

Core Features Summary

The core session licence includes a vast set of features and functions, many of which can be switched on or off as required depending on yours and your customers requirements, and depending on which market sectors you are operating in.

The following list provides a summary of all the features that are included with the core Connecting Britain powered by Netsapiens licence model:

User

- Answering Rules
- Find Me / Follow Me
- Call Recording
- Group Chat
- Call Waiting
- Holiday Routing
- Conferencing (Owned Bridge)
- Localisation
- Conversational Call Sentiment Analysis
- Multi-Factor Authentication
- Multiple Endpoints / Devices
- Conversational Call Transcription
- Music on Hold
- Delayed Simultaneous Ring
- Operator Forward
- Extension Forbit List
- Presence
- Simultaneous Ring
- Single Sign On
- Three way Calling
- Time Frames
- Voicemail
- Voicemail to Email Transcript

General

- Auto-Attendant
- Call Park
- Call Pick up
- Call Queue Ring-Back
- Call Queue Routing
- Call Queue Thresholds
- Call Retrieve
- Call Transfer
- Company Directory (with voice search)
- Conferencing (Dedicated Bridge)
- General Call Queue Settings
- Hotdesking
- Hunt / Ring Groups
- Intercom
- Interactive Voice Response Menu
- Mid-Call Recording Redaction
- Monitoring
- Multi-Language IVR
- Music on Hold (MOH)
- Paging
- Presence
- SIP Trunking with Failover / Load
- Balancing
- Speed Dial 100
- Time frame

Monitoring & Reporting

- Account Codes
- Alerting and Utilisation Reports
- Analytics
- Anti-Fraud / Watchdog
- Call Decoding
- Call History
- Call SIP Tracing
- CDR Import / Export via portal
- Digital Signal Processing
- Decode and Analysis
- Domain Graphs & Statistics MOS Score
- PCAP Trace
- Recording
- RTP, Jitter Buffer, Packet Loss Analysis
- Server Management
- SIP Trace
- Trend Analysis
- Usage Stats



Sites

- Customisation
- Filtering and reporting
- Site Manager Scope

Device Related

- BLF Management
- Bulk edit via portal
- Customisation of Phone Settings
- Day/Night Mode Monitored BLF
- Device Auto-Provisioning
- Device Overrides
- Device Passwords
- N-way Call
- Preferred Server Location
- Registration
- Queue Status Monitored BLF
- Directories
- Endpoint Manager
- Geography Based Provisioning Hotdesking
- Inventory management
- Mass Resync
- Message Waiting Indicator
- Shared Line Appearance Star Codes
- User Agent Permit Filter Video Telephony

Regulatory and Security

- Alarms
- Authorisation Codes
- Call Limits
- Call Trace (Malicious, Subscriber, CDR Search Tools)
- Cradle to Grave System Wide Audit
- Logs
- Dial Permissions
- Dictionary Attack Prevention for Phone
- Provisioning Files (S.A.F.E)
- Emergency Calling
- Lawful Intercept (Event and Media Monitoring)
- Portal Security
- Reject Log
- SPAM Detection Support
- SRTP Audio Encryption
- SSL Security
- Transport Layer Security (TLS)
- User Limits
- Voice VPN Support

Phone Number Related

- Allowed Numbers
- Alternate Numbers
- Anonymous Call Rejection
- Blocked Numbers
- Calling Line ID Blocking
- Configurable Call ID
- Direct Inward Dialling
- E164 Number Support
- Normalisation of Numbers
- Phone Number Inventory
- Phone Number Privacy

Phone Number Related

- Desktop Softphone (WebRTC)
- Reception / Administration Console
- File Sharing
- Screen Sharing
- Instant Messaging
- Video Conferencing (Scheduled / Recurring Meeting Options)
- Mobile Calling Application (iOS/Android)
- Video Webinar

