

1. IP EXTENSION

IP Extension provides business class hosted IP PBX extension functionality which is accessible using accredited SIP compliant telephones from our white list or TeleWare's soft phone and operator soft console.

- 1.1 IP Extension supports the following handset functionality subject to handset capabilities.
- (a) Make and Receive calls
 - (b) Calling Line ID
 - (c) Message Waiting Indication
 - (d) Hold
 - (e) Divert
 - (f) Transfer – attended and blind
 - (g) 'Find me – follow me'
- 1.2 The Above services are all supported by Hosted Communications soft phones and soft operator console
- 1.3 Star Services – These functions are delivered by IP Extension independently of the handset:
- (a) Call park
 - (b) Retrieve parked call
 - (c) Divert (set/unset and check)
 - (d) Rapid access to voice mail
 - (e) Camp On
 - (f) Ring back when free

2. GENERAL SPECIFICATION VOICE APPLICATIONS

The following applies to voice applications

- 2.1 Accounts will be password protected by a four-digit password.
- (a) The password will need to be changed from a default on initial entry to the account.
 - (b) The system will 'lock out' any mailbox where 3 consecutive failed password attempts have been made. A password reset by the Supplier will be required following lock-out.
 - (c) The system will not accept passwords deemed insecure such as password the same as user / mailbox number, repeat sequences or allow a password to be used if it matches any of the last three used previously.
- 2.2 The System prompt style will default to Standard Prompts with user options for Short prompts.
- (a) Short prompts provide a single word prompt with option number for experienced users

3. VOICEMAIL (VM)

Voicemail comprises a business class voice mailbox comprising the following features:

- 3.1 Call Answering – the mailbox will receive voicemail upon extension divert on busy / no reply / immediate.
- (a) The maximum voice message length is 3 minutes.
 - (b) The mailbox message storage limit is 60 voice messages. A user warning will be played at 50 messages

- (c) The system will automatically delete all messages whether read or not over 17 days old.
- (d) An additional charge will be levied per minute above 600 minutes per month total time (deposit and retrieval) at the contracted rate.
- (e) The above thresholds and limits apply unless otherwise agreed in writing as part of the contract between the Supplier and the Customer.

3.2 Greetings – The user may record Generic, Daily and Absence greetings which will be played to all callers passed to voicemail.

- (a) The Generic greeting is played should there be no Daily or Absence greeting
- (b) Daily greetings reset at midnight on the day they were recorded
- (c) Absence greetings are set by start and end date. Callers may not 'skip' the Absence Greeting.
- (d) A System greeting will be played in the event that no other greetings are in force.
- (e) New Users will be requested to record a Voice Signature and Generic Greeting upon first access.

3.3 Message Review – Messages will be stored in the mailbox for review.

- (a) New messages are played before saved messages.
- (b) Messages are automatically saved unless manually deleted.
- (c) Message playback is preceded by date, time and sender information (if known) unless overridden by the user.

3.4 Contact Originator – Users may contact the message originator following review where a valid CLI has been captured from the message originator with the received message, subject to user/system permissions/restrictions.

3.5 Message Send – A user may compose and send a message to another user or distribution list within the same organisation

- (a) Messages may be reviewed and/or re-recorded before sending
- (b) Messages may be classified as Normal (default), Urgent, Private, Reply Requested and Acknowledge.
- (c) Messages may be marked for Delayed Sending by date and time.
- (d) Messages may be sent to departmental and user configured Mailing Lists.

3.6 Message Forwarding – A user may forward a message to another user in the same organisation with a spoken comment.

- (a) Forwarded messages may be classified as in section 3.5, Message Send.
- (b) A mailbox can be user configured to Auto Forward messages to a nominated mailbox with options to keep or delete the original copy.

3.7 Message Waiting Indication – Subject to handset functionality and network support, the system will provide notification when a new message is received by setting Message Waiting at their telephone.

3.8 Message Notification – The mailbox will notify users when a new message is received in accordance with user preferences for message type and notification schedule/frequency either by Outcall and/or SMS Device

(a) Outcall Notification will ring the user at a user-nominated location and indicate the presence of new messages. The user may then interact with the system to retrieve the messages.

(b) SMS Notification will send an SMS message to a user nominated SMS device detailing the new message. The user then collects the message by dialling the system maintenance number as normal.

(c) SMS Messages will incur an additional charge.

3.9 Breakout Options – A caller may "breakout" of the mailbox in order to contact a personal assistant (9) or Operator (0)

(a) The breakout party will hear a spoken transfer announcement indicating the original called party name and reason for the call.

(b) The breakout number for personal assistance is user configurable but restricted to internal numbers

(c) The Operator number is set by the administrator and is not user configurable.

3.10 Secretarial Access Option – A user's mailbox may be given Secretarial Access privilege. This will allow a secretary to listen to the messages or message headers

4. FAXMAIL

4.1 The mailbox message storage limit is 60 fax messages. A user warning will be played at 50 messages

4.2 Messages are deleted automatically after 17 days,

4.3 Message Review – Messages will be stored in the mailbox for review. Voicemail and Faxmail are stored in separate areas.

(a) Faxes may be retrieved to a user configurable assigned fax number, ad hoc fax number or fax phone device.

(b) Faxes may be collected individually or tagged for collection and retrieved in bulk.

4.4 Message Send – Using Web Assistant, a user may compose, upload and send a fax message to another user or distribution list within the same tenancy. Using the phone, a user can send a received fax onwards to another user or distribution list within the same tenancy

5. VOICEMAIL WITH ATTACHMENTS

The option to provide email alert of new voice and fax messages. This service can be configured to provide the following notification types:

(a) Notification Only – An e-mail is sent to the user indicating that a new voicemail has arrived

(b) Attachment – provides a multimedia attachment (.wav) for access using the PC's multimedia capabilities.

6. WEB ASSISTANT FOR VOICEMAIL

Provides the user with access to a web page which provides control of the mailbox through a visual interface. The web interface provides the following basic functions:

(a) Message review and playback via telephone or PC.

(b) Dial back originator

(c) Greeting Management

(d) Password Management

7. BUSINESS MAILBOX

The Business Mailbox provides a higher use version of the voicemail mailbox described in section 3 with the following changes:

- (a) An additional charge will be levied per minute above 4000 minutes per month total time (deposit and retrieval) at the contracted rate.
- 8. INTELLIGENT NUMBER**
- intelligent Number (iN) provides a 'follow me' service allowing users to become available for calls at any location when called on their extension or DDI number.
- (a) intelligent Numbering can be used in conjunction with voicemail and faxmail features previously described.
- 8.2 Registration Available – Users may register for calls at any allowed telephone number by accessing the service and identifying their location by:
- (a) Here & Now - allows users to register to any internal extension or nominated external number by pressing the 0 (Zero) key if a valid CLI is present.
- (b) Manual Entry – Allows manual entry of the number, subject to user/system permissions and restrictions.
- 8.3 Registration Unavailable – Users may register unavailable for calls, with callers passed to voicemail.
- (a) The iN will be reset to "Unavailable" at midnight every day by default. (This can be changed if required).
- 8.4 Call Audit – Users may review a list of calls received by the IN, and return the call, assuming a valid CLI has been captured, subject to user/system permissions/restrictions.
- 8.5 Call Filtering – Users may establish a filter to allow or disallow inbound callers by CLI or (User ID for iN users in the same organisation).
- (a) The call filter list is created and edited by the User.
- (b) The allow & disallow options are user configurable.
- (c) Disallowed users will be passed to voicemail.
- 8.6 Team Membership – A user may be a member of one or more teams and become a member of a 'virtual' ACD group. Teams require a team number. Answered call minutes will be charged against the answering team member. Unanswered call minutes will be charged against the team number
- (a) Calls to the team member can be 'whisper transferred' with a spoken identity of the team.
- (b) Users may either elect to manually join or leave teams, or retain default membership of teams.
- 8.7 Web Assistant – The user can be provided with access to a web page which provides control of the iN through a visual interface. The web interface provides the same basic functions as voicemail and faxmail, described above with the addition of:
- (a) Location control for the intelligent Number
- (b) Call Audit list detailing the last 10 callers with the option to ring back
- (c) Team Registration
- (d) Inbound call control via 'screen pop'.
- 9. INTELLIGENT ASSISTANT**
- intelligent Assistant (iA) can be added to intelligent Number functionality as described above. The additional capabilities are:
- 9.1 Alternative Contacts – A user may elect to pass callers to up to two nominated contact points
- (Alternative Contacts) should they be busy, not answering or unavailable.
- (a) Calls to Alternative Contacts will be presented with a 'whisper transfer' detailing the original called party and the reason for the transfer.
- (b) Alternative contacts can be iN or iA users, a Team number or any valid tenancy number, subject to user and system permissions/restrictions.
- 9.2 Secondary Contact Sequence (SCS) – The mailbox can be configured to provide differential call handling depending on caller origin and the user's availability status.
- (a) The SCS controls whether the caller is passed to Alternative Contacts or Voicemail and be configured differently for:
- User Available, Caller Internal
 - User Unavailable, Caller Internal
 - User Available, Caller External
 - User Unavailable, Caller External
- 9.3 Call Filtering – As in 9.5 except disallowed calls will be passed to the user's SCS as described in 10.2.
- 9.4 Manager Secretary Working – The user may elect to have calls passed directly to a nominated Secretary.
- (a) The Manager may select to have all calls screened by the Secretary. In this mode, only the Secretary can call the Manager directly.
- (b) Calls to the Secretary will be presented with a 'whisper transfer' detailing the original called party.
- (c) A Secretary may act for more than one Manager
- (d) A Manager may have more than one Secretary, subject to secretarial membership of a TeleWare Team.
- 9.5 Web Assistant – The user is able to have access to a web page which provides control of the iA through a visual interface. The web interface provides the same basic functions as voicemail, fax mail and intelligent Number described above with the addition of:
- (a) Control of Alternative Contacts
- (b) Secretarial Filtering
- 10. CONTACT CENTRE**
- 10.1 A contact centre Team provides a virtual ACD service for users.
- 10.2 Call Distribution – The Team can be configured to distribute calls on either a linear, circular or longest idle basis.
- (a) The calls will distribute calls to 'available' users only.
- (b) Should all users be busy or the team reaches a no answer state, the call will be passed to a Team Mailbox.
- (c) Team members are allowed to access the team mailbox simultaneously on a multi user basis.
- 10.3 Queuing – The Team can be configured to support call queuing with options for music on hold, position in queue announcement and in queue options.
- (a) Queues are subject to monthly port/minute changes subject to commercial agreement.
- (b) Music on hold must be customer licensed & supplied in electronic multimedia format.
- 10.4 Wrap Up (Option) – The Team can be configured to add Wrap Up time following a call to ensure an agent has sufficient time to complete any follow up work.
- (a) The user can override the Wrap Up status by dialling a specific number.
- (b) Should all users be in Wrap Up the system can be configured to override the Wrap Up.
- 11. AUTO ATTENDANT**
- 11.1 The Auto Attendant service allows the provision of simple, customised business telephony applications. These are produced individually by the customer and may comprise any of the following:
- (a) Calendar Control – Calls may be handled differently dependant business hours or out of hours times.
- (b) Single Level Single Digit Menus – Menus may be constructed to allow caller interaction / self service by DTMF telephone.
- (c) Call Transfer – Calls may be transferred to any valid telephone number, team number or personal number
- (d) Phrase Recording – phrases may be recorded directly via the telephone using standard DTMF tones.
- 11.2 Auto Attendant applications are subject to monthly port/minute changes subject to commercial agreement.
- 12. IVR**
- The IVR service allows the provision of sophisticated, customised business telephony applications. These are produced individually by the customer or to an agreed customer specification and may comprise any of the following:
- (a) Calendar Control – Calls may be handled differently dependant on time of day and day of week.
- (b) Emergency Mode – Emergency call handling may be initiated by secure access from any standard telephone.
- (c) Multi Level Single Digit Menus – Menus may be constructed to allow caller interaction / self service by DTMF telephone.
- (d) Voice/Fax Back Service – Callers may be presented with recorded voice information and/or pre-stored Fax delivery.
- (e) Voice Forms – Data may be collected from callers by voice forms. The recorded information is placed in a mailbox for subsequent playback by multiple users.
- (f) Call Transfer – Calls may be transferred to any valid telephone number, team number or personal number
- (g) Auto Attendant – Callers may enter a valid extension or personal number and be transferred directly to that number.
- (h) CLI Routing – Callers may be selectively handled by inbound CLI.
- (i) Queuing – Callers may be queued by the IVR against any extension, hunt group or ACD with options for music on hold, position in queue announcement and in queue options.
- (j) Phrase Recorder – IVR phrases may be recorded directly via the telephone using standard DTMF tones.
- 12.2 IVR applications are subject to monthly port/minute changes subject to commercial agreement.
- 13. INSTANT CONFERENCING**
- Instant Conferencing delivers fully functional multi-party conferencing services:
- 13.1 Chairman – the Chairman joins the conference first by dialling the conference service number and entering the personal conference log in number and password.

13.2 Joining – Conference Parties join the conference by dialling the conference service number and entering the participant log in number. Callers joining before the chairman will be held until the chairman joins.

13.3 Duration – A warning will be issued by the system voice shortly before the end of the conference.

13.4 Recording – The Chairman may initiate recording of the conference by using the star key on their telephone. Recordings may be reviewed at a later date via the booking number.

14. CALL RECORDING

Calls may be recorded in two ways; either *On Demand* or *Record All Calls*.

14.1 With On Demand recording, an iN user or team member will press the star key during an incoming call to record a conversation. The recording will be stored as a saved voicemail in the iN user's mailbox or the team mailbox, as applicable.

14.2 Recording outbound calls using the On Demand service is done by dialling out via the hosted service, and pressing the star key as before. The recordings are also stored in the same way as incoming On Demand call recordings.

14.3 With the Record All Calls service, all incoming calls are automatically stored by the system. The recordings may then be delivered as an email attachment, or retrieved via the Call Recording web interface.

14.4 Recording outbound calls using the Record All Calls service is done by dialling out via the hosted system. The recordings are also stored in the same way as incoming Record All Calls recordings

14.5 Call Recording inbound minute packages can be purchased separately. Call Recording is subject to monthly port/minute changes subject to commercial agreement.

15. MOBILE OFFICE

Mobile Office gives mobile phone users access to PBX-style functions from their mobiles. Their calls are automatically routed through the iM application software, which facilitates this.

15.1 Call recording and least cost routing also available.

15.2 The software is downloaded via an SMS message.

16. PRIVATE MOBILE EXTENSION

A Private Mobile Extension (PME) gives the functionality of an office telephone extension from your mobile phone whilst working in the office. It is used in conjunction with (and within range of) a private mobile network.

16.1 A mobile phone loaded with the NetSwitch application will automatically switch between the usual 'macro' mobile network (Vodafone, Orange, O2, etc) onto the organisation's private network. When out of range, the mobile will automatically switch back to the macro network, requiring no interaction.

16.2 NetSwitch is an application that is installed onto a compatible mobile phone to manage the automatic handover between the user's macro network and the private mobile network, without user intervention.

16.3 When in range of the private network, you can use your mobile phone to make calls within the workplace (office, warehouse, campus, etc.) and these internal calls will be free of charge. Any external calls made will be charged at landline rates.

16.4 When using the private network, setting an *unavailable divert* on your mobile handset will divert your 07 number to the 01... (or 02...) number that is used as your number on your private network.

17. SERVICE MANAGER

Service Manager is a Web-based applications used for administrating all available services and users on the hosted system.

17.1 The administrator can create companies, extensions and users on the system, if permitted.

17.2 IVR or AA application IDs can be created in Service Manager, allowing DDi numbers to be associated with the applications. Applications created may only be configured / developed within the Web-based IVR or AA interfaces.

17.3 System reports can also be generated by Service Manager.