

# GLOBALGIG HOSTED PBX

Feature list



## GENERAL/CALL CENTER

- **Auto-Attendant**
  - Dial by Name Directory
  - Intro Greeting
  - Post-Welcome Greeting
  - Dial by Extension
- **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
- **Call Pickup**
  - Directed CallPickup
  - 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
  - Hot Desking – Active Phones Assigned
  - Speech Keywords (Additional Integration)
  - SMS Queueing for Call Center (Additional Integration)
- **General Call Queue Settings**
  - Call Recording
  - Statistics
  - Message to Agent
  - Require Agents
  - Require Music on Hold (MOH)
  - Logout Agent on Missed Call
  - Into Greetings
- **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
  - Video Conferencing (Additional Integration)
  - Toggle Mute On/Off
  - Recording On / Off
  - Decrease/Increase/Reset Volume to Participant
  - Decrease/Increase/Reset Volume to Conference
  - Announce List Of Active Participants
  - Toggle Announcement On/Off
  - Disconnect All Other Participants
  - Toggle Conference Lock
  - Announce Count Of Active Participants
  - Mute/Un-Mute All Other Participants
- **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
  - External Paging Systems Supported
- **Transfer**
  - Blind Call Transfer
  - Attended Call Transfer
  - Voicemail Transfer
- **Call Park**
- **Call Retrieve**
- **Call Disposition and Reason**
- **Hotdesking**
- **Intercom**
- **Mid-Call Recording Redaction**
- **Music on Hold (MOH)**
- **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
  - Video Conferencing (Additional Integration)
  - Toggle Mute On/Off
  - Recording On/Off
  - Decrease/Increase/Reset Volume to Participant
  - Decrease/Increase/Reset Volume to Conference
  - Announce List Of Active Participants
  - Toggle Announcement On/Off
  - Disconnect All Other Participants
  - Toggle Conference Lock
  - Announce Count Of Active Participants
  - Mute All Other Participants
  - Mute/Un-Mute All Other Participants
- **Voicemail**
  - Voicemail to Email
  - Voice mail to text (Additional Integration)
- **Call Waiting**
- **Delayed Simultaneous Ring**
- **Music on Hold (MOH)**
- **Presence**
- **Ring All**
- **Simultaneous Ring (SimRing)**

## MONITORING

- **Time Frames**
- **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 Auto-Attendants
  - # of Call Queues
  - # of Conferences
  - # of Phone

- **Numbers**
- **Usage Stats**
  - Calls
  - SMS
  - Current Month
  - Previous Month
- **Account Codes**
- **Call History**
- **Recording**
  - Recording Email Notification

## PHONE NUMBER RELATED

- **Phone Number Inventory**
  - Timed Enable/Disable
  - Localization
- **Alternate Numbers**
- **Allowed Numbers**
- **Anonymous Call Rejection**
- **Blocked Numbers**
- **Calling Line ID Blocking**
- **Configurable Call ID**
- **Direct Inward Dialing**
- **Normalization of Numbers**
- **Privacy**

## DEVICE RELATED

- **Message Waiting Indicator(MWI)**
- **N-way Call**
- **Preferred Server Location**
- **Shared Line Appearance(SLA)**
- **Star Codes**
- **User Agent Permit Filter**
- **Video Telephony**

## FEATURES ROADMAP

- Q3 2021
  - Stir Shaken Support
  - RoboCall Mitigation

## ABOUT GLOBALGIG

Globalgig orchestrates hyperconnectivity for the enterprise business continuum using managed communications solutions. Globalgig provides wireless connectivity across a 200-plus country footprint and offers a full suite of communications services and products including Hosted VoIP, Mobile Device Management, Wi-Fi Hotspots, Remote Office and Backup, Technology Expense Management and IoT/M2M connectivity solutions. Globalgig is headquartered in San Antonio, Texas, with offices across the U.S., and in London and Sydney.

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