

Cloud Feature Set

Standard User Features

- **D.I.D., Extension, and Voicemail Box** – Standard users include a direct phone number, an extension and a personalized voicemail inbox.
- **User Web Portal** – A dedicated web portal provides access from anywhere to personalize call handling and user settings.
- **Click To Dial** – Initiate your calls directly out of your contact list through the user portal.
- **Find Me / Follow Me** – System searches from number to number to connect you to the call.
- **1 Auto Attendant** – Gives callers the ability to direct their call or provides a backup to the receptionist. This includes day, night and holiday greetings.
- **Voicemail to Email** – Send voicemails to your email for easy access.
- **Music on Hold** – Play custom music to callers while on hold.
- **Simultaneous Ring** – Ring both desk phone and cell phone. Never miss a call again.
- **Admin Portal** – Adjust auto attendant hours, manage users, reset passwords, change names, modify call routing, administer devices, call logs and voicemails.
- **Visual Voicemail** – Visually manage your voicemails via user portal.
- **Standard Call Handling Features Included** – Place calls on hold, view call logs, park calls, call screening, call forwarding.
- **Caller ID** – View name and number caller ID.

Call Center User Features

Call Center Features can be added to Standard, Premium and Web Edition

- **Call Center Agents** – Agents can log in and out of queues, wrap up and use call dispositions.
- **Supervisors** – Enjoy powerful live agent views and wallboards. Silently monitor, coach and barge into live agent calls.
- **Custom Reporting** – Access reports on demand and schedule them for automated email delivery.

Premium User Features – Includes Desktop & Mobile Application Premium Users Receive all the Standard Features *PLUS*

- **User Desktop Applications** – Visually manage your contact list with integrated presence.
- **Outlook Integration** – See presence and click to dial from Outlook.
- **Mobile Applications** – Have your office extension on your mobile device.
- **User Presence** – View live presence status of all users.
- **Video Calling** – Personalize your communication with video calling. Access video calls from the video phone, YipTel Desktop or the YipTel mobile application.
- **Call Record on Demand** – Record calls on demand with our desktop application.
- **Soft Phone** – Built into desktop application.
- **Interoffice Chat** – Provides secure chat to individuals and groups.

Web Edition User Features – Receive all Premium Features *PLUS*

- **50 Party Meeting Rooms** – Host web meetings with audio and video for up to 50 participants from any device. Easily schedule from Outlook or invite via email with a single click.
- **Screen Sharing** – Each participant can take turns screen sharing and administering the meeting.
- **Video Conferencing** – View HD video of all participants during the meeting.
- **Call In or Web Audio** – Dial in from the telephone or use the built in web audio conferencing.
- **Secure SSL Encryption** – The highest levels of encryption, allowing you to communicate in a safe and secured environment.

Add On Features

- **Full Call Recording** – View all calls as they are being recorded, silent whisper to agents, barge in and listen to live calls. Ability to add agent scoring and reporting.
- **Voicemail Transcription** – Voicemail messages are converted to text and sent via email and the YipTel mobile and desktop apps.
- **Conferencing** – Audio conference with desktop and mobile controls.
- **eFax** – Discover the convenience of faxing to and from your email.

