



powered by

PBXware

The world's first and most mature Open Standards Turnkey Telephony Platform



Advanced
Voice and Data Networks Inc
uctel@advancednetworks.ca
1-877-852-7571

Small Business Communications

Affordable, Reliable, and Secure Communications for SMBs

Powered by PBXware

PBXware is the world's first and most mature IP PBX Professional Open Standards Turnkey Telephony Platform. Since 2004, PBXware has deployed flexible, reliable, and scalable Next Generation Communication Systems and VoIP solutions to Small and Medium sized Businesses, enterprises, Internet Telephony Service Providers (ITSPs), Call Centers and governments offices by combining the most advanced of the latest technologies.

UCtel's Hosted PBX Business edition is our extensive and fully customizable platform providing a comprehensive set of features and capabilities of the enterprise phone system. Transform the way you conduct business and increase efficiency in the workplace by truly unifying your communication system. As you grow, so does your phone system!

SAVE-SAVE-SAVE

SAVE: With lower up-front cost, there is no need to buy expensive PBX equipment.

SAVE: No cost to upgrade, expand or maintain the phone system hardware. This will all be done as required behind the scenes.

SAVE: Reduce your service costs, many system/user changes can be done by you through an easy to use custom web portal.

Add virtual fax and conference bridges to save even more.

RELIABILITY

Never miss a call! In the case of a power outage your system still picks up. Because the system is hosted off site, it will continue to take calls and voice mail messages. There is also an option to forward calls to any number when offline.

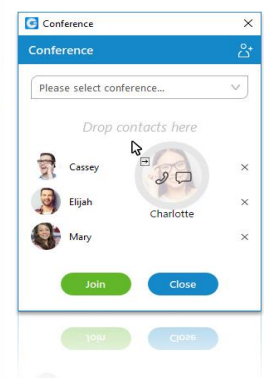
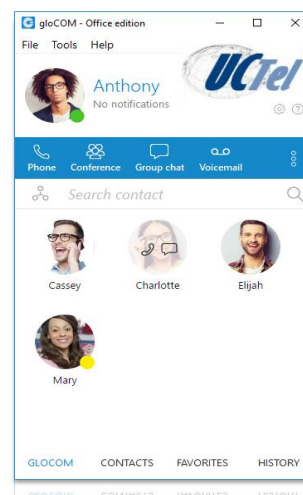
Continue to answer calls on your device with our mobile app.

Never get a busy signal. Even when all of your extensions are in use the calls will be answered by your IVR callers will choose between waiting online or leaving a voice mail.

POWER

You'll get Enterprise features right out of the gate. Every system has access to premium features like Call reporting, Call recording, Conference calling, Unified Communication, Hot Desking, Call Queuing, Follow me, CRM integration, Presence/Status and so much more.

Options for mobility & virtual fax offer ideal support for a mobile work force. And the desktop and mobile app provide access to productivity feature like presence, status and more



STANDARD FEATURES

- | | | |
|------------------|------------------|----------------------|
| ✓ Name Directory | ✓ Redial | ✓ Call Park |
| ✓ Music on Hold | ✓ Speed Dial | ✓ Call Logging |
| ✓ Caller ID | ✓ Call Park | ✓ Speed Dial |
| ✓ Call Waiting | ✓ Do Not Disturb | ✓ Voicemail |
| ✓ 3-Way Calling | ✓ Call Blocking | ✓ Voicemail to Email |
| ✓ Call Forward | ✓ Call Recording | ✓ Auto Attendant |
| ✓ Hold | ✓ Call Timer | ✓ Call Log |
| ✓ Transfer | ✓ Paging | ✓ Simultaneous Ring |
| ✓ Line Hunting | ✓ Intercom | ✓ Call History |
| ✓ Ring Groups | ✓ Call Announce | ✓ E911 |

More than 150 Devices to choose from!
Compatible with most IP Phones on the market.



ADVANCED FEATURES

System Dashboard

The Dashboard section gives you an overview of vital UCTel information. It displays hardware usage, main services status, information on the system, number of Total calls, Answered calls, SIP registration etc.

Enhanced Services

Enhanced Services allows UCTel Administrators, as well as end users, to set up and control features like Caller ID, Call Pickup, Call Filters & Blocking, Call Forwarding etc. from their phone or web interface.

Online Self Care

The Online Self Care portal allows the end user to modify their settings according to assigned permissions. Users can edit Enhanced Services settings, set up voicemail behavior, check CDRs, download recordings etc.

Multiple Phone per One Extension

UCTel can use multiple MAC addresses per extension. This allows multiple devices to share the same Extension. This could be one type of device, or multiple types of devices. All with a single subscription fee.

Outbound Call Restriction

Administrators have full control over which destinations, local or remote, extensions can dial. These rules can be applied to multiple extensions at the same time or individually per extension.

Caller ID Control

UCTel allows you complete control of your Caller ID for outbound calls. Please note that this feature will also depend on Caller ID rules enforced by your trunk provider.

Call Filters & Blocking

Based on a set of predefined rules this service filters and blocks all incoming calls based on the rules you have set for incoming caller IDs. This can send a busy signal to all calls that have their Caller ID hidden or forward the call to an out of service number whenever a specific number dials your extension.

Call Screening

Call screening enables a user to forward calls to other extensions depending on the user's status.

Last Caller

Last Caller allows users to dial the last number that dialed their number.

Remote Access

Remote Access enables users to dial into the system from a remote location and authenticate to their personal extensions so they can make calls as if they were using their office phone.

CRM Integration

Your UCTel PBX will integrate with the most popular CRM products on the market. These include Zoho, Salesforce, SugarCRM, Microsoft Dynamics CRM, Zendesk, Bullhorn, Vtiger, The SuiteCRM and Pipedrive.

PREMIUM FEATURES

Call Recording - ENHANCED

Station Call recording is a standard feature of this platform. With the Enhanced Call recording UCTel offers more control. There are multiple options to enable call recording, defining whether you would like to inform all parties that a call recording is turned on or not. Call recording can be enabled globally, for the entire system, or lower level per Tenant, DID, Extension, Ring group etc.

The UCTel interface has an integrated call recordings player, allowing users to listen to call recordings directly from their browser and navigate through the recording with a simple click of a mouse. This prevents the issue users might have experienced with earlier versions, as they had to find a media player that supports the format in which recordings were being downloaded.

Follow Me

Follow Me service rings destinations in a sequence set up by the user. If a call is not answered by the initial destination, the next destination in sequence will be dialed. For example, this allows you to set up your desk phone to ring first, for 10 seconds and if the call is not answered it will move forward and ring to your cell phone for 10 seconds. In case you are unable to answer it, you can also set the call to return to your extensions voicemail, ensuring that you will receive the message from the caller once you are available.

Hot Desking

Hot Desking is a feature that allows employees to work at any available desk in an office and still be able to have their own extension. If the phone is set up to be used with hot desking, any user can log in to their own extension by entering the extension number and PIN. Polycom and Yealink devices are supported.

Phone Callback

Phone callback allows you to set up one or more Caller IDs that will be matched once a call gets to your UCTel PBX. Once the caller ID is matched, the call is dropped, and the user will receive the call from the PBX. Once the call is answered, the user can dial any destination as if they were using an office phone.

Call Monitoring

This service monitors active calls in real time, allowing you to choose between three different monitoring options, listening, whispering and barging. The listening option allows you to listen to the calls, whispering allows you to listen to the conversation and talk only to the monitored extension and barging allows you to listen and talk to both parties on the call. All three options (Dynamic mode) allows you to dynamically choose what mode of monitoring you want to use during the call.

Automated Call Distribution (ACD) – Inbound

An inbound ACD is used to group a number of extensions into one network destination. Each Call Group is assigned a network number which, once dialed, rings all extensions assigned to the group according to the ring strategy. Ring strategies include – Ring All, Linear, Round Robin, Least Call, Random and more.

ACD call groups can be setup with a Customised Ringtone for easy identification. Custom greeting can be played to callers once their call enters the ring group. Caller ID Customisation allows you to append the preferred string to the incoming caller ID number in order to distinguish the calls that are coming from the ring group or from other extensions.

Video Support

UCTel natively supports SIP video. This must be enabled through the PBX and requires the registration of compatible video devices.

Voicemail Speech to Text

This feature will allow customers to attach the transcript of voicemails when sending out emails to users as well as being able to access the transcripts inside OSC. Two transcription services will be supported in this version, Google Speech and IBM Watson.

Speech to Text Additional Languages

Speech-to-text now supports Spanish and French language.

Reports

Online Self Care portal allows end users to see their call records, filter them by date, time and caller ID, print or email CDR search results. We have added a new feature called IVR statistics, this feature is similar to Queue or Agent statistics for Call Center systems.

- **IVR Calls**

IVR call statistics report will show: Call ID, Date time, Called Number, Caller ID, IVR name, IVR number, Option Destination, Destination Type, Ended

- **IVR Calls per Called Number**

IVR calls per called number report will show: Call ID, Date time, Called Number, Caller ID, IVR name, IVR number, Option Destination, Destination Type, Ended

- **IVR Calls per Option**

IVR calls per option: Call ID, Date time, Called Number, Caller ID, IVR name, IVR number, Option Destination, Destination Type, Ended

Conference Rooms/Bridges

Conference bridges can be setup directly through your UCTel PBX eliminating the need for expensive 3rd Party Conference Bridge services and allows for short notice events. Setting Conference room numbers as a DID destination will allow callers outside the company to join into conference calls by dialing the DID number. They can also, be directed through the Auto Attendant or by the operator.

Fax to E-mail

Set Fax to E-mail as a DID destination if you would like to receive virtual faxes via your UCTel PBX. A Fax will be sent to an e-mail address (if the SMTP server is configured on the UCTel PBX) and saved on the PBX where it can be downloaded from the FAX section.

