



VoIP Logic  
Enhanced  
Hosted  
PBX



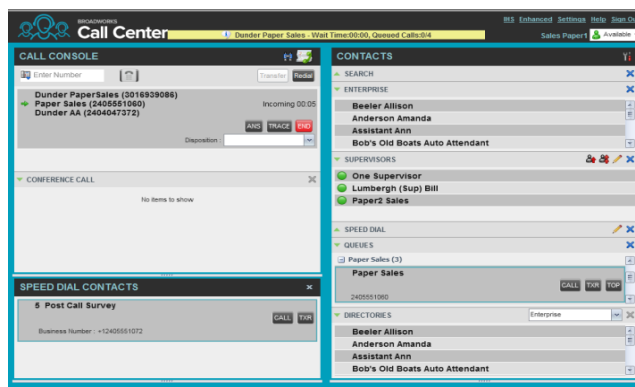
## VoIP Logic Enhanced Hosted PBX Seat

The VoIP Logic Broadworks® based Enhanced Hosted PBX Seat utilizes our Call Center/Automatic Call Distribution capabilities (CC/ACD) to enable Service Providers Partners (SPPs) to take advantage of the growing market demand in key vertical markets to utilize some of the enhanced CC/ACD features on the VoIP Logic platform and to compliment a particular customer's standard Hosted PBX voice services without the need to install expensive, complicated premise-based equipment to support features such as queuing, conversation and message recording, along with sophisticated reporting capabilities for certain key positions or groups in a company. By leveraging this Enhanced Hosted PBX capability for a few key positions/groups in a company, the SPP can save the customer a substantial investment in technology while delivering high revenue/margin capabilities to your current or new customers, even if they are just an SMB with a need for a little extra ACD/Queuing support.

### VoIP Logic's Enhanced Hosted PBX solutions provides your Commercial customers with:

- ❑ **Lower total cost of ownership** - no capital expenditures; no on-site equipment; network-based queuing; can be leveraged on top of a current VoIP Logic Hosted PBX seat\*
- ❑ **More flexibility** – remote and home-based agents; on-demand, seasonal capacity; queues that span sites; remote monitoring; advanced reporting capabilities.
- ❑ **Additional redundancy and availability options** – automatic call rerouting; geographic redundancy; mobile integration
- ❑ **Evergreen solution** – application upgrades and updates are handled by service provider

\* Use of the Premium Enterprise License is highly suggested as the base seat license for the Hosted CC/ACD seat offering. Use of other Hosted PBX seat base licenses may result in inconsistent feature functionality when matched to certain CC/ACD add-on licenses, such as N-Way Calling, Auto Hold/Retrieve, Music on Hold, Barge-in w/ Directed Call Pick-up and other features commonly associated with CC/ACD licensing.



## VoIP Logic Enhanced Hosted PBX Seat Overview

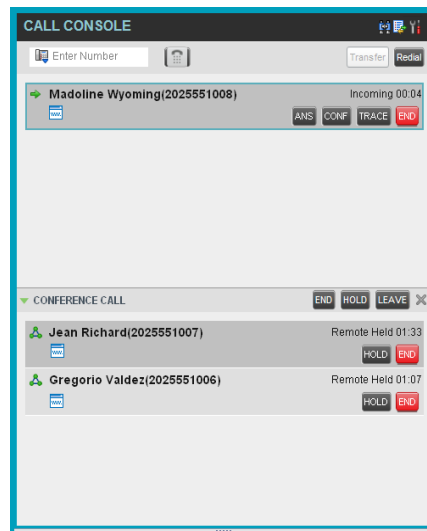
VoIP Logic's Enhanced Hosted PBX Seat offering is an important component of a complete Unified Communications solution, designed specifically to meet the performance and reliability standards of innovative SPPs.

The ability to easily add the CC/ACD/Call Recording applications onto a Hosted PBX seat enables the rapid delivery of full-featured Enhanced Hosted PBX solution, meeting the needs of certain key market segments (such as the legal, medical and services industries). Core call center functions that are integrated into the Enhanced Hosted PBX Seat include: Intelligent routing to Remote Offices, Home Worker and distributed workforces; key conversation recording and documentation, along with comprehensive reporting capabilities create enhanced communications support for these customer segments while controlling their investments in infrastructure.

The open, standards-based architecture provides application programming interfaces (APIs) and allows SPPs to take advantage of VoIP Logic's current relationships with 3<sup>rd</sup> Party providers (such as OrecX for Call Recording) to enhance the core call center functionality or use technology partners of their choice to complement and extend VoIP Logic's Enhanced Hosted PBX solution.

### VoIP Logic Integrated CC/ACD functionality on the Enhanced Hosted PBX Seat.

Broadworks Integrated CC/ACD functionality is at the core of the VoIP Logic's Enhanced Hosted PBX solution. Customer Administrators can easily and quickly update, review or monitor the functionality of these specialized seats (along with their Standard Hosted PBX seats) from the web portal, and coordinate the delivery of calls to any user, regardless of their location or device. Employee availability, historical reporting, silent monitoring and other functions work with agents at remote sites, home-based agents, or agents on mobile devices just as though they are located at the main or branch offices.



## Web-based Clients

The optional web-based HD-capable soft client (which can replace an employee's desk phone in most circumstances) provides a feature-rich, easy-to-use interface that allows calls to be handled more efficiently, whether a customer's needs are simple or sophisticated. Employees can quickly identify and answer incoming calls, manage and move active calls, manage their personal availability. Administrators can use the Admin portal to monitor and coordinate activity in real-time, manage active and queued calls and run real-time and historical reports on agent and queue performance.

## VoIP Logic Enhanced Hosted PBX Reporting

The VoIP Logic Enhanced Hosted PBX solution provides a comprehensive set of in-depth, real-time and historical data on employee, group and queue activity. Accessible on-demand via the web-based portal or as scheduled reports delivered via email, VoIP Logic provides a broad set of reports on key performance indicators and trends to help maximize the performance and efficiency of the customer's Enhanced Hosted PBX seats. A real-time dashboard provides information on queues and employees to help monitor activity and identify trends.

Abandoned Calls																	
Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 10 secs	% Calls Abandoned in 10 secs	Calls Abandoned in 20 secs	% Calls Abandoned in 20 secs	Calls Abandoned in 30 secs	% Calls Abandoned in 30 secs	Calls Abandoned in 40 secs	% Calls Abandoned in 40 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
12/02/2010, 01:00 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 01:15 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 01:30 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 01:45 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	367039_CalCenterPremium	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
12/02/2010, 02:00 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	367040_CalCenterPremium	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	2	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%	00:01:15
12/02/2010, 02:15 PM		0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Summary	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00

## How does VoIP Logic Enhanced Hosted PBX Platform help SPPs?

SPPs are particularly well-positioned to capitalize on the growing need for enhanced communications capabilities in key market segments by providing an end-to-end bundled service to customers that extends Unified Communications to Enhanced Hosted PBX functionality. These services can be easily added to a current Hosted PBX seat, thereby increasing ARPU and margin with very low implementation costs for the SPPs.

## What will VoIP Logic Enhanced Hosted PBX Solution provide for your specialized commercial customers?

- **Automatic Call Distribution (ACD)** – Quickly route callers to the appropriate agent with the correct skills and in the right priority, using a flexible set of routing policies
- **Queuing** – Ensure that incoming callers never receive a busy signal or no answer and are greeted with appropriate announcements and hold media (audio or video)
- **Virtual Queues – Design** queues which include agents and supervisors that span multiple locations, allowing employees to work from anywhere

QUEUED CALLS	
Premium_CC 5143403030	0/10 (0/10)
TestCC 5143403023	2/10 (2/10)
Priority 0 (2)	
cc3007 group3 (5143403007)	01:17 [01:17]
Priority 0, Position 1 TestCC (5143403023)	
cc3001 group3 (5143403001)	00:10 [00:10]

- **Web-based Agent & Supervisor Desk Clients** – Provide a next-generation look and feel for call center management and options for when, where and how users manage their customers, agents and queues

Call Center										
Dashboard										
Queue	Status	Current				Averages			Agents	
		Calls In Queue	Longest Wait	EWT	AHT	ASA	Staffed	Idle	Unavailable	Show Agents
Account	0/10	00:00	00:00	00:00	00:00	3/9	1	1		
Billing	1/100	11:40	00:00	00:00	00:00	1/3	0	0	☑	
Finance	0/50		00:00	00:00	01:16	0/4	0	0	☑	
Sales	0/10	00:00	00:00	00:00	00:00	0/1	0	0	☑	
Technical	0/20	00:00	00:00	00:00	00:00	0/5	0	0	☑	

Agents										
Name	Queue(s)	Memberships		Current			Averages			
		Sign-in Time	Sign-in Durat	Call State (Time)	Agent State (Time)	% Available	Avg Busy In	Avg Busy Oj	Avg Wrap-Up	
Edwards, Paul	4	17:00:52	01:37:21	Ringng (12:18)	Available (01:37:17)	99%	00:30	00:00	00:00	
Manu, Mahotra	2			On Cal (07:23)	Available (01:37:36)	0%	02:50	00:00	00:00	
McKenzie, Daniel	4			Idle (29:16)	Unavailable-151(13:29)	0%	00:00	00:00	00:00	

- **Powerful Reporting Engine** – Allow Supervisors and Managers to monitor real-time queue and agent activity, as well as generate in-depth historical data and trends on queues and agents, allowing them to improve performance and ensure that calls are handled efficiently
- **Unified Communications** – Enable users to leverage the full suite of VoIP Logic Unified Communications capabilities, including on-demand conferencing and collaboration
- **Group Chat & Presence** – Provide enhanced communications within a call center using group chat and VoIP Logic presence tools
- **IVR/Auto Attendant** – Guide callers through with self-service applications, using voice or video prompts to identify the appropriate queue or agent

For more information, Contact your VoIP Logic Account Manager or complete the VoIP Logic contact request at: <http://voiplogic.com/about-us/contact-us/>.