

GLOBALGIG HOSTED PBX

Feature list

General/Call Center

Auto-Attendant

- Dial by Name Directory
- Intro Greeting
- Post-Welcome Greeting
- Dial by Extension
- Multiple Language Auto Attendant
- Configurable AA Timeouts

Call Center Stats-Home Page

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

Call Center Reporting

- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics
- Cradle-to-grave reporting

Call Pick up

- Directed Call pickup
- Group pickup
- Site pickup
- Domain Pickup

Call Queue Routing

- Round Robin (longest idle)
- Ring All
- Linear Hunt
- Linear Cascade
 - Agents to Ring initially
 - Agents to add after timeout
- Call Park
- Forward if Unavailable
- Forward if Unanswered
- Call Back

Call Queue Thresholds

- Max Expected Wait Time
- Max Queue Length
- Queue Ring Timeout
- Agent Ring Timeout

Call Center Agent Settings

- Agent Status
- Wrap Up Time
- Max Simultaneous Calls
- Queue Priority for Agent
- Request Confirmation
- Auto-Answer

General Call Queue Settings

- Call Recording
- Statistics
- Message to Agent
- Require Agents
- Require Music on Hold (MOH)
- Logout Agent on Missed Call
- Into Greetings

SMS Queuing

- Allows queues to accept SMS messages where call center agents will handle the text conversation
- SMS Queuing Statistics

Conferencing (Dedicated Bridge)

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to Start
- Begin and End times
- Max # of Participants
- Save Participants
- Announce Participants
- Arrive/Depart Tones

Monitoring

- Listen In – No ability to talk to either agent or caller
- Barge In – full 2 way audio with Agent and

- Caller
- Whisper only – 1 way audio with Agent only

Paging

- Handset Paging
- Overhead Paging

Transfer

- Blind Call Transfer
- Attended Call Transfer
- Voicemail Transfer

Call Park

Call Retrieve

Park/Retrieve

Pick/Retrieve

Call Disposition and Reason

Hotdesking

Intercom

Mid-Call Recording Redaction

Music on Hold(MOH)

Multi-Language IVR

Presence

Time frames

User

Answering Rules

- Ring Time Out
- Do Not Disturb(DND)
- Call Screening
- Call Forwarding
 - Always
 - When Busy
 - When Unanswered
 - When Offline

Conferencing (Owned Bridge)

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to start
- Begin and End Time
- Max # of Participants
- Save Participants
- Announce Participants
- Arrive/Depart Tones

Voicemail

- Voicemail to Email
- Voicemail Distribution List (Deep Copy)

Call Waiting

Delayed Simultaneous Ring

Extension Forbid List

Localization

Music on Hold(MOH)

Operator Forward

Presence

Ring All

Simultaneous Ring (SimRing)

Time Frames

Single Sign On (Apple SSO etc.)

Multi-Factor Authentication

Group Chat

- MMS – share media files through MMS supported numbers

Monitoring

Call Center Reports

- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics

Call Center Stats-Home Page

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

Domain Graphs & Statistics

- Peak Active Calls
 - By Hour
 - By Day

- By Minute
- All Calls
- Offnet Only
- Call Volume
 - By Hour
 - By Day
- All Calls
- Offnet Only
- Total Minutes
 - By hour
 - By Day
- All Calls
- Offnet Only
- Users and Applications (per Domain)
 - # of Users
 - # of Devices
 - # of AutoAttendants
 - # of Call Queues
 - # of Conferences
 - # of Phone Numbers

Usage Stats

- Calls
- SMS
- Current Month
- Previous Month

Account Codes

Call History

Recording

- Recording Email Notification

Server Management

SIP Trace

Trend Analysis

CDR Export via portal

SNAPanalytics

- Allows you to create customized dashboards or wallboards for call center environments.
- Create / Edit / Share Boards and KPI's (Cards).
- Various KPI Chart Types
 - Line Graph
 - Gauge
 - Single Stat
 - Table
 - Grid
 - Note
 - iFrame

Sites

- Customization - allow customization of a site for each user and queue.
- Filtering and reporting - on sites as well as previously supported departments
- Site Manager Scope

Device Related

Auto-Provisioning

Bulk edit via portal

Customization of Phone

Directories

Device Overrides- via portal and

Admin UI

Device Passwords-via portal and

Admin UI

Inventory

Inventory import – via portal and

Admin UI

Geography Based Provisioning

Hotdesking

Mass Resync

Message Waiting

Indicator(MWI)

N-way Call

Preferred Server Location

Shared Line Appearance(SLA)

Star Codes

User Agent Permit Filter

Video Telephony

SNAPbuilder

Queue Status Monitored BLF

Day/Night Mode Monitored BLF

Security

Portal Security

- Secure Passwords
- Forced Password Reset
- Password Set/Reset via email reCAPTCHA
 - v2
 - Invisible
- Masquerade
- User Welcome Emails

Transport Layer Security

Dictionary Attack Prevention for

Phone Provisioning Files(S.A.F.E)

Dial Permissions

User Limits

Reject Log

Alarms

Authorization Codes

Call Limits

SRTP Audio Encryption

STIR/SHAKEN support

Phone Number Related

Phone Number Inventory

- Timed Enable/Disable
- Localization
- Enable Language on DID

Alternate Numbers

Allowed Numbers

Anonymous Call Rejection

Blocked Numbers

Calling Line ID Blocking

Configurable Call ID

Direct Inward Dialing

Normalization of Numbers

Privacy

SNAPped In

CNAM

E-911 / Dynamic routing

Fax – Support for Faxback, Pangea

QOS Monitoring

Voice Services

- Google Voicemail Transcription
- Speech Analytics / Sentiment Analysis
- Text-to-Speech
- Automated Attendant Speech Recognition

Web-based CRM

Unified Communications

HD Audio

WebRTC

- Video Conference
- Chat
- SMS

Softphone (SNAPmobile Web)

- Incl 3-way calling

Mobile Application

(SNAPmobile)

SNAP .HD

- Scheduling
- Increased capacity
- Active Speaker
- Recording

Voice Services

Text to Speech

Speech to Text for dynamic voice driven IVRs and interactive menus

APIs

Various options including Create, Count, read, update, delete etc...

- Reseller
- Domain

Subscriber

- Device
- Connection
- Message
- Agent
- Agent Log
- Answer Rule
- Audio
- CDR2
- CDR Export
- CDR Schedule
- Call
- Call Center Stats
- Call Queue
- Call Queue Stats
- Call Request
- Caller ID
- Emergency
- Call Queue Email Report
- Char
- Conference
- Conference Participant
- Conference Record
- Contact Dashboard
- Default Department
- Device Model
- Device Profile
- Dial Plan
- Dial Policy
- Dial Rule
- Image
- MAC
- Meeting
- Message Session
- NDP Server
- Permission
- Phone Config
- Phone Number
- Presence
- Queued
- Quota
- Recording
- Route
- SMS Number
- Server Info
- SFU
- Site
- Sites
- Subscription
- Time Frame
- Time Range
- Turn
- UC Inbox
- UI Config
- Upload

About Globalgig

Globalgig delivers hyperconnectivity for enterprises and mobile employees worldwide, leveraging its integrated network platform, Orchestra. Utilizing diverse technologies such as SD-WAN, wireless, UCaaS and managed network services, Globalgig designs innovative solutions customized to enterprises' unique needs and backed by the efficiency of a single provider. Globalgig is headquartered in San Antonio, Texas, with offices across the U.S., and in the U.K., France, Switzerland and the Netherlands.

1870 West Bitters Road
San Antonio, TX 78248
+1 844 483 5474
info@globalgig.com
www.globalgig.com

