

CommsOffice v7.000 Features	CommsOffice	Professional	Enterprise	Voice
Network/Connectivity:				
Call logging runs as a service	•	•	•	•
Data captured via RS232, IP or Database connection	•	•	•	•
MS SQL Database	•	•	•	•
Multi Site configuration	•	•	•	•
Multi user with security by user or group level	•	•	•	•
Multiple organizations and departments within one site installation	•	•	•	•
Real time call capturing and reporting	•	•	•	•
Split database across multiple machines (large installations)	•	•	•	•
Unlimited Workstation Installations (no additional charge)	•	•	•	•
Some Basics:				
Account codes - forced or simulated (un-forced)	•	•	•	
Add phone numbers associated with account codes for further tracking	•	•	•	
Authorization codes and PIN numbers supported	•	•	•	
Auto discovery of extensions, trunks, pin numbers, acct codes	•	•	•	
Caller ID (if switch enabled)	•	•	•	•
DDI/DID Numbers	•	•	•	•
Hunt groups supported	•	•	•	•
Raw call data is zipped each night for economical storage	•	•	•	•
911/Emergency call monitoring and alarm notification	•	•	•	•
Personal Assistant:				
Contact List displayed by site with type of contact selectable	•	•	•	
Status display of staff/agent by color and icon	•	•	•	
Bubble hint shows on call, CLI, time of call and duration	•	•	•	
User able to change status	•	•	•	
Management option to hide particular staff from the contact list	•	•	•	
Internal chat server with online/offline status	•	•	•	
Central recording of all chat sessions including chat contents	•	•	•	
Transfer files via chat session	•	•	•	
Message system including in-house message center and/or e-mail	•	•	•	
Fast view of staff phone calls, messages and recordings (with VR only)	•	•	•	
CTI Integration (Available in all products – an additional license/module is required):				
Make outbound call from history, keypad or CRM	•	•	•	•
Place call on hold, retrieve and terminate	•	•	•	•
Answer inbound calls with screen pop	•	•	•	•
Answer inbound call with Outlook contacts screen pop	•	•	•	•
Set extension to divert after "N" rings to internal or external number	•	•	•	•
Set extension to DND (Do Not Disturb)	•	•	•	•
Transfer call via announced or blind transfer	•	•	•	•
Voice Recorder:				
Extension or trunk based recording available				•
Recordings can be either birth to death or voice activated				•
Listen in feature – at beginning of call or any other time during recording				•
Recordings can be e-mailed or saved to disk				•
Search for recordings by date, time, duration, channel, extension, notes				•
Search for recordings by person, call style, phone number (whole or partial)				•
Recordings are 128 bit encrypted in one concise file				•
Selectively disable recording on trunks or extensions				•
Block phone numbers (stop viewing records & listening to recordings)				•
Recordings may be flagged as 'at risk'				•

CommsOffice Professional

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Voice Recorder (continued)				
User defined criteria and tests for call grading				•
Application of tests and/or notes to recordings				•
Grade recordings historically or at time of call				•
Real time channel display with CLI, duration and user ID				•
Reporting:				
Ad-hoc report builder			•	•
Canned call reports	•	•	•	•
Canned network reports			•	
Customize and/or edit canned reports and save for future use	•	•	•	•
Report scheduler	•	•	•	•
Report scheduler runs as a service	•	•	•	•
Report to screen, e-mail, file or printer	•	•	•	•
Web reporting	•	•	•	•
Network:				
Alarms customizable by the user	•	•	•	•
Alarm notifications sent via e-mail, user, computer, printer or text message	•	•	•	•
Auto discovery of domain users and computers			•	
Auto updates via internet (with maintenance contract)	•	•	•	•
Call utilities including import, delete, move of call data and recost data	•	•	•	
Error logs sent via e-mail to support department	•	•	•	•
Network monitoring reports available (w/custom install using sniffer)			•	
Rates Management	•	•	•	•
Uplift call cost by extension, trunk, department	•	•	•	•
ACD (Automatic Call Distribution):				
ACD Alarms available (visual and/or audible)		•	•	
ACD Graphs by agent, group or queue		•	•	
ACD Interactive functions (call in progress details)		•	•	
ACD Live statistics		•	•	
Auto Attendant statistics including overflow		•	•	
ACD Wallboards choice of 26 statistics to display		•	•	
ACD List View choice of 26 summary statistics items		•	•	
ACD Logger runs as a Service		•	•	
ACD Reports available		•	•	
ACD Ticker Tape available externally for supervisor monitoring		•	•	
ACD Ticker Tape also available internally		•	•	
ACD Ticker Tape for multiple agents, groups, queues or combination		•	•	
ACD Wallboard view by agent, group and/or queue		•	•	
Billing:				
Billing section with invoice generation (printed or via pdf attachment)			•	
Billing may be based on extension, client, room and/or acct code			•	
Bill customers/clients for phone usage			•	
Bill customers/clients for once-off and recurring charges (great for lawyers)			•	
Bill single client or by bulk billing			•	
Create customized plans and charges for clients			•	
Charges can be debit or credit			•	
Charges can be set to activate or de-activate by date			•	
Create debits, credits and/or account journal entries			•	