

# Service overview

**10,000+**  
**Customers**

## Business platform with proven reliability

**Longevity**—Providing service for 11+ years  
**Quality**—Average 4.3 MOS score for VOIP

**95%**—Customer Retention Rate  
**99.999%**—Average uptime (less than 5 minutes of downtime annually)

**100,000+**  
**Seat**

## Features at-a-glance

### UC Client

- Work from anywhere, anytime
- Enterprise contacts and user presence
- Softphone calling
- Click to call
- One, unified interface
- Chat (individual, group, and private)
- Eliminate costly, fragmented tools
- Zero configuration
- Video meetings with screensharing
- Productivity enhancement tools, e.g. tasks, notes
- Voicemail—vmail to email and vmail transcription
- Call Recording

### Mobile Application

- A desk phone in their pocket
- Fully connected, wherever they go
- Instant mobile onboarding (QR Code)
- Simplified mobile onboarding
- Enterprise contacts
- Make and take calls on the go (from anywhere in the world)
- Instant mobile onboarding (QR Code)

### Voice features at-a-glance

- Unlimited calling local and long distance
- Contact Center with detailed analytics and reporting
- Multi-layer auto attendant(s)
- Dial By Name Directory
- Hot Desking
- Dynamic Caller ID
- Text enabled DIDs supporting SMS
- Find me/follow me (digital assistant)
- Call routing based on business hours, after hours and holiday hours
- Three- and four-digit dialing
- Speed Dial
- Page and Intercom
- Holiday routing and holiday auto attendant
- Caller ID Blocking
- Call Park
- Simultaneous ring
- Electronic faxing; fax to email
- Attended and unattended call transfer
- Call Forwarding
- Conference bridge
- Call hold; customized music on hold
- Commercial(s) on hold by location or call queue
- Busy lamp fields (BLF)

### Stability features

- Automatic rerouting in the event of a power failure and/or Internet outage
- Geo-redundant infrastructure
- Prioritized voice (QOS) with router
- Remote configuration changes
- LTE Failover

### Management features

- Admin portal
- Detailed call activity reporting
- Call history
- Paperless invoices

