

Features & Benefits

Group Calling Features

Auto Attendant or Live Operator

Set up introduction greetings and other recorded messages, managed by VSGi Business VoIP. Impress callers with a professional informative greeting. Set up your call tree to efficiently route callers to their desired extension or department. Easily change these greetings as often as needed for updates and toggle off the auto attendant and use a live operator, as needed.

Hunt Groups

Group your users, defining destinations for incoming calls (example: Sales Department, Marketing Department). Your greeting directs callers to various departments.

Company Directory - Click-to-Dial

All your users registered in the VoIP system are available in the Company Directory – you can click to dial them via the VoIP soft phone on your PC.

Music On Hold

As with greetings, insert your own .wav or other music files to play music as callers wait to have their call answered. Easily update these via your web portal.

Time of Day Modes

Set preferences for PBX features to operate according to time of day. Use a Live Operator during the day for incoming calls & switch to an attendant recording each night.



Individual Calling Features

Free Interoffice Extension-to-Extension Calls

Free long-distance to anyone in your organization by using a simple 3 or 4-digit extension – whether they are next door or in another office, halfway around the world.

Flat-Rate Outbound U.S. & Canada Long Distance

Lower your long distance bill by paying a flat fee for unlimited outbound calling, for all users throughout U.S. & Canada.

Find Me/Follow Me

Insure that people trying to contact you, find you... right away. Use the web interface to set up all your contact methods (IP office phone, cell phone) – defining sequence of ringing your devices as callers contact you.

Call Blast

Allow all of your devices to receive incoming calls simultaneously, insuring that you will always be reached.

Voicemail Access via Phone, Web, and Email

You choose how to access your voicemail – whether via your VoIP web interface, your IP phone or listen to them directly from your email inbox.

Call Park, Pickup and Transfer

All traditional call handling capabilities such as these are available to users.

Click-to-Dial Calling

From Microsoft Outlook® or from your WorkSmart soft client, dial by simply clicking on the person you need to call.

Software Phone

Use the included WorkSmart soft client phone on your computer, to easily make calls wherever you travel.

Worldwide Outbound Calling

Place calls to locations throughout the world.

Toll-Free 800 Inbound

Establish an easy way for customers and prospects to contact you.

Features & Benefits (continued)

Business Collaboration Tools

Desktop Sharing

Let your support group "take control" of other users' desktops to solve their application problems.

Complete Web Conferencing Capability *

Run presentations across groups of users. This includes not only your employees; but anyone who has a web browser. No plug-ins, no extra software. Extremely easy to use. All the features you expect from a web conferencing tool - at a fraction of the price.

Private IM Network with Encryption

Your own chat system - private & encrypted. Safely communicate amongst all your organization's users with features beyond common chat systems.

Public IM Network Integration (Yahoo, AOL, MSN)

Use your chat client to talk across all the popular public chat systems.

IM Archiving

Capture & file your important chat discussions.

Instant Data File Transfer

Transfer files securely and instantly between you & other users.

Remote Control *

Set up your Worksmart dashboard to allow remote access; you can access your same Worksmart office desktop from a remote location.

* Features available with Collaborator version.



Conferencing

Audio Conferencing

Let up to 20 participants join in conference calls you schedule in advance or arrange ad hoc.

IM Conferencing

Conduct your own multiple user chat conferences to efficiently discuss team projects.

Automated Call Distribution (ACD)

(features available with Call Center version)

Logic-Based Routing (Skills, Time, Geographic, Load)

Optimize your call center group's ability to handle calls - route calls across members of your ACD group based on their experience, their current load, their location or according to time of day.

Queuing

Put calls directed to ACD groups into queues awaiting next available agent.

Music On Hold and Recorded Messages

Establish pre-recorded messages to keep your callers informed as they wait to get to an agent.

Call Recording (Pre-Release/Beta)

Record the discussions between callers & your agents.

Real Time Reporting and Monitoring

Record key metrics tracking performance of your Call Center and compile these into reports to show performance trends.

Features & Benefits (continued)

On-Demand VoIP Service

Instant User Set-up, along with Move, Adds, Change and Deletes

Instantly modify your system users using your administrator's portal via the Web. Leave behind traditional phone systems forcing you to contact a PBX support group to make changes to users.

Real Time Phone Service Activation

IP phones allow instant downloadable configurations, so users simply plug their phones into an Internet connection and the phone is instantly activated.

Web Based Management

Your Web-based portal lets you set up features for your users & system preferences, including voicemail options, find me/follow me options, collaboration capabilities and more.

End-to-End Open Standards Solution

VSGi provides a standards-based VoIP platform (based on the SIP standard) and SIP-based IP phones, insuring all components work together, end-to-end.

Software as a Service

Instead of licensing software & having to run it on local servers you maintain; use your broadband Internet connection to access software applications provided by VSGi. Services are less expensive to maintain & support, and upgrades are automatic.



Billing

Automatic Online Bill Tracking

See all of your organization's VoIP charges instantly & up-to-date via this web interface.

Real-Time and Historical Call Detail Records

Get the back-up descriptions to all the calls your organization has made.