

# Access4 Product Overview



BroadSoft's capability and list of options is extensive. Access4 has simplified this by building packages to best fit business requirements. Our packages are broken up into 3 types.

## End User



Office User



Executive User



Collaboration User

An end user is someone who makes/receives calls. Each user requires a service pack which provides a certain amount of service inclusions.



## Group Service

A group service distributes or filters calls to a group of end users. Some groups services require the end user to have Add Ons to connect to them



## Add on

Provide extended abilities for end users or group services, like call recording, connecting a end user to call center or CRM Integration.



# End User Service Packs



## Service Inclusions



Designed for end users who need basic telephony to make and receive calls.

- Barge-in Exempt
- Basic Call Logs
- Call Waiting
- Calling Line ID Delivery Blocking (Code, Phone, SASBOSS)
- Calling Name Delivery
- Calling Number Delivery
- Charge Number
- Connected Line Identification Presentation
- Connected Line Identification Restriction (Default Restricted to Enterprise)
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Return
- Call Transfer
- Voicemail Unified & Emailed

## Service Inclusions



### Designed for advanced workers:

- ✓ Managers and Team Leaders
- ✓ Receptionists and Assistants
- ✓ Sales People and mobile workers

### Key Features

- ✓ Ability to see others lines through Busy Lamp Field
- ✓ Call Park, Retrieve, Pick Up
- ✓ N-Way Conferencing

- Office User services
- Alternate Numbers
- Automatic Hold/Retrieve (s)
- Busy Lamp Field
- Call Center Monitoring
- Call Forwarding Selective
- Call Notify
- Custom Ringback User
- Directed Call Pickup
- Directed Call Pickup with Barge-In
- Executive/Executive-Assistant
- MOH/VOH Enhancement (user)
- N-Way Call
- Pre-alerting Announcement
- Desktop Softphone included (for calls only)
- Priority Alert (SASB)
- Push to Talk
- Selective Call Acceptance
- Selective Call Rejection
- Shared Call Appearance 10+
- Anonymous Call Rejection
- Automatic Callback
- Call Me Now
- Diversion Inhibitor
- Do Not Disturb
- Flexible Seating Guest
- Group Night Forwarding
- Speed Dial 100
- Speed Dial 8
- Call Park
- Call Pickup
- Group Paging
- Virtual On-net Enterprise Extensions
- Mobility Features
- BroadWorks Anywhere
- Multiple Call Arrangement
- Outlook Integration
- Sequential Ring

## Service Inclusions



Designed for a full Unified Communications as a Service.

Provides collaboration across all devices from any location.

- Office & Executive Services
- Presence
- Instant Messaging
- Video Calling
- Integrated business calling Capabilities
- Multi-Party Voice and Video Collaboration
- Desktop Sharing
- Click to Call
- Outlook Integration
- Includes Fax to Email



# Access4 Group Services





## Service Packs Available

### Hunt Group Standard

- ✓ Call Waiting
- ✓ Call Forward No Answer

### Hunt Group Enhanced

- ✓ Call Forward Busy

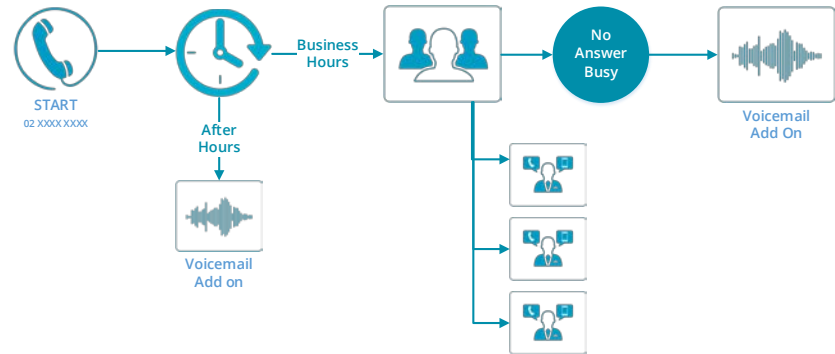
### Hunt Time of Day Routing

- ✓ Call Forwarding Selective
- ✓ Custom Ring back
- ✓ Pre-Alerting Announcement

Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Hunt Groups are included with each deployment for free, unless they require additional functions.

End users require no additional licenses to be connected to a hunt group.





## Service Packs Available



### Call Centre Enhanced

- ✓ Call Forward Busy

### Call Centre Time of Day Routing

- ✓ Call Forwarding Selective

Call Centre's inherit the same core function as Hunt Group, but have a few key differences and also require the end user to have call center add on to receive call from this service.

### Basic Call Centre – Call Capacity 25 per queue

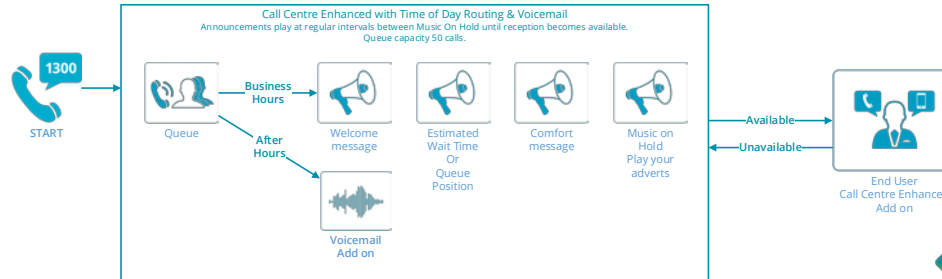
Are generally more suited to very simple requirements such as queuing calls for a receptionist.

### Enhanced Call Centre – Call Capacity 50 per queue

Are suitable for more complex solutions including service support queues and require basic reporting on inbound calls to call centre and agents.

### Premium Call Centre – Call Capacity 525 per queue

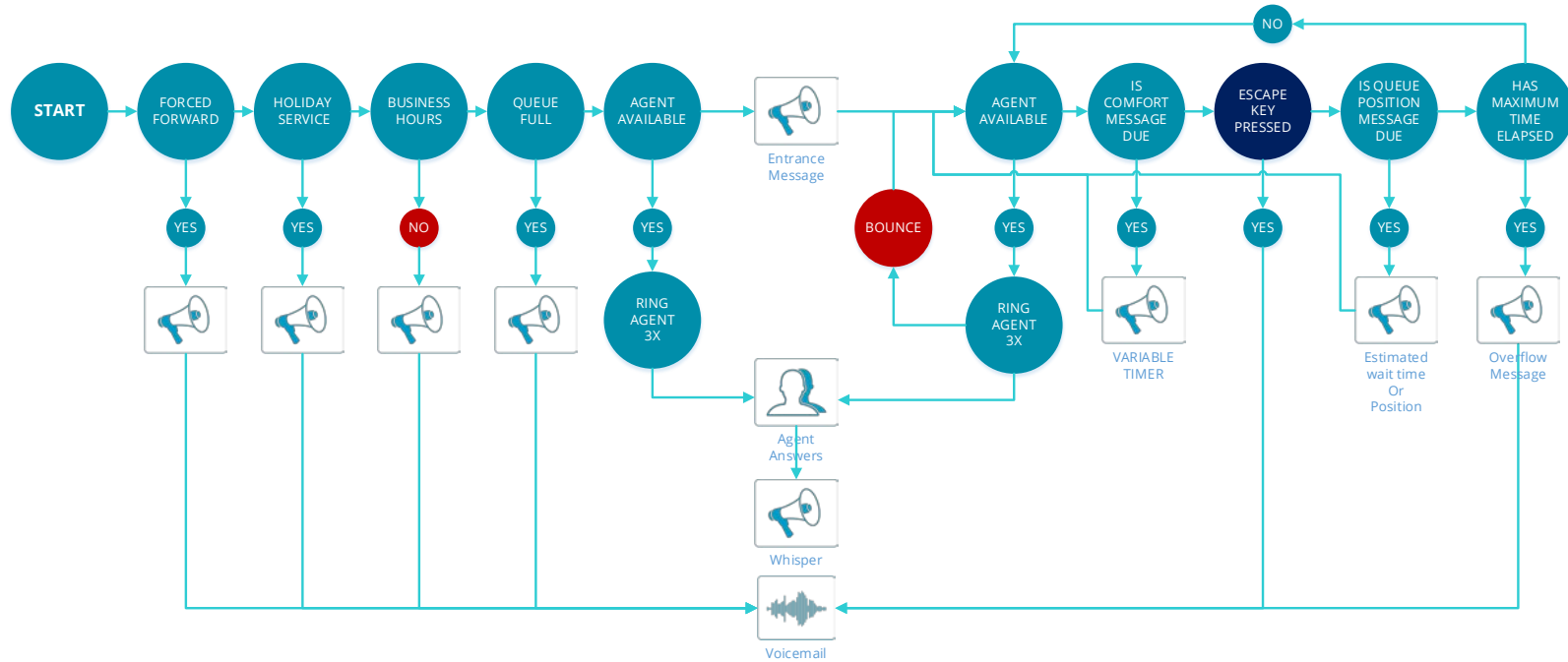
Are designed for complex call centre requirements, where the end user has the requirement to tag type of call they had, change the outbound caller id per call or a supervisor needs the ability to listen in on calls of the end user.



# Call Centre Vs Hunt Group

Common Questions	Hunt Group	Call Centre
What happens when all employees are on the phone?	Caller will get a busy tone or voicemail.	Greets your customer and advises they are being placed in a queue
What happens when an employee can't take the call?	The phone keeps ringing around the office, but the customer also hears this ringing.	Because the call has been answered by the system, the customer listens to music whilst the system rings to find an agent to take the call. Messages can also tell the customer how long they will be on hold or how many other people are in front of them.
Can calls be queued?	No	Yes, ranging from 25 – 525 calls per queue.
Ability to monitor if employees are not taking calls when they are free.	No	Yes, and this can be reported on
Call reporting.	No	Yes, Gives you access to who called, when they called, how long they waited for etc.

# Call Centre Premium Overview



## Service Packs Available



### Auto Attendant Standard

- ✓ Multi-tier IVR
- ✓ Business Hours
- ✓ After Hours
- ✓ Holiday Hours

### Auto Attendant Enhanced

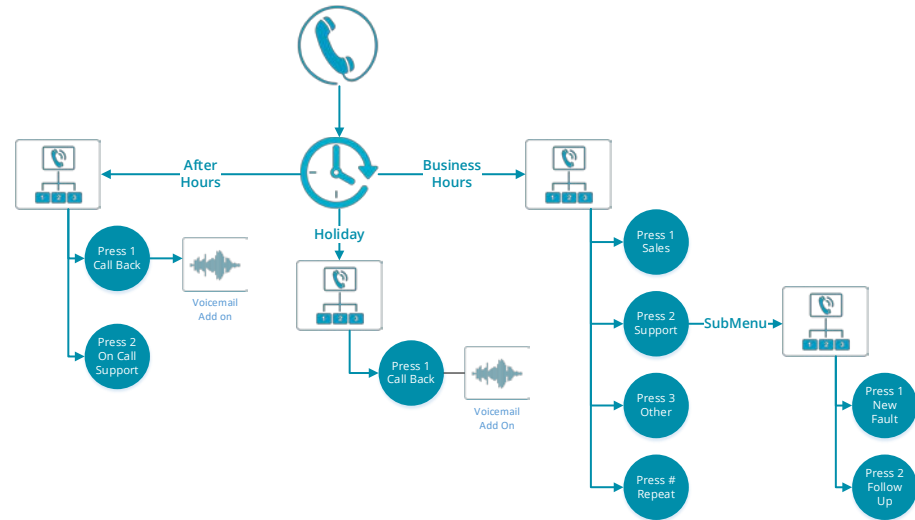
- ✓ Call Forward Busy

### Auto Attendant Time of Day Routing

- ✓ Call Forwarding Selective

## Auto Attendant (IVR)

Are designed to direct the incoming caller to the department that they require and reduce the need of the end user to transfer the call to another location.



## Service includes



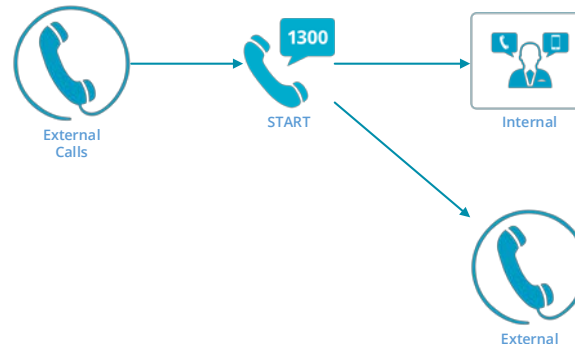
- ✓ Call Forwarding Selective
- ✓ Call Forward Always


Provides a universal non geographic dial in number for external callers.

The client is charged for calls to the inbound number 1300/1800.

If the call is then answer by End User, Hunt Group, Call Centre or Auto Attendant there is no further charges.

If the call is directed to external off SASBOSS they are then charged for additional call on top of the inbound call.





# Access4 Add On





## Connects to:

- ✓ Office User
- ✓ Executive User
- ✓ Collaboration User

### Always On

This mode is generally enabled without knowledge of the external caller and to be used for internal coaching.

### Always on with pause/resume

For PCI compliance this is the best mode, this allows the end user pause recording when requested by the external party or when taking credit card payments for example.

### User initiated start/pause/resume/stop

In this instance the end user can start the call recording as required the system will play announcement ad hoc, to advise the external party that the call recording has commenced. Typical use case is reading out a contract to the external party with a recording of the acceptance.

No recordings are stored on Access4 equipment, calls are streamed to Dubber in real time and tagged to include data/time/external caller id and end user details. Call recordings can be viewed by end customer group administrators only.

*Call recording is normally deployed in Call Centre environments to resolve disputes between the external party and the end users.*

*When a call is being recorded an announcement will be played to advise the call is being recorded.*

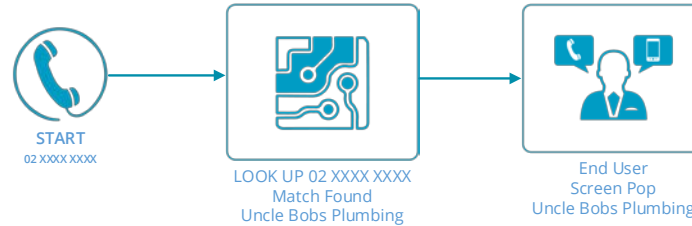


Connects to:

- ✓ Executive User
- ✓ Collaboration User

**Customer Record Management** is in growing demand service for businesses to decrease time looking customer records and greeting the customer in a personalized manner.

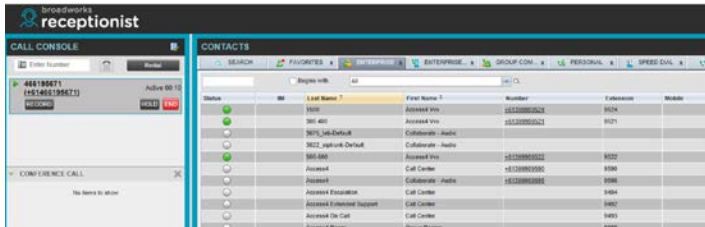
This is achieved by 3<sup>rd</sup> party plug in supplied by 'Mondago' which integrates with Salesforce, NetSuite, SAP just to name a few.





## Reception Console

The Reception console provides a company overview of the status of each user, to transfer a call simply click the user required and transfer there is no need to remember individual extensions anymore, or use a handset to complete a large number of transfers.



## End User Agent Console

Agents have visibility of the queue and how many people are in the queue. This allows them to respond to the customers as needed during peak times, e.g. triage non important calls and call those customers back at another time. Calls can be escalated to supervisors from within the application and the agent can chat with other users using messaging.



## End User Supervisor Agent Console

The supervisor client is the same as the End User Agent call centre agent with the addition of reporting functionality. This allows the supervisor to visually see the call centre, assign agents, set reports to run or view in real time and to manage the queue, e.g. can silently monitor or barge in to take a call.



# Access4 Call Flow Samples



## Industry Types

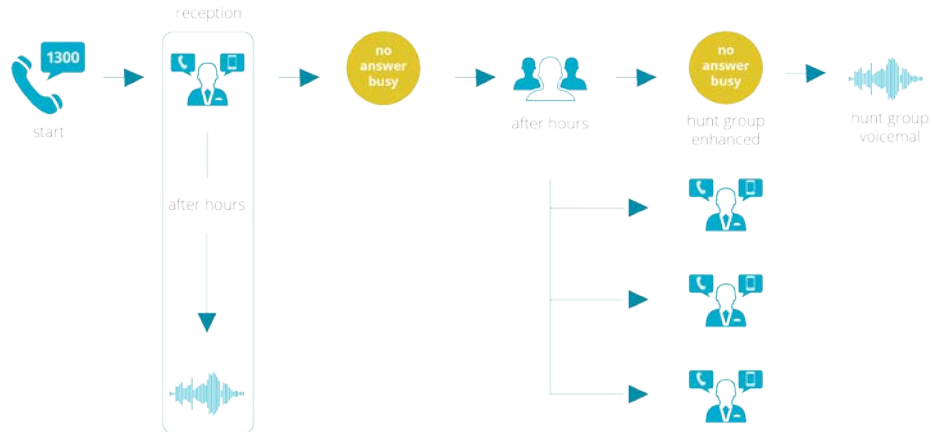
- ✓ Small Business Services
- ✓ Start ups

## License Usage

- ✓ 4x - Executive User
- ✓ 1x - Hunt Group Enhanced
- ✓ 1x - Hunt Group Voicemail Addon

## Call Flow Brief

- ✓ During business hours calls go direct to reception.
- ✓ If unanswered or busy the call will overflow to the hunt group.
- ✓ Outside business hours call forward selective will send the call to voicemail or on call person



## Industry Types

- ✓ Medical Groups
- ✓ Financial Groups
- ✓ SMB growing

## License Usage

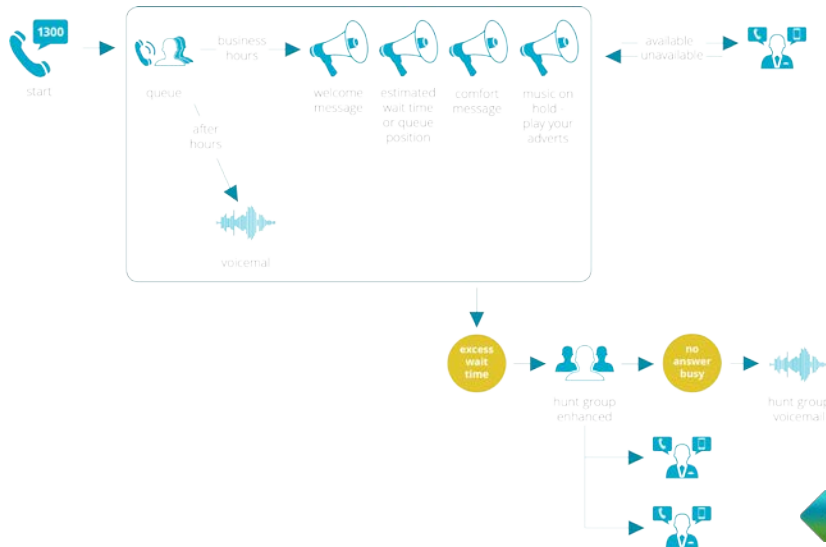
- ✓ User Licenses Required
- ✓ 3x - Executive User
- ✓ 1x - Enhanced Call Queue Add On

## Virtual Service Licenses

- ✓ 1x - Call Centre Queue with Time of Day Routing
- ✓ 1x - Call Centre Voicemail Add on
- ✓ 1x - Hunt Group Enhanced
- ✓ 1x - Hunt Group Voicemail Addon

## Call Flow Brief

- ✓ During business hours calls go direct to Queue and hold calls until Reception is available.
- ✓ If queue is full or unanswered the call will overflow to the hunt group.



## Industry Types

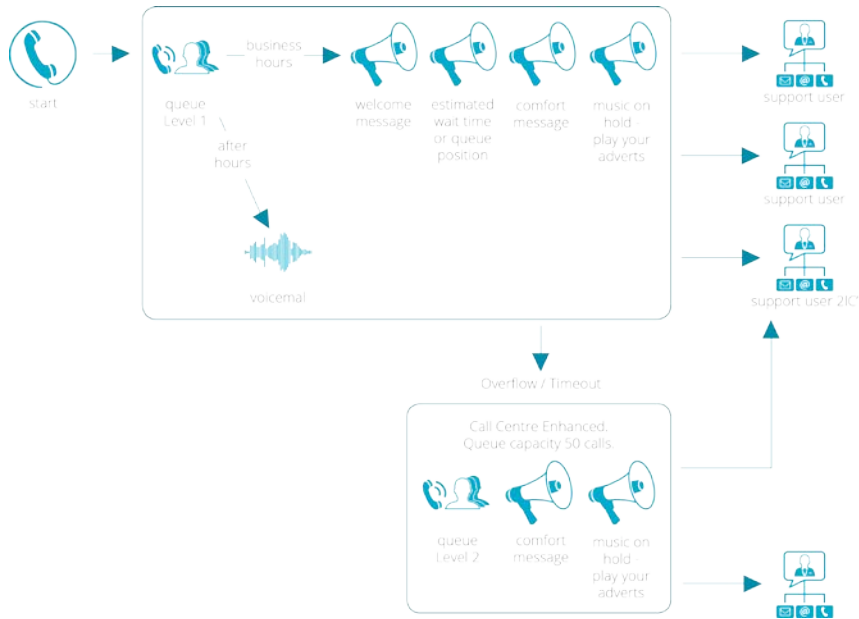
- ✓ Accounting
- ✓ Lawyers
- ✓ Medical Clinics
- ✓ IT Groups
- ✓ Couriers

## License Usage

- ✓ User Licenses Required
- ✓ 4x - Executive User
- ✓ 4x - Enhanced Call Queue Addon
- ✓ Virtual Service Licenses
- ✓ 1x - Call Centre Queue with Time of Day Routing
- ✓ 1x - Call Centre Voicemail Add on

## Call Flow Brief

✓ During business hours calls go direct to Queue and hold calls until Level 1 support queue is Full or Time waiting exceeds defined parameters.



# Auto Attendant – Department filtering

## Industry Types

- ✓ Contact centre
- ✓ Lawyers
- ✓ Medical clinics

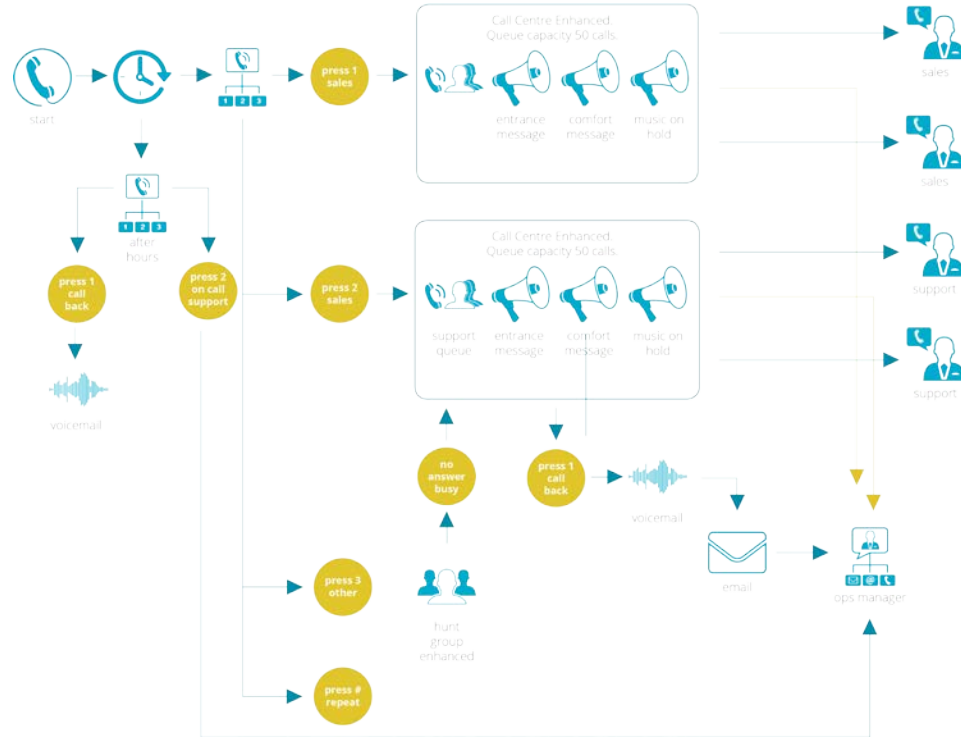
## License Usage

### User Licenses Required

- ✓ 4x - Office User
- ✓ 3x - Collaboration User
- ✓ 5x - Enhanced Call Queue Add On
- ✓ 1x - Supervisor Client Add On

### Virtual Service Licenses

- ✓ 1x - Call Centre Enhanced
- ✓ 1x - Call Centre Voicemail Add on
- ✓ 1x - IVR Basic
- ✓ 1x - IVR Voicemail Add on



## Call Flow Brief

During business hours calls go direct to Queue and hold calls until Level 1 support queue is Full or Time waiting exceeds defined parameters.