or received.
Transfer Calls via Drag and Drop in Receptionist	Front Office: Facilitates the ability of users to transfer calls.
Voice Portal	<p>The Voice Portal provides an entry point for end users to access, use, and configure the following services via any phone interface: Voice Messaging, Call Forwarding Remote Access, CommPilot Express, and Personalized Name Recording. The Voice Portal can also be used to record Auto Attendant greetings remotely. The Voice Portal can be reached from any phone. Each party uses their own configurable passcode to access their respective menu of services.</p> <p>Service providers and/or group administrators can customize (or “brand”) the voice portal entry greeting heard by users who are logging into the Voice Portal. When both a service provider message and a group message are provisioned, the group message is played.</p> <p>Business groups also have the option of enabling a Voice Portal wizard to run the first time users log in to their Voice Portal. The wizard guides users through the following steps: change default passcode to a personalized passcode, and record personalized name.</p>

Collaborate Features

Feature	Description
Conference Room License	This feature adds the Conference Room user service license. Conference Room is a specialized application designed for small to medium-sized meeting/huddle rooms to include physical rooms in the <i>My Room</i> audio, video, and content experience.
Messaging Server Sharing Server Licensing	This feature adds licensing for the delivery of the Collaborate – Sharing service, which enables the sharing functionality in Business Communicator with BroadWorks Release 21.0. It includes the licenses as well as a conversion script to have the assignment for the users to prevent an out-of-service situation. In addition, an extra option is included to allow the Messaging Servers (UMS) to be supported at a service provider or enterprise level. This allows a single Application Server cluster to support multiple Messaging Servers.
Optimizing Bandwidth Usage for USS Sharing	This feature implements better bandwidth measurement to detect adverse network conditions, feedback to sharers when viewers are experiencing network difficulties, and multiple levels of transcoding to provide lower bandwidth options for clients on slower networks without the extreme impact of the bandwidth mitigation strategy.

Video Collaboration	This feature integrates the new BroadWorks Video Server (UVS) and the BroadWorks Application Server. The Video Server is used to provide audio or audio and video conferences as part of collaboration services. It provides new bridges that allow a user to have audio and video conferences integrated into their multiuser chat sessions on the UC-One client.
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Enterprise Features

Feature	Description
Additional Enterprise Administrator Policies	Introduces a new type of administrative account at the enterprise level, termed the "customer administrator". The customer administrator has access only to group-management and user-management features. The customer administrator does not have access to any enterprise-level configuration, call capacity, or call processing features.
Enterprise Layer of Administration	Provides an option for additional layer of administration above the group layer to facilitate the management of large enterprises spanning multiple groups and sites. This enterprise layer is parallel to the service provider layer. Thus, system administrators have the option to create service providers and/or enterprises, each of which is administered separately. Enterprise administrators can use this administrative layer to create a private dialing plan shared across multiple groups and sites, thereby enabling users to call one another using location codes and extensions instead of full phone numbers.
Enterprise-Wide Department	Enables departments to span across multiple groups within an enterprise to reflect the organizational structure. Enterprise-wide departments can be used for bulk provisioning of directories and enterprise-wide services, thereby streamlining the management of large volumes of users. Departments can be configured in a multi-level hierarchy (for example Engineering – Montreal, Engineering – Washington).
Enterprise-Wide Directory	Directories can be configured to span across multiple groups within an enterprise. Users would continue to access their directories via their CommPilot web portal or Click To Dial enabled client, and administrators could continue to supplement the directory with frequently dialed numbers. The web portal also includes a search mechanism that enables users and administrators to search by name.
Enterprise-Wide Group Services	Enables the following group-based services and policies to be deployed across multiple groups within an enterprise: <ul style="list-style-type: none"> • Hunt Groups • Call Centers • Voice Portal • Messaging • Push To Talk • Hoteling • Rules for defining extension dialing, passwords, digit collection, feature access codes
Enterprise-Wide Voice Portal	Multi-group enterprises have the option of creating an enterprise voice portal to enable all users within their enterprise to call into a common directory number to access their voice portal. The called voice portal automatically redirects each user to the voice portal of their business group to begin the login process.
Feature Access Code Service Chaining	Enhances the validation performed on the phone number entered on the configuration page of various BroadWorks services to allow for entering feature access codes and speed codes in addition to phone numbers and extensions. For instance, this allows configuration of the Auto Attendant to go directly to a user's voice mail by prefixing the destination number by the "Direct Voice Mail Transfer" feature access code.
Voice VPN	Enables multi-location enterprises to configure their private dial plans for on-net call routing. Using simplified dial patterns, users within an enterprise can call each other by dialing the appropriate location code and extension. Thus, Voice VPN integrates the "islands" of user groups across an enterprise into one unified private dial plan. Multi-location enterprises with non-homogeneous equipment can be easily supported, including any combination of BroadWorks Application Servers, PBXs, and even PSTN switches. Access to specified third parties (for example, partners, customers, and so on) can also be integrated within the dial plan, thereby providing an "extranet" type of functionality. The Voice VPN service is configured directly by the enterprise through the CommPilot enterprise web portal.

Conferencing Features

Feature	Description
Audio Conferencing Solution – Host Client	The Conferencing Host Client is a new web interface used by the conference host to manage an individual conference, which is defined by a conference ID. It can be a scheduled, recurring, or reservation-less conference. The client provides the host with a visually intuitive interface for managing the conference participants.
Audio Conferencing Solution – Outlook Plugin	The Outlook Plugin allows a conference host to quickly schedule a conference while they are within Outlook scheduling a meeting.
BroadWorks Audio Conferencing Solution	This activity introduces "meet-me" conferencing that runs on the BroadWorks Application Server. Features include, but are not limited to: <ul style="list-style-type: none"> • Support for high-definition audio • Scheduling, recurring and reservationless conferencing • Up to 294 participants per conference • Invite new conference participants using out calling

	<ul style="list-style-type: none"> Recorded conferences Moderator controls Access code generation Participant mute and un-mute Participant count and roll call Migration tool to convert customers using existing audio conferencing solution Components used in the BroadWorks Audio Conferencing solution are: <ul style="list-style-type: none"> BroadWorks Application Server: Core Conferencing Server application BroadWorks Media Server: Performs audio mixing, records conferences, plays prompts, and detects DTMF tones BroadWorks Profile Server: Stores recorded conferences BroadWorks Xtended Services Platform: Hosts the Xtended Services Interface and web application providing access to recordings on the BroadWorks Profile Server Outlook Toolbar: Facilitates scheduling of conferences by automating the steps to reserve a conference bridge Web Control Client: Allows the moderator of a conference to see the list of participants who joined the conference and take actions such as mute a participant and record the audio conference.
Meet-Me Conferencing	<p>This feature provides a Meet-Me Audio Conferencing service that runs within the BroadWorks Application Server. The roles of various components relating to this feature are:</p> <ul style="list-style-type: none"> Application Server: Schedule a conference, establish an audio conference on the Media Server, connect phones to the conference, and control the conference. Media Server: Perform audio mixing, record the conference, play prompts, and detect DTMF tones. Profile Server: Store conference recordings. Xtended Services Platform (Xsp): Host the Xtended Services Interface (Xsi) and a web application that provides access to audio recordings stored on the Profile Server. Outlook Toolbar: Facilitate scheduling of conferences by automating the steps to reserve a conference bridge. Web Control Client: Allows the moderator of a conference to see the list of participants who joined the conference and take actions such as mute a participant and record the audio conference.
MP3 Conference Recordings	<p>This feature enables creation of BroadWorks Meet-Me conference recordings in the MP3 file format on the BroadWorks Application Server. This is in addition to the existing support for WAV files.</p>
Web Conferencing	<p>Enables the setup, use, and monitoring of <i>n</i>-way conferences via a web interface. Both internal and external participants can use a conference bridge once it has been set up. The Conferencing service includes the following features:</p> <ul style="list-style-type: none"> Audio and web conferencing Scheduled, recurring, reservation-less, and ad-hoc Meet-me dial-in numbers Web collaboration Share Microsoft PowerPoint, Excel, and Word files Secure SSL and password protection Web browser viewable, no client is required Moderator control Dial-out capability Mute, hold, drop, and add participants DTMF and web portal interfaces In-call functions Roll call, hand raising, optional leader PIM integration Automated email invitations and Outlook calendar entries Reporting Web-based reporting Department and project codes Recording Recording and playback of individual conferences Access code generation Automatic, pre-assigned, or user-defined

Messaging Features

Feature	Description
Calendar Presence Integration	This feature enhances the BroadWorks solution to check for and display calendar presence as part of monitoring users. Calendars, available via Microsoft Exchange, are integrated.
Extended Away	The Extended Away greeting feature adds the support of an extended away voice messaging greeting. The voice portal is updated such that the user can record their extended away greeting and can select to use the extended away greeting for

	all no-answer calls. If the user has their extended away greeting activated and they call into the voice portal, a reminder message is played to the user.
Fax Mailbox	Extends the BroadWorks Messaging service to offer users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Fax messages can be retrieved by email, or can be printed by sending the message to another fax number using the telephone voice portal.
Greeting-Only Mailbox Option	This feature enables the subscriber to configure the Messaging service for only an informational message. This enhancement allows a caller to hear any pre-recorded message and disables the ability to leave a message. The user can configure the following options: <ul style="list-style-type: none"> • Disable Message Deposit • Disconnect call after greeting • Forward call after greeting to
Immediate Voice Mail	Provides an "always on" voice mailbox. For the designated user account, the "number of rings before greeting" parameter is set to 0, immediately providing the user's no-answer greeting and the user's device is not alerted. The feature itself changes the "number of rings before greeting" range from 2 through 6 to 0 through 6.
Meet-Me Active Talker Support	This feature introduces active talker identification and notification capabilities to the Meet-Me Audio Conferencing service and to the Meet-Me Conferencing Moderator client. This feature enhances the Media Server's support for the active talker notification over the Cr interface's <i>msc-mixer</i> package. The Media Server reports the list of participants that exceeded a configurable loudness threshold during the last active talker interval in a <i><active-talkers-notify></i> event. The Media Server uses the rolling average of each participant's energy to determine whether to add them to the active talker list. This feature also enhances the Meet-Me Conferencing Moderator client to show an active talker status icon for a participant or moderator who is actively speaking in the conference.
Meet-Me Attendee-Initiated Self-Identify	This feature provides an enhancement that allows participants to identify themselves with a code after joining a conference. This code can then be communicated via Xtended Services Interface (Xsi) to any application subscribed to the conference. This self-identifying code is neither persisted nor validated; however, it is used to assist integration with third-party applications such as web collaboration tools.
Meet-Me Security PIN	This feature provides an additional level of security, which is used to prevent malicious participants from joining a Meet-Me conference. To join the conference, the security PIN must be entered after the conference ID or moderator ID. The BroadWorks Conferencing Outlook Plug-in uses the Enable Security PIN option when creating a new conference and adds the security PIN to the meeting invite, if enabled.
Video Messaging	BroadWorks Messaging can support video greetings, message recording, and message playback. All the other functions of Voice Messaging remain the same.
Voice Message Callback	Enables users to automatically call back the person who left them a message by hitting an option during or after listening to the message. This feature works if the caller's line ID is available; otherwise, the call back is denied.
Voice Message Waiting Indication	A stutter tone is provided via the telephone when new messages reside in the user's voice mailbox. A visual indicator on the phone is also provided.
Voice Messaging	Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Incoming callers are given the options to review and change their message and get a warning tone if their message is about to reach the maximum configured length. Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are to be delivered to their email account as .wav attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password and elect to give callers the option of connecting to an attendant by pressing 0. By accessing the voice portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. Messages can also be composed and sent to one or more users in the group, or the entire group. Users have the option of marking a message as urgent or confidential. Users can also pre-configure lists of users to whom voice messages can be sent. The voice portal also enables users to record their name and multiple personal greetings for busy and unavailable. Users also have the option to enter a feature access code on their phone to clear their message waiting indicator (MWI).
Voice Messaging Notification	Enables a user to be informed of new voice messages. The notification is in the form of an email (or short message to a cell phone) or an indication on the user's station. The user controls the service via a web interface, which provides the ability to activate and deactivate email notification as well as the email notification address.
Voice Messaging to Email	Enables users to have their voice messages delivered to a specified email address in the form of an email message with a .wav file attachment. If available, the caller's name and number are also included in the email subject line.
Voice Portal Auto-login	Enables the user an option to "auto login to voice portal if calling from the user's own phone". If set to "yes" then when a user calls in to the voice portal from the user's own phone, the user is not prompted for a passcode but immediately given

	access the voice portal menu. If set to "no", then the existing functionality is used, and the user is prompted for the passcode.
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Mobile Integration Features

Feature	Description
Customized Message Waiting Indication for Mobile Handset	Currently the MWI Delivery to Mobile Endpoint service provided by BroadWorks is very simple and is essentially only valuable for devices that provide a simple indicator notifying the user of a message waiting. Smartphones allow the delivery of a Short Message Service (SMS) to the phone, which provides additional information for presentation to the user. This feature adds configurable templates for the Short Message Peer-to-Peer Protocol (SMPP) Message Waiting Indicator (MWI) service delivered from both the BroadWorks Service Control Function (SCF) Server and Application Server (AS) platforms.
Notification Push Server	The Notification Push Server (NPS) is a new web application used by BroadWorks and BroadWorks Collaborate to push notifications for messaging, VoIP calls, Voice Messaging and more to UC-One applications, targeting mobile phones and tablets running the iPhone Operating System (iOS) and Android operating system.
Push Notification Support for Calls	This feature adds support for the Application Server to send push notifications for VoIP calls to mobile applications over the Apple Push Notification service (APNs) and Google Cloud Messaging (GCM) service using the Notification Push Server.
Support for Number Portability	This feature adds the ability to query the destination or calling number for number portability on selected originating and terminating calls, enabling an announcement to be played or Communication Barring service to be invoked based on the portability status determined. The feature adds four fundamental capabilities: <ul style="list-style-type: none"> • Determination that a destination address and calling address are portable. • Query of number portability database (NPDB) to retrieve and map a portability status. • Optionally, performing a communication barring action based upon the portability status. • Optionally, playing a notification announcement based upon the portability status.

UC-One Communicator Features

Feature	Description
Do Not Disturb	Need to focus on an urgent project? Put yourself in do not disturb mode, and let your calls roll to VoiceMail.
File Sharing	It's super easy and secure to share files of any type. Simply drag your file or click on the paperclip icon.
HD Video and Voice Calling	Highest quality voice and video helps make both one-on-ones and group conferences much more productive.
Instant Messaging	When you can't talk, simply send a quick message and stay connected to your teams regardless of where you are.
Mobile & Desktop App	Away from your desk phone? Access the power and productivity of UC-One Communicator on the device of your choice.
Screen Sharing	You're one click away from sharing your desktop, no need to launch a separate web conferencing app.
Set Call Forwarding	Can't accept calls right now? You decide when and where your calls should forward someplace else.
View Your Call and Message History	Missed a call? No worries, Communicator keeps all your call and message history right at your fingertips.
Virtual Meeting Room	UC-One My Room is your virtual meeting space where you and your team can meet at any time for a productive collaboration session.