



# MyCloud UCaaS

Core UC and CC Feature Guide

## ABSTRACT

Detailed overview of the core unified communications (UC) and call center (CC) features available to users of the MyCloud UCaaS platform. Includes descriptions of the features, availability information by user and seat type and feature parameters.

## About This Guide

Within this guide you will find information on feature availability, definitions of the feature and specific feature parameters. Below are what you should expect from the information outlined within.

### Availability

The availability tables provide information on which seat types and user scope have direct access to the feature, from the user's perspective.

#### Yes (Y)

If the feature availability indicates Yes (Y), it means that it is not accessible to a user with that specific seat type or user scope.

#### No (N)

If the feature availability indicates No (N), it means that it is not accessible to a user with that specific seat type or user scope.

#### Parameter Based (P)

If the feature availability indicates Parameter Based (P), these features may still be functional but require enablement and configuration by other users, typically those with management control of the domain (ex. Resellers, Office Managers or Site Managers). Availability can be identified within the parameter information for that feature.

### Definitions

The definitions provide descriptive information on what the feature does, its use cases and what function it intends to provide for the user.

### Parameters

The parameters provide configuration details about the feature. These details can include information on limitations, maximums or minimums and specific guidelines on accessibility. Not all features will have parameter information.

### Availability Quick Reference

This is a quick reference supplement located at the end of this guide providing the full list of features and availability without the feature definitions or parameters. The availability table provide information on which seat types and user scope have direct access to the feature, from the user's perspective.

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## Account Codes

### Features and Availability

TYPE	FEATURE	Seat Type	Basic			Call Center	
		User Scope	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Unvalidated		N	N	N	N	N
UC	Validated		N	N	N	N	N

### Definitions and Parameters

#### Unvalidated

##### Definition

Unvalidated Account Codes allow users to categorize and track their phone calls for various purposes, such as billing or project management. Users can dial a specific code followed by the destination number. After this, the system prompts them to enter an account number, which can be any random number like a client or order ID. This number will then appear in the call history for that specific call. Unvalidated account codes are not intended for restricting user's outbound dialing.

##### Parameters

Feature not yet available for any seat types/user scopes.

#### Validated

##### Definition

Validated account codes are codes set by an administrator that users must enter to make phone calls. These codes ensure that only authorized users can make specific types of calls, enhancing security and tracking.

##### Parameters

Feature not yet available for any seat types/user scopes.

## Answering Rules

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
UC	Anonymous Call Rejection	Simple	Y	Y	Y	Y	Y
UC	Call Screening	Simple	Y	Y	Y	Y	Y
UC	Do Not Disturb	Simple	Y	Y	Y	Y	Y
UC	Ring Time Out	Simple	N	Y	Y	Y	Y

### Definitions and Parameters

#### Anonymous Call Rejection

##### Definition

Allows users to automatically reject calls from numbers that are not identified or are blocked. Essentially, it filters out calls from callers who have chosen to withhold their caller ID information, preventing them from reaching the user. This feature is useful for reducing unwanted or spam calls, enhancing privacy, and ensuring that only known and verified contacts can get through

##### Parameters

None

#### Call Screening

##### Definition

Allows users to manage incoming calls by identifying and evaluating them before deciding whether to answer, reject, or forward them. Call Screening helps users' control who can reach them, reduce unwanted or spam calls, and prioritize important calls.

##### Parameters

None

#### Do Not Disturb

##### Definition

Allows users to silence incoming calls, messages, and notifications for a set period or until manually turned off. The DND feature helps users minimize interruptions and maintain concentration or privacy when needed. When enabled calls, messages, and other alerts are either muted or sent directly to voicemail. Users can set exceptions for specific contacts or types of notifications, allowing important calls or messages to still come through. Users can also schedule DND times, such as during meetings, sleep, or focused work periods.

##### Parameters

Available with Simple Seat/Users only if DND soft/hard key is included on the device

#### Ring Time Out

##### Definition

Sets the maximum amount of time that a user's phone/client will ring before automatically redirecting the call to voicemail or another specified destination. Ring Time Out helps manage call handling efficiency, ensuring that calls are addressed or redirected appropriately if not answered promptly. When a call is not answered within this designated time, the system takes predefined action, such as forwarding to voicemail, another number or ending the call.

##### Parameters

None

## Auto Attendant

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
UC	Auto Attendant	P	P	Y	P	P	P
UC	Configurable Time Outs	N	N	N	N	N	N
UC	Dial By Extension	N	N	Y	N	N	N
UC	Dial By Name Directory	N	N	Y	N	N	N
UC	Multi-Language	N	N	N	N	N	N
UC	Multi-Language IVR	N	N	N	N	N	N
UC	Intro Greeting	N	N	Y	N	N	N
UC	Post-Welcome Greeting	N	N	N	N	N	N

## Definitions and Parameters

### Auto Attendant

#### Definition

Automated greeting that prompts the caller with a list of options. An AA functions based on time frames. Most commonly, an AA can be configured to present the caller with one set of options during a "business hours" time frame and with a different set of options during a "default" time frame, which acts as a catch-all for calls outside of business hours.

#### Parameters

Time Frames should be configured before configuring an Auto Attendant. All users within a domain can be included as call routing destinations within the Auto Attendant, however only Office Managers and Resellers have access to configure the Auto Attendant.

### Configurable Time Outs

#### Definition

Allows administrators to set specific time limits for how long the auto attendant waits for caller input before taking a default action, such as repeating the menu options or transferring the call to an operator.

#### Parameters

Feature not yet available for any seat types/user scopes.

### Dial By Extension

#### Definition

This feature allows callers to connect directly with a specific person or department by entering their known extension number. It provides a quick way to reach the intended recipient without navigating through multiple menu options.

#### Parameters

None

### Dial By Name Directory

#### Definition

Allows callers to search for and connect with an individual within an organization by entering the first few letters of the person's first or last name using their phone keypad. The system then provides matching results for the caller to choose from.

#### Parameters

None

## Multi-Language

Definition	The multi-language feature enables the auto attendant to support multiple languages, providing prompts and instructions in different languages based on the caller's preference. This is particularly useful for organizations with a diverse customer base.
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Parameters	Feature not yet available for any seat types/user scopes.
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## Multi-Language IVR

Definition	Multi-language IVR provides an interactive menu system that supports multiple languages. Callers can interact with the system in their preferred language, improving accessibility and user experience for non-native speakers.
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Parameters	Feature not yet available for any seat types/user scopes.
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## Intro Greeting

Definition	The initial message played to callers when they reach the auto attendant. This greeting usually provides a brief welcome and instructions on how to navigate the menu options. New greetings can be created via text-to-speech, upload, or direct recording.
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Parameters	None
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## Post Welcome Greeting

Definition	This greeting follows the initial welcome message and typically provides callers with more detailed instructions or menu options. It helps guide callers through the available options to reach the desired department or individual. New greetings can be created via text-to-speech, upload, or direct recording.
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Parameters	Feature not yet available for any seat types/user scopes.
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## Call Forwarding

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Always	P	Y	Y	Y	Y	Y
UC	Operator Forward	N	Y	Y	Y	Y	Y
UC	When Busy	P	Y	Y	Y	Y	Y
UC	When Offline	P	Y	Y	Y	Y	Y
UC	When Unanswered	P	Y	Y	Y	Y	Y

### Definitions and Parameters

#### Always

##### Definition

Redirects all incoming calls to a specified number or destination, regardless of the current status of the phone (whether it's in use, idle, or offline). It ensures that every call is forwarded without exception.

##### Parameters

Office Managers and Resellers can enable and configure feature for Simple Users.

#### Operator Forward

##### Definition

Allows incoming calls to be redirected to an operator or attendant when 0 is pressed during a user's voicemail greeting. The operator can screen the call to determine its purpose and the caller's identity before transferring it to the appropriate person or department.

##### Parameters

None

#### When Busy

##### Definition

Forwards incoming calls to another number or voicemail only when the primary phone line is already engaged in another call. It ensures that callers are redirected to an alternate destination if the user is busy on another call.

##### Parameters

Office Managers and Resellers can enable and configure feature for Simple Users.

#### When Offline

##### Definition

Forwards calls to an alternative number or voicemail when the primary phone or communication device is turned off or not connected to the network. It ensures that calls are still handled even when the primary device is unavailable.

##### Parameters

Office Managers and Resellers can enable and configure feature for Simple Users.

#### When Unanswered

##### Definition

Calls are forwarded to a specified number or voicemail if the call is not answered within a predetermined period. This helps ensure that calls are not missed if the user does not pick up in time.

##### Parameters

Office Managers and Resellers can enable and configure feature for Simple Users.



## Call Handling

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Basic	Office Mgr.	Site Mgr.	CC Agent
UC	Call Park		Y	Y	Y	Y	Y
UC	Call Retrieve		Y	Y	Y	Y	Y
UC	Call Waiting		Y	Y	Y	Y	Y
UC	Music On Hold		P	Y	Y	Y	Y
UC	Park Retrieve		Y	Y	Y	Y	Y
UC	Pick Retrieve		Y	Y	Y	Y	Y
UC	Time Frames		N	Y	Y	Y	Y

## Definitions and Parameters

### Call Park

#### Definition

Allows a user to place a call on hold at one phone and then retrieve it from another phone within the same platform domain. The user can place an active call on hold and "park" it in a designated slot or extension number. The parked call can be retrieved from any other phone within the same domain by dialing the assigned slot or extension number.

#### Parameters

Enabled (default on) through dial translations by the service provider.

### Call Retrieve

#### Definition

Allows a user to take an active or parked call back from hold or another extension. When a call is parked using the Call Park feature, Call Retrieve allows another user to pick up the parked call by dialing the specific slot or extension number where the call was parked.

#### Parameters

Enabled (default on) through dial translations by the service provider.

### Call Waiting

#### Definition

When a user is on a call and another call comes in, Call Waiting alerts the user with a beep or visual indicator, depending on the device. The user can choose to place the current call on hold and answer the new incoming call. This allows the user to switch between calls without disconnecting either one. This helps users manage multiple calls efficiently, ensuring that important calls are not missed even when the line is busy.

#### Parameters

Enabled (default on) through dial translations by the service provider.

### Music On Hold

#### Definition

Forwards calls to an alternative number or voicemail when the primary phone or communication device is turned off or not connected to the network. It ensures that calls are still handled even when the primary device is unavailable.

#### Parameters

Enabled (default on) through dial translations by the service provider yet requires configuration by the domain users.  
Site/Office Managers and Resellers can enable and configure feature for Simple Users.  
Randomization of Music On Hold can be enabled at that domain level.

## Park Retrieve

**Definition** Allows for the simple configuration to provide the ability to park and retrieve calls from one button.

**Parameters** Enabled (default on) through dial translations by the service provider.  
Not supported by all devices.

## Pick Retrieve

**Definition** This feature affords the flexibility of being able to use both the Call Pickup and Call Retrieve applications interchangeably and automatically by the platform when attempting to pick up and/or retrieve a call. It offers this flexibility by allowing the user to dial a single feature code and have the platform interpret which is the appropriate responder application for the current use case of acquiring the call, be that Call Pickup or Call Retrieve.

**Parameters** Enabled (default on) through dial translations by the service provider.

## Time Frames

**Definition** Calls are forwarded to a specified number or voicemail if the call is not answered within a predetermined period. This helps ensure that calls are not missed if the user does not pick up in time.

**Parameters** Office Managers and Resellers can enable and configure feature for Simple Users.

## Call Pickup

### Features and Availability

TYPE	FEATURE	Seat Type	Basic			Call Center	
		User Scope	Basic	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Directed Call Pickup	Simple	Y	Y	Y	Y	Y
UC	Domain Pickup	Simple	Y	Y	Y	Y	Y
UC	Group Pickup	Simple	Y	Y	Y	Y	Y
UC	Site Pickup	Simple	Y	Y	Y	Y	Y

### Definitions and Parameters

#### Directed Call Pickup

##### Definition

Directed call pickup allows a user to answer a call that is ringing on another user's phone by dialing a specific code followed by the extension of the phone that is ringing.

##### Parameters

For pick up, dial \*12 + user extension

#### Domain Pickup

##### Definition

Domain call pickup enables a user to answer any call ringing within a defined domain or network segment by using a specific code.

##### Parameters

For pick up, dial \*14

#### Group Pickup

##### Definition

Group call pickup enables a user to answer any call ringing within a defined group of extensions by dialing a specific code, without knowing which extension is ringing.

##### Parameters

For pick up, dial \*11

#### Site Pickup

##### Definition

Site call pickup allows a user to answer any call ringing within a specific site or location by dialing a predefined code.

##### Parameters

For pick up, dial \*13

## Call Recording

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
UC	Call Recording	P	Y	Y	Y	Y	
UC	Mid-Call Recording	N	N	N	N	N	
UC	Mid-Call Recording Redaction	N	N	N	N	N	
UC	Recording Email Notification	N	N	N	N	N	
UC	Remote Storage Option	N	N	N	N	N	

### Definitions and Parameters

#### Call Recording

##### Definition

Captures and stores audio of telephone conversations for future reference, analysis, or compliance purposes. Recording can be enabled at the following levels: domain, queue, device (including MyCloud Mobile), agent or user. Recordings are available for listen or download from the Call History application.

##### Parameters

90-day storage of all call recordings. Extended storage available through Remote Storage Option.  
Simple Users can have recording enabled, but do not have access to listen or download recordings. Simple User recordings can be retrieved by Reseller, Office Manager or Site Manager users.  
Recordings can be hidden from the Call History at the domain level, making them visible to only Reseller or Super Users.

#### Mid-Call Recording

##### Definition

This feature allows users to initiate a recording while in an active call. This feature is supported within the user portal, MyCloud Mobile (both iOS and Android) and through mid-call DTMF (star codes).

##### Parameters

Feature not yet available for any seat types/user scopes.

#### Mid-Call Recording Redaction

##### Definition

This feature allows for the redaction or removal of sensitive information from call recordings in real-time, during the call. This is particularly useful for compliance with privacy regulations such as PCI-DSS, where sensitive data like credit card information must not be stored. The redaction can be automated based on detected keyword (when available) or manually triggered by the user.

##### Parameters

Feature not yet available for any seat types/user scopes.

## Recording Email Notification

### Definition

This feature sends an email notification to designated recipients whenever a new call recording is available. The notification can include details about the recording, such as the caller ID, call duration, and a link to access the recording. This ensures timely awareness and access to important recorded calls for review and action.

### Parameters

Feature not yet available for any seat types/user scopes.

## Remote Storage Option

### Definition

This feature provides the ability to store call recordings in remote storage locations, such as cloud storage services. This ensures that recordings are securely backed up and can be accessed from anywhere. Remote storage can also facilitate compliance with data retention policies and disaster recovery plans.

### Parameters

Feature not yet available for any seat types/user scopes.

## Caller ID

### Features and Availability

TYPE	FEATURE	Seat Type	Basic			Call Center	
		User Scope	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Inbound Caller ID		Y	Y	Y	Y	Y
UC	Outbound Caller ID		P	Y	Y	Y	Y

### Definitions and Parameters

#### Inbound Caller ID

**Definition** Identifies and displays the phone number and the name of the person or entity calling. Caller ID is a valuable tool for managing incoming calls, improving call handling efficiency, and enhancing user experience by providing contextual information about the caller.

**Parameters** None

#### Outbound Caller ID

**Definition** Delivers the phone number and the name of the user when placing outbound calls, either within their platform domain or externally. Fully customizable, providing a programmable free form number and name field for outbound delivery.

**Parameters** Office Managers and Resellers can configure the feature for all users within a domain. Site Managers can configure the feature for all users within a site. Phone number field requires a 10-digit number entry.

## Conferencing (Audio Meeting)

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center		
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super	
UC	Dedicated Bridge		N	P	Y	Y	P	P
UC	Owned		N	P	Y	Y	P	P
UC	Announce Participants		N	P	Y	Y	P	P
UC	Arrive/Depart Tones		N	P	Y	Y	P	P
UC	Leader PIN		N	P	Y	Y	P	P
UC	Max Participants		N	P	Y	Y	P	P
UC	Participant PIN		N	P	Y	Y	P	P
UC	Require Leader to Start		N	P	Y	Y	P	P

### Definitions and Parameters

#### Dedicated Bridge

**Definition** Conference bridge that has its own extension and usable by all users within a domain. Choosing the Dedicated Bridge type is best for when you want a shared conference bridge that many can use.

**Parameters** All settings and features below are available/configurable for Dedicated Bridges. Only Site Managers, Office Managers and Resellers have access to build, configure and manage Dedicated Bridges. Dedicated bridges will not appear in a user's portal.

#### Owned Bridge

**Definition** Conference bridge that is owned by a specific user within a domain.

**Parameters** All settings and features below are available/configurable for Owned Bridges. Only Site Managers, Office Managers and Resellers have access to build and assign Owned Bridges. Owned Bridges can be assigned to any user (except Simple) and once assigned, can then be configured and managed by that user. Owned Bridges must be chosen for the bridge to appear in the owner's portal.

#### Announce Participants

**Definition** Provides audible notifications to all attendees whenever a participant joins or leaves a conference call or virtual meeting. This notification typically includes the participant's name or a generic message. The purpose of this feature is to keep everyone informed about who is present in the meeting at any given time, enhancing transparency and awareness among participants. It can also help manage the flow of the meeting and ensure that the host is aware of participant activity.

**Parameters** Enabled when creating a conference bridge.

## Arrive/Depart Tones

**Definition** Generates an audible tone or beep whenever a participant joins or exits a conference call or virtual meeting. This feature helps to alert all attendees of changes in participation, providing a non-intrusive way to monitor the presence of participants without requiring verbal announcements. It enhances the meeting's flow by keeping participants informed about arrivals and departures without significant interruptions.

**Parameters** Enabled when creating a conference bridge.

## Leader PIN

**Definition** A leader PIN is a security code that is used by the host or leader of a conference call to gain access to the conference controls and manage the call.

**Parameters** Assigned when creating a conference bridge.

## Max Participants

**Definition** Maximum number of individuals who can join and actively participate in a conference call at the same time.

**Parameters** Default value of 15. Setting can be adjusted to a value between 2 – 99 or set to Unlimited. Configured when creating a conference bridge.

## Participant PIN

**Definition** A unique code assigned to each participant of a conference call or virtual meeting. This PIN is required for participants to access the conference.

**Parameters** Enabled when creating a conference bridge.

## Require Leader to Start

**Definition** Conferencing service feature that mandates the presence of the designated host or leader before the conference call or virtual meeting can commence. This means that participants who join the call early will be placed on hold or in a waiting room until the leader joins and starts the meeting. This feature helps maintain control over the meeting, ensuring that it does not start prematurely and that the host can manage the meeting from the beginning.

**Parameters** Enabled when creating a conference bridge.



## Faxing

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
			Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Basic Inbound Fax	>	N	Y	Y	Y	Y

### Definitions and Parameters

#### Basic Inbound Fax

<b>Definition</b>	Allows users to receive faxes via email, eliminating the need for traditional fax machines and phone lines, thus integrating fax capabilities directly into user's digit communications workflow. Service converts the inbound fax to a .pdf file and distributes it to the email address assigned to the service.
<b>Parameters</b>	Inbound only faxing solution. Requires the purchase of a designed telephone number for the service. Service not integrated into the MyCloud UCaaS platform.

## Messaging

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Basic	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Chat/IM	Simple	N	Y	Y	Y	Y
UC	Group Chat/IM	Simple	N	Y	Y	Y	Y
UC	SMS	Simple	N	Y	Y	Y	Y
UC	MMS	Simple	N	Y	Y	Y	Y

### Definitions and Parameters

#### Chat/IM

##### Definition

Chat or IM (Instant Messaging) is a form of real-time text communication between two people within the user's platform domain. While messages primarily involve text-based communication, MyCloud UCaaS also supports sending multimedia content, such as images, videos, and files.

##### Parameters

None

#### Group Chat/IM

##### Definition

Group Chat or IM (Instant Messaging) is a form of real-time text communication between multiple people within the user's platform domain. While messages primarily involve text-based communication, MyCloud UCaaS also supports sending multimedia content, such as images, videos, and files.

##### Parameters

None

#### SMS

##### Definition

SMS stands for Short Message Service. It's a text messaging service that allows users to send and receive short text messages to or from individuals outside of their platform domain.

##### Parameters

Requires a message enabled telephone number assigned to the user.

#### MMS

##### Definition

MMS stands for Multimedia Messaging Service. It is an extension of SMS (Short Message Service) that allows users to send and receive multimedia content, to individuals outside of their domain platform, such as images, videos, audio files, and other media, in addition to text.

##### Parameters

Requires a message enabled telephone number assigned to the user.

## MyCloud Meeting (Web Meeting)

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Conference		N	Y	Y	Y	Y
UC	Webinar		N	Y	Y	Y	Y
UC	Active Speaker		N	Y	Y	Y	Y
UC	Calendaring		N	Y	Y	Y	Y
UC	Passcode		N	Y	Y	Y	Y
UC	Recording		N	Y	Y	Y	Y

### Definitions and Parameters

#### Conference

##### Definition

Fully featured video conferencing solution that allows users to connect to video-based meetings to collaborate through sharing their camera, audio, and screen.

##### Parameters

25 maximum participants.  
 Only supported in Google Chrome.  
 Supports audio only dial-in requiring a telephone number to be assigned.  
 Up to 4 participants can simultaneously screen share.

#### Webinar

##### Definition

Fully featured video conferencing solution that allows presenters to connect with large audiences to collaborate through sharing their camera, audio, and screen.

##### Parameters

200 maximum participants.  
 Only supported in Google Chrome.  
 Supports audio only dial-in requiring a telephone number to be assigned.

#### Active Speaker

##### Definition

Active Speaker detection ensures that the web meetings naturally move the video boxes around and elevate the speaker bringing more attention to them as they speak.

##### Parameters

None

#### Calendaring/Scheduling

##### Definition

Process of scheduling, organizing, and managing meetings using digital calendar tools. It involves coordinating meeting times, sending invitations, and tracking attendance. Integrates with calendar apps like Microsoft Outlook, provides reminders and notifications. Supports reminders, notifications, recurring meetings, RSVP tracking, and time zone management.

##### Parameters

None

## Passcode

### Definition

A security feature used to restrict access and ensure that only authorized participants can join. Attendees are required to enter a passcode before joining the meeting, which is set up during the meeting creation process.

### Parameters

Supports numeric characters only.

## Recording

### Definition

Provides full recording of both the audio and video streams of a web conference or a webinar. To ensure recording retention, recordings can be moved to local or cloud storage by the user.

### Parameters

Recording storage is technically unlimited, however storage servers are occasionally purged.

# Paging

## Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
UC	Handset Paging	Simple	N	N	N	N	N
UC	Overhead Paging	Simple	N	N	N	N	N

## Definitions and Parameters

### Handset Paging

#### Definition

Allows a user to broadcast one-way communication announcements to multiple devices. This feature integrates with various IP phones and is useful for enterprises that need to deliver real-time messages across their communication network. The system-based paging feature enhances internal communication by providing a reliable method to send alerts or announcements to many users simultaneously.

#### Parameters

Feature not yet available for any seat types/user scopes. Requires handset/device support of paging.

### Overhead Paging

#### Definition

Allows users to broadcast messages through an external overhead paging system, typically used in environments like offices, warehouses, and large facilities. This feature integrates with the unified communications platform, enabling seamless announcements and alerts through the existing communication infrastructure. It supports various configurations to ensure clear and effective communication across the entire facility or targeted zones.

#### Parameters

Feature not yet available for any seat types/user scopes. Requires handset/device or existing communication infrastructure support of paging.

## Platform Statistics

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Current Active Calls	Simple	N	Y	Y	N	N
UC	Call Graph	Simple	N	Y	Y	N	N
UC	Call History	Simple	N	Y	Y	Y	Y
UC	Users and Applications (by Domain)	Simple	N	Y	Y	N	N
UC	Usage Statistics	Simple	N	Y	Y	N	N

## Definitions and Parameters

### Current Active Calls

#### Definition

Current Active Calls is included as a widget in the admin user portal to provide a real time snapshot of all active calls with additional call details. Call details provided include from number/extension, dialed or to number/extension, and the call duration. Within the Current Active Calls widget admins can also listen in to active calls. For Reseller and Office Managers the active calls displayed includes calls across the entire domain. For Site Managers the active calls displayed only include calls within their designated site.

#### Parameters

None

### Call Graph

#### Definition

Call Graph is included as a widget in the admin user portal to provide a real time snapshot of calling statistics across the entire domain. Graphs can be customized to display peak active calls, call volume or total minutes. The Call Graph can then be further adjusted with a time range display allowing admins to filter by day, by hour or by minute. Additional filter adjustments include a call type filter for all calls or off net only calls. The Call Graph display can also be downloaded or printed as a .pdf file.

#### Parameters

None

### Call History

#### Definition

The Call History page contains information about each call attempt that was made in the system, known as the Enhanced Call Detail Record. The table view on the Call History page defaults to displaying data from the last 24 hours, and it can be filtered for up to the last sixty days. Additional filters are the dates of the call, a single user, a department, a site, the caller's number, the dialed number, and call type. In addition to the table view, users can also add callers to contacts and listen/download recordings of the call. Site Managers, Office Managers and Resellers can also access this same functionality, plus access the Cradle to Grave detail of the call. The data presented within the Call History is also exportable and can even be scheduled from the Call History page.

#### Parameters

Call History information only includes the data that is allowed for the user scope of the user accessing the application (ex. Site Manager is only able to see call data related to their designated site).  
All times for report execution are based on the time zone of the user creating the scheduled report. All report data is in UTC/GMT.

### Users and Applications (by Domain)

#### Definition

Users and Applications is included as a widget in the admin user portal to provide a real time snapshot of user and application statistics. The information provided includes number of users, devices, auto attendants, call queues, conferences and phone numbers. For Reseller and Office Managers the statistics displayed includes information across the entire domain. For Site Managers the statistics displayed only includes information for their designated site.

#### Parameters

None

### Usage Statistics

#### Definition

Usage Statistics is included as a widget in the admin user portal to provide a real time snapshot of calls, minutes, talk time, SMS and video meetings. Statistics are displayed in three distinct groups, by today, current month and previous month. For Reseller and Office Managers the statistics displayed includes information across the entire domain. For Site Managers the statistics displayed only includes information for their designated site.

#### Parameters

None

## Ringling

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Basic	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Ring All	Simple	N	Y	Y	Y	Y
UC	Simultaneous Ring	Simple	N	Y	Y	Y	Y
UC	Delayed Simultaneous Ring	Simple	N	Y	Y	Y	Y

### Definitions and Parameters

#### Ring All

##### Definition

Call management feature that ensures an incoming call rings on multiple devices or phone lines simultaneously. When enabled, all designated phones or devices within a specified group or setup will ring at the same time when a call is received. Ring All is useful for ensuring that important calls are not missed, especially in environments where multiple team members or devices are available to take calls.

##### Parameters

None

#### Simultaneous Ring

##### Definition

Allows incoming calls to ring on multiple devices or phone numbers simultaneously. This means that when someone calls a user, the call will ring on their desk phone, mobile phone, home phone, or any other configured devices at the same time. The call can be answered on any of the ringing devices, providing flexibility and ensuring that important calls are not missed, regardless of the user's location.

##### Parameters

None

#### Delayed Simultaneous Ring

##### Definition

Allows a call to ring on multiple phone lines or devices, but with a time delay between each ring. This feature is useful for ensuring that calls are not missed by providing multiple opportunities to answer across different devices or numbers while managing the call handling process more efficiently. When enabled, The call first rings on the primary device or phone number. If the call is not answered within a set amount of time, the system then rings additional lines or devices. Each subsequent device or number may ring after a pre-defined delay, allowing users to have multiple chances to answer the call across different devices.

##### Parameters

None



## Transfer

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
UC	Attended Call Transfer	Simple	Y	Y	Y	Y	Y
UC	Blind Call Transfer	Simple	Y	Y	Y	Y	Y
UC	Voicemail Transfer	Simple	Y	Y	Y	Y	Y

### Definitions and Parameters

#### Attended Call Transfer

##### Definition

Also known as a "warm transfer," involves transferring a call after speaking with the recipient to ensure they are ready to take the call. The call handler briefly interacts with the recipient before transferring the caller, providing context or details about the call. The call handler first communicates with the new recipient to ensure they are available and prepared to take the call. Once confirmed, the call is transferred, and the original handler may stay on the line briefly to facilitate a smooth handover.

##### Parameters

None

#### Blind Call Transfer

##### Definition

Also known as a "cold transfer," involves transferring an incoming call to another extension or phone number without speaking to the recipient beforehand. The caller is transferred directly, and the original caller may not be informed of the transfer until they reach the new recipient. The call is immediately redirected to the new number or extension, and the original call handler does not stay on the line to assist with the transition.

##### Parameters

None

#### Voicemail Transfer

##### Definition

Allows the recipient of a call to transfer the caller to another user's voicemail or mailbox. The user to where the call is being transferred to must be a user within the same domain of the recipient. This feature ensures that the caller can leave a message for the intended recipient.

##### Parameters

None

## User Clients

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	MyCloud Web App		N	Y	Y	Y	Y
UC	MyCloud Mobile		N	Y	Y	Y	Y
UC	MyCloud Mobile Pro		N	N	N	N	N

## Definitions and Parameters

### MyCloud Web App

#### Definition

A feature-rich, browser-based softphone designed to enhance communication and collaboration without the need for physical hardware. The Web App operates directly within a web browser, eliminating the need for additional software installations or physical phone devices. This makes it accessible from any device with internet connectivity and a supported browser. In addition, the Web App is available in a downloadable format allowing it to operate outside of a web browser as an independent software client. The Web App includes features like a dial pad, messaging client, call history, contacts, and voicemail access. The app supports HD audio and video for high-quality voice and video calls.

#### Parameters

Supports user presence.  
Supports push notifications.  
Supports white label branding.

### MyCloud Mobile

#### Definition

MyCloud Mobile is a mobile unified communications (UC) application designed to bring the full suite of MyCloud UCaaS features to mobile devices. Key functionalities include:

- Unified Communication allowing users to make and receive business calls, manage voicemails, and access call and message history directly from their mobile devices.
- Mobility so that users can seamlessly switch between Wi-Fi and cellular networks, ensuring continuous connectivity. They can also move active calls from one device to another.
- Presence and Messaging with features for instant messaging, SMS/MMS messaging, and status syncing, enabling real-time communication and collaboration.
- Business and Personal Line Management so that users can differentiate and manage their business and personal communications, making it easy to handle calls and messages from different identities.

#### Parameters

Available for both iOS and Android.  
Supports user presence.  
Supports push notifications.  
Support white label branding.

### MyCloud Mobile Pro

#### Definition

MyCloud Mobile Pro mobile client for MyCloud UCaaS is a robust and versatile solution designed for unified communications (UC) needs providing features such as voice, video, and messaging capabilities. Supports all the key functionality of the MyCloud Mobile application with the following refinements:

- Streamlined and intuitive user experience
- Advanced push notification management to reduce battery drain
- Supports call transfers and conferencing
- Enhanced security options for enterprises with stringent security requirements

#### Parameters

Feature not yet available for any seat types/user scopes.  
Optional add on service.  
Available for both iOS and Android.  
Supports user presence.  
Supports push notifications.  
Support white label branding.

## Voicemail

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
UC	Voicemail	P	Y	Y	Y	Y	Y
UC	Voicemail to Email	P	Y	Y	Y	Y	Y
UC	Voicemail Notifications	P	Y	Y	Y	Y	Y
UC	Voicemail Reminders	P	Y	Y	Y	Y	Y
UC	Voicemail Transcription	N	Y	Y	Y	Y	Y

### Definitions and Parameters

#### Voicemail

##### Definition

Voicemail offers various features designed to enhance the user experience and manage messages efficiently. Associated features provide a comprehensive voicemail system that integrates smoothly with the MyCloud UCaaS platform, ensuring that users can effectively manage their voice messages and receive timely notifications.

##### Parameters

Office Managers and Resellers can enable and configure feature for Simple Users.

#### Voicemail to Email

##### Definition

Allows users to have voicemails forwarded to the user's email as an audio file attachment.

##### Parameters

Office Managers and Resellers can enable and configure feature for Simple Users.

#### Voicemail Notifications

##### Definition

Users are notified of new voicemails through visual indicators on their phone's LCD screen and a flashing LED light.

##### Parameters

Requires handset/device that supports visual message waiting indicator.  
Office Managers and Resellers can enable and configure feature for Simple Users.

#### Voicemail Reminders

##### Definition

Provides full multi-channel configuration of notifications for unread voicemails through SMS, email, or phone alerts, providing flexibility in how they are alerted about new messages.

##### Parameters

Only Resellers can enable.  
Feature enabled at the domain level, configurable at the user level.

#### Voicemail Transcription

##### Definition

This feature allows voicemail messages to be transcribed into text, enabling users to read their voicemails instead of listening to them. This integration simplifies the management of voicemails, making it easier to quickly understand and respond to messages. Users can receive transcriptions directly via email or through their voicemail system interface, enhancing accessibility and productivity.

##### Parameters

Optional add on service to the standard voicemail platform.  
Requires enablement on a per user basis.

## Agent Monitoring Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
CC	Barge In	N	N	Y	Y	N	Y
CC	Listen In	N	N	Y	Y	N	Y
CC	Whisper Only	N	N	Y	Y	N	Y

### Definitions and Parameters

#### Barge In

##### Definition

Barge In allows a supervisor to join an ongoing call between an agent and a customer. The supervisor can participate actively in the conversation, providing real-time assistance or addressing critical issues immediately. This feature is particularly useful in scenarios where an agent requires immediate support or intervention from a supervisor to handle a complex customer query or escalate an issue.

##### Parameters

None

#### Listen In

##### Definition

Listen In enables a supervisor to silently monitor a live call between an agent and a customer without either party being aware of their presence. This feature is useful for quality assurance and training purposes. Supervisors can use Listen In to evaluate an agent's performance, adherence to scripts, and overall call handling without interrupting the call. It helps in identifying training needs and ensuring compliance with company standards.

##### Parameters

None

#### Whisper Only

##### Definition

Whisper Only allows a supervisor to speak to an agent during a call without the customer hearing the conversation. This feature is used to coach agents in real-time, providing them with guidance and feedback while they are interacting with customers. Whisper Only is valuable for training new agents or assisting agents in handling difficult calls. It helps improve agent performance and confidence without disrupting the customer experience.

##### Parameters

None

## Agent Settings

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
CC	Agent Status		N	N	N	P	Y
CC	Auto Answer		N	N	P	P	Y
CC	Custom Agent Status		N	N	N	P	Y
CC	Max Simultaneous Calls/Messages		N	N	P	P	Y
CC	Queue Priority for Agent		N	N	P	P	Y
CC	Request Confirmation		N	N	Y	Y	Y
CC	Wrap Up Time		N	N	P	P	Y

## Definitions and Parameters

### Agent Status

#### Definition

Indicates the current availability and activity state of an agent. Standard status types include:

- **Online (Green):** An online status is straightforward; there is one option to select "online" and another to select online temporarily ("single call" or "single-call mode")
- **Offline (Grey):** An offline status includes "end shift", "lunch", "break", "meeting", and "other"
- **On A Call (Red):** An "on a call" status represents an agent who is online, but busy on a call

#### Parameters

Call Center Supervisor can enable feature and change status for Call Center Agent. Call Center Agent can interact with the feature to change status. Call Center Agent status options include Online or Offline. Call Center Supervisor status options include Online, Offline and On A Call.

### Auto Answer

#### Definition

Setting that allows calls to be automatically answered by the agent's phone or softphone. This feature eliminates the need for the agent to manually pick up each call, which can increase efficiency and reduce wait times for callers.

#### Parameters

Enabled and configured by all users except Simple, Basic and Call Center Agent Users.

### Custom Agent Status

#### Definition

Custom agent statuses can be created, such as "appointment", which provides more insight into what the agent's status is than simply using "other" or "break". Custom statuses increase granularity in the Call Center and on the resulting call center reports. Custom statuses are defined as a period of time when the agent is "offline" and therefore statuses can only be customized for Offline status. Example custom statuses are "appointment" or "bathroom"; these are periods of time when the agent is not available to take calls.

#### Parameters

Custom statuses are shared by all agents in the domain/organization. Call Center Supervisor can create Custom Agent Statuses. Call Center Agent can interact with the feature to change status.

## Max Simultaneous Calls/Messages

**Definition** Setting that determines the maximum number of concurrent calls or messages an agent can handle. This setting is crucial for managing the agent's workload and ensuring quality service. For example, if the limit is set to 2, the agent can handle two calls at the same time, either through a conference or by placing one call on hold.

**Parameters** Maximum setting for calls is 6.  
Maximum setting for messages is 5.  
Enabled and configured by all users except Simple, Basic and Call Center Agent Users.  
Setting applies to Call Center Agent, but they do not have access to change settings.

## Queue Priority for Agent

**Definition** Setting that assigns a priority level to an agent within a call queue. Agents with higher priority levels will receive calls before those with lower priority levels when calls are routed through the queue. This setting helps in efficiently managing call distribution based on agent skills, experience, or other factors.

**Parameters** Queue priority setting ranges from a 1 – 99  
Enabled and configured by all users except Simple, Basic and Call Center Agent Users.  
Setting applies to Call Center Agent, but they do not have access to change settings.

## Request Confirmation

**Definition** Prompts agents to confirm their readiness to take a call before it is connected to them. This can help prevent calls from being directed to agents who are momentarily unavailable or not ready to handle the call, ensuring better service quality.

**Parameters** Enabled by all users except Simple, Basic and Call Center Agent Users.  
Setting applies to Call Center Agent, but they do not have access to change settings.

## Wrap Up Time

**Definition** Setting which defines the period after a call ends during which the agent is unavailable to take new calls. This time allows the agent to complete any necessary post-call tasks, such as entering notes or updating records. It ensures that agents have enough time to properly handle post-call work without being immediately interrupted by new calls.

**Parameters** Time period assigned in seconds.  
Time period ranges from 0 to 595 seconds.  
Enabled by all users except Simple, Basic and Call Center Agent Users.  
Setting applies to Call Center Agent, but they do not have access to change settings.

## Call Queue Routing Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Simple	Office Mgr.	Site Mgr.	CC Agent	CC Super
CC	Callback		N	P	P	P	Y
CC	Call Park		N	P	P	P	Y
CC	Forward if Unanswered		N	P	P	P	Y
CC	Forward if Unavailable		N	P	P	P	Y
CC	Linear Cascade - Agents to Add After Timeout		N	P	P	P	Y
CC	Linear Cascade - Agents to Ring Initially		N	P	P	P	Y
CC	Linear Hunt		N	P	P	P	Y
CC	Ring All		N	P	P	P	Y
CC	Round Robin/Longest Idle		N	P	P	P	Y

### Definitions and Parameters

#### Callback

##### Definition

Feature that allows callers to request a return call instead of waiting on hold. When the caller opts for a callback, the system retains their place in the queue and automatically calls them back when it's their turn. This feature enhances customer experience by reducing hold times and improving convenience.

##### Parameters

Feature usable by Call Center Agent and Supervisor Users only.  
 Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.  
 Requires that the "Allow Callback option" field in the Call Queue ("In Queue Options" tab) is set to "Yes."  
 Requires that the "If unanswered" field is set to "Stay in queue."

#### Call Park

##### Definition

Allows an agent to place a call on hold in a "parked" state, which can then be picked up by any other agent or phone within the system. This feature is useful for transferring calls to different departments or for allowing agents to handle the call from a different location.

##### Parameters

Feature usable by Call Center Agent and Supervisor Users only.  
 Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

#### Forward if Unanswered

##### Definition

Setting that redirects calls to a specified destination (such as another agent, a voicemail, or an alternate number) if the call is not answered within a set period. This ensures that calls are not lost and are instead rerouted to ensure timely handling.

##### Parameters

Feature usable by Call Center Agent and Supervisor Users only.  
 Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.



### Forward if Unavailable

<b>Definition</b>	Forwards calls to a predetermined destination when the agent is unavailable (e.g., when the agent is offline, busy, or in another call). This setting helps maintain service levels by ensuring that calls are always directed to an available resource.
<b>Parameters</b>	Feature usable by Call Center Agent and Supervisor Users only. Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

### Linear Cascade – Agents to Add After Timeout

<b>Definition</b>	Feature within the Linear Cascade call distribution method that allows additional agents to be included in the call routing process after a specified timeout period. Initially, the call is offered to a primary set of agents in a fixed order. If none of these agents answer the call within the timeout period, additional agents are then added to the sequence and the call continues to cascade through this expanded list. This helps ensure that calls are eventually answered by increasing the pool of agents available to take the call after a certain amount of time.
<b>Parameters</b>	Feature usable by Call Center Agent and Supervisor Users only. Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

### Linear Cascade – Agents to Ring Initially

<b>Definition</b>	Defines the initial set of agents that the system will attempt to connect with in a fixed order when a call comes into the queue. The call is offered sequentially to each agent in this initial list until one of them answers the call. If none of the initial agents answer the call within the designated timeout period, the system may then proceed to the "Agents to Add After Timeout" list, if configured. This feature ensures that the primary group of agents is prioritized for call handling before expanding to additional agents if necessary.
<b>Parameters</b>	Feature usable by Call Center Agent and Supervisor Users only. Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

### Linear Hunt

<b>Definition</b>	A call distribution method that works similarly to Linear Cascade, routing calls to agents in a predetermined sequence. However, Linear Hunt typically restarts the sequence with each new call, ensuring that calls are always presented to agents in the same fixed order, starting with the first agent in the list.
<b>Parameters</b>	Feature usable by Call Center Agent and Supervisor Users only. Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

## Ring All

### Definition

Call distribution strategy where an incoming call rings all available agents simultaneously. The first agent to answer the call handles it. This method can lead to quicker call pickups since multiple agents have the opportunity to answer the call immediately.

### Parameters

Feature usable by Call Center Agent and Supervisor Users only.  
Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

## Round Robin/Longest Idle

### Definition

Call distribution method that cycles through a list of agents, ensuring that each agent receives calls in turn. This helps distribute the workload evenly among all agents. When a call comes in, it is directed to the next agent in the sequence, then the next, and so on, looping back to the start after reaching the end of the list.

### Parameters

Feature usable by Call Center Agent and Supervisor Users only.  
Feature enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

## Call Queue Settings

### Features and Availability

TYPE	FEATURE	Seat Type >	Basic			Call Center	
		User Scope >	Office Mgr.	Site Mgr.	CC Agent	CC Super	
CC	Call Recording	Simple	N	P	P	P	Y
CC	Intro Greetings	Simple	N	P	P	P	Y
CC	Logout Agent on Missed Call	Simple	N	P	P	P	Y
CC	Messages to Agent	Simple	N	P	P	P	Y
CC	Require Agents	Simple	N	P	P	P	Y
CC	Require Music on Hold	Simple	N	P	P	P	Y
CC	Statistics	Simple	N	P	P	P	Y

## Definitions and Parameters

### Call Recording

#### Definition

Feature that allows for the automatic recording of calls handled through the queue. This setting can be configured to record all calls, specific types of calls, or calls under certain conditions. The recordings can be used for quality assurance, training, compliance, and record-keeping purposes. Administrators can usually access these recordings for review and analysis.

#### Parameters

Feature usable by Call Center Agent and Supervisor Users only. Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

### Intro Greetings

#### Definition

Prerecorded messages played to callers when they first enter the call queue. These greetings can include information such as a welcome message, estimated wait times, announcements, or instructions for navigating the call system. Intro greetings help set the caller's expectations and provide essential information before they are connected to an agent.

#### Parameters

Feature usable by Call Center Agent and Supervisor Users only. Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

### Log Out Agent on Missed Call

#### Definition

Setting that automatically logs an agent out of the call queue if they miss a call. This feature ensures that the agent's status accurately reflects their availability, preventing further calls from being routed to an agent who may be temporarily unavailable. It helps maintain efficiency and prevents callers from being directed to agents who are not actively monitoring their calls.

#### Parameters

Feature usable by Call Center Agent and Supervisor Users only. Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.

## Messages to Agent

<b>Definition</b>	Allows for sending notifications or messages to agents within the call queue system. These messages can include updates, alerts, reminders, or any other information that needs to be communicated to agents in real time. This feature can help improve coordination and ensure agents are informed about relevant changes or instructions.
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<b>Parameters</b>	Feature usable by Call Center Agent and Supervisor Users only. Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.
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## Require Agents

<b>Definition</b>	Setting that ensures there is a minimum number of agents logged into the queue before it can accept calls. This helps maintain a certain level of service by ensuring that there are enough agents available to handle incoming calls. If the number of agents falls below the required threshold, calls may be redirected or handled differently.
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<b>Parameters</b>	Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.
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## Require Music on Hold

<b>Definition</b>	Setting that mandates playing music or a specific audio message while callers are on hold in the queue. This feature helps keep callers engaged and informed during wait times, potentially reducing perceived wait time and enhancing the caller's experience. The music or messages can also include promotional content or important announcements.
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<b>Parameters</b>	Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.
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## Statistics

<b>Definition</b>	Provides detailed metrics and reports about the performance and activity within the call queue. This can include data on call volume, wait times, call duration, agent performance, and other relevant metrics. These statistics are valuable for monitoring the efficiency of the call queue, assessing agent productivity, and identifying areas for improvement. Administrators can use this data to optimize operations and enhance overall service quality.
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<b>Parameters</b>	Setting enable, disable and configuration available to Office Manager, Site Manager and Call Center Supervisor Users only.
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# Availability Quick Reference

The following table provides the list of all UC and CC features and their availability by Seat Type/User Scope. Individual availability tables and complete feature details are provided in the pages following this availability quick reference.

		Seat Type >	Basic			Call Center	
		User Scope >	Office	Site	CC	CC	
		Simple	Mgr.	Mgr.	Agent	Super	
		Simple	Basic				
<b>Account Codes</b>							
UC	Unvalidated	N	N	N	N	N	
UC	Validated	N	N	N	N	N	
<b>Answering Rules</b>							
UC	Anonymous Call Rejection	Y	Y	Y	Y	Y	
UC	Call Screening	Y	Y	Y	Y	Y	
UC	Do Not Disturb	Y	Y	Y	Y	Y	
UC	Ring Time Out	N	Y	Y	Y	Y	
<b>Auto Attendant</b>							
UC	Auto Attendant	P	P	Y	P	P	
UC	Configurable Time Outs	N	N	N	N	N	
UC	Dial By Extension	N	N	Y	N	N	
UC	Dial By Name Directory	N	N	Y	N	N	
UC	Multi-Language	N	N	N	N	N	
UC	Multi-Language IVR	N	N	N	N	N	
UC	Intro Greeting	N	N	Y	N	N	
UC	Post-Welcome Greeting	N	N	N	N	N	
<b>Call Forwarding</b>							
UC	Always	P	Y	Y	Y	Y	
UC	Operator Forward	N	Y	Y	Y	Y	
UC	When Busy	P	Y	Y	Y	Y	
UC	When Offline	P	Y	Y	Y	Y	
UC	When Unanswered	P	Y	Y	Y	Y	
<b>Call Handling</b>							
UC	Call Park	Y	Y	Y	Y	Y	
UC	Call Retrieve	Y	Y	Y	Y	Y	
UC	Call Waiting	Y	Y	Y	Y	Y	
UC	Music On Hold	P	Y	Y	Y	Y	
UC	Park Retrieve	Y	Y	Y	Y	Y	
UC	Pick Retrieve	Y	Y	Y	Y	Y	
UC	Time Frames	N	Y	Y	Y	Y	
<b>Call Pickup</b>							
UC	Directed Call Pickup	Y	Y	Y	Y	Y	
UC	Domain Pickup	Y	Y	Y	Y	Y	
UC	Group Pickup	Y	Y	Y	Y	Y	
UC	Site Pickup	Y	Y	Y	Y	Y	
<b>Call Recording</b>							
UC	Call Recording	P	Y	Y	Y	Y	
UC	Mid-Call Recording	N	N	N	N	N	
UC	Mid-Call Recording Redaction	N	N	N	N	N	
UC	Recording Email Notification	N	N	N	N	N	
UC	Remote Storage Option	N	N	N	N	N	

		Seat Type >	Basic			Call Center	
		Simple	Basic	Office Mgr.	Site Mgr.	CC Agent	CC Super
		User Scope >					
		Simple					
<b>Caller ID</b>							
UC	Inbound Caller ID	Y	Y	Y	Y	Y	Y
UC	Outbound Caller ID	P	Y	Y	Y	Y	Y
<b>Conferencing (Audio Meeting)</b>							
UC	Dedicated Bridge	N	P	Y	Y	P	P
UC	Owned	N	P	Y	Y	P	P
UC	Announce Participants	N	P	Y	Y	P	P
UC	Arrive/Depart Tones	N	P	Y	Y	P	P
UC	Leader PIN	N	P	Y	Y	P	P
UC	Max Participants	N	P	Y	Y	P	P
UC	Participant PIN	N	P	Y	Y	P	P
UC	Require Leader to Start	N	P	Y	Y	P	P
<b>Faxing</b>							
UC	Basic Inbound Fax	N	Y	Y	Y	Y	Y
<b>Messaging</b>							
UC	Chat/IM	N	Y	Y	Y	Y	Y
UC	Group Chat/IM	N	Y	Y	Y	Y	Y
UC	SMS	N	Y	Y	Y	Y	Y
UC	MMS	N	Y	Y	Y	Y	Y
<b>MyCloud Meeting (Web Meeting)</b>							
UC	Conference	N	Y	Y	Y	Y	Y
UC	Webinar	N	Y	Y	Y	Y	Y
UC	Active Speaker	N	Y	Y	Y	Y	Y
UC	Calendar	N	Y	Y	Y	Y	Y
UC	Passcode	N	Y	Y	Y	Y	Y
UC	Recording	N	Y	Y	Y	Y	Y
<b>Paging</b>							
UC	Handset Paging	N	N	N	N	N	N
UC	Overhead Paging	N	N	N	N	N	N
<b>Platform Statistics</b>							
UC	Current Active Calls	N	N	Y	Y	N	N
UC	Call Graph	N	N	Y	Y	N	N
UC	Call History	N	Y	Y	Y	Y	Y
UC	Users and Applications (by Domain)	N	N	Y	Y	N	N
UC	Usage Statistics	N	N	Y	Y	N	N
<b>Ringling</b>							
UC	Ring All	N	Y	Y	Y	Y	Y
UC	Simultaneous Ring	N	Y	Y	Y	Y	Y
UC	Delayed Simultaneous Ring	N	Y	Y	Y	Y	Y
<b>Transfer</b>							
UC	Attended Call Transfer	Y	Y	Y	Y	Y	Y
UC	Blind Call Transfer	Y	Y	Y	Y	Y	Y
UC	Voicemail Transfer	Y	Y	Y	Y	Y	Y
<b>User Clients</b>							
UC	MyCloud Web App	N	Y	Y	Y	Y	Y
UC	MyCloud Mobile	N	Y	Y	Y	Y	Y
UC	MyCloud Mobile Pro	N	N	N	N	N	N

		Seat Type >	Basic			Call Center	
		Simple	Basic	Office Mgr.	Site Mgr.	CC Agent	CC Super
		User Scope >	Simple				
<b>Voicemail</b>							
UC	Voicemail		P	Y	Y	Y	Y
UC	Voicemail to Email		P	Y	Y	Y	Y
UC	Voicemail Notifications		P	Y	Y	Y	Y
UC	Voicemail Notifications – Multi-Channel		P	Y	Y	Y	Y
UC	Voicemail Transcription		N	Y	Y	Y	Y
<b>Agent Monitoring</b>							
CC	Barge In		N	N	Y	Y	N
CC	Listen In		N	N	Y	Y	N
CC	Whisper Only		N	N	Y	Y	N
<b>Agent Status</b>							
CC	Agent Status		N	N	N	N	P
CC	Auto Answer		N	N	P	P	P
CC	Custom Agent Status		N	N	N	N	P
CC	Max Simultaneous Calls/Messages		N	N	P	P	P
CC	Queue Priority for Agent		N	N	P	P	P
CC	Request Confirmation		N	N	Y	Y	P
CC	Wrap Up Time		N	N	P	P	P
<b>Call Queue Routing</b>							
CC	Callback		N	N	P	P	P
CC	Call Park		N	N	P	P	P
CC	Forward if Unanswered		N	N	P	P	P
CC	Forward if Unavailable		N	N	P	P	P
CC	Linear Cascade - Agents to Add After Timeout		N	N	P	P	P
CC	Linear Cascade - Agents to Ring Initially		N	N	P	P	P
CC	Linear Hunt		N	N	P	P	P
CC	Ring All		N	N	P	P	P
CC	Round Robin/Longest Idle		N	N	P	P	P
<b>Call Queue Settings</b>							
CC	Call Recording		N	N	P	P	P
CC	Intro Greetings		N	N	P	P	P
CC	Logout Agent on Missed Call		N	N	P	P	P
CC	Messages to Agent		N	N	P	P	P
CC	Require Agents		N	N	P	P	P
CC	Require Music on Hold		N	N	P	P	P
CC	Statistics		N	N	P	P	P