



HIP functies per user licentie



PREMIUM USER

▼ user functions

▼ group functions

» Alternate Numbers	» Call Forwarding Selective	Account/Authorization Codes
» Automatic Hold/Retrieve	Call Notify	Custom Ringback Group
» Busy Lamp Field	Custom Ringback User	Custom Ringback Group - Video
» Directed Call Pickup	Custom Ringback User - Video	Enhanced Outgoing Calling Plan
» Directed Call Pickup with Barge-In	Hoteling Host	
» Priority Alert	N-Way Call	
» Push to Talk	Pre-alerting Announcement	
» Shared Call Appearance 10+	Selective Call Acceptance	
» Virtual On_net Enterprise Extensions	Selective Call Rejection	
Call Center Monitoring		



BUSINESS USER

▼ user functions

▼ group functions

» Do Not Disturb	Hoteling Guest	» Call Park
Anonymous Call Rejection	Speed Dial 100 (2 digits via * code)	» Call Pickup
Automatic Callback	Speed Dial 8 (1 digit via toolbar)	Group Paging
» Diversion Inhibitor		Service Scripts Group



BASE USER

▼ user functions

▼ group functions

» Privacy	Calling Line ID Delivery Blocking	Last Number Redial
» Call Forwarding Always	Calling Name Delivery	» Hunt Group
» Call Forwarding Busy	Calling Number Delivery	Series Completion
» Call Forwarding No Answer	Client Call Control	Call Capacity Management
» Call Forwarding Not Reachable	Connected Line Identification Presentation	Emergency Zones
» Call Return	Connected Line Identification restriction	Incoming Calling Plan
» Call Transfer	External Calling Line ID Delivery	Intercept Group
» Three-Way Call	Intercept User	Inventory Report
» Call Transfer Recall	Internal Calling Line ID Delivery	LDAP Integration
Authentication	Phone Status Monitoring	Outgoing Calling Plan
Barge-in Exempt	Communication Barring-User Control	Preferred Carrier Group
Basic Call Logs	Directory Number Hunting	Voice Messaging Group (portal)
Call Waiting	Flash Call Hold	

Opties:

» = frequently used functions



HIP aLive

Personal Mobility

» BroadWorks Anywhere	Location-Based Calling Restrictions
» Multiple Call Arrangement	Sequential Ring
» Outlook Integration	Shared Call Appearance (5)
» Remote Office	Simultaneous Ring Personal
CommPilot Call Manager	Two-Stage Dialing
CommPilot Express	Voice Portal Calling
In Call Service Activation	

HIP Toolbar

Bediening HIP telefonie & instellingen op de desktop.

HIPPER

Bediening van HIP telefonie & instellingen op smartphone

User voicemail

Voice mail/ videomail
Voice/video mail-to-email
Voiceportal calling
MWI (Message Waiting Indicator) op Toolbar en toestel

Call Me Now Service

Web User Console

Web based toolbar en attendant functie

HIPIN

HIP telefonie applicatie integratie

Group Options

Music On Hold
Alternate Numbers
Call Forward
(Always, Busy, No Answer, Selective)

User FAX Service

Fax
Fax-to-email

Auto Attendant

Keuzemenu (per niveau 1-9)

Meet-me Conferencing

Audio conferentie (per spraakkanaal)

- **Basic Call Center** Eenvoudige gespreksverdeling en wachtrij voor receptie of kleine werkgroepen.
- **Standard Call Center** Call Center voor middelgroot belvolume en niet complexe omgevingen.
- **Premium Call Center** Call Center voor hoog belvolume en complexe omgevingen.



PREMIUM CALL CENTER

» Alternate Comfort Message	Outbound Call Center (CLID/DNIS callcenter instead agent CLID)	» Silent Monitoring
Queued Call Prioritization - not answered > placed top queue	DNIS - Dailed Number Identification Service	» Barge-In on call (Supervisor)
Night Service	Auto-answer incoming calls	Max. queued Calls per Call Center - 525
Holiday Service	» Whisper message like 'call from sales queue'	
"Holiday Service Forced Forwarding"	» Disposition Codes (tagged reports for promos, campaigns etc.)	

STANDARD CALL CENTER

» Bounced (not answered) routing policies	(Forced) Unavailable Codes. (Lunch, Break, etc. - 1000 Codes)	Scheduled Reports
» Stranded (no longer agents signed in) routing policies	(Silently) Monitor/manage agents	Custom Reports, Report Filters
Reset wait time when entering queue	Monitor/manage queued calls	Export Reports as XLS and PDF
Emergency escalate call to Supervisor	Real time Dashboard	Max. queued Calls per Call Center - 50
» Set ACD State (Sign-In/Out, Available, Unavailable, Wrap-up)	Agent Reports	
Automatic timed Wrap-up at completion of ACD call	Queue Reports	

BASIC CALL CENTER

» Entrance, Mandatory/MoH, VoH/Comfort message	Priority Queuing - Longest Wait, Queue Priority	Guard Timer (next call delivery after timer expires)
Estimated wait time or location in Queue	Overflow routing policies (size and time)	Max. queued Calls per Call Center - 25
Retrieve media files via URL & chaining	Night Service - CFW Selective	Max. assigned agents per callcenter - 1000
Escape from Queue	Holiday Service - CFW Selective	Max. assigned Supervisors per callcenter - 200
Group Call Distribution - Circ, Simult, Uniform, Weighted	"Holiday Service Forced Forwarding" - CFA	
Call Distribution Algorithms (all policies)	Call Transfers and Conferencing	

Call Center Agent

Browser based software per CC Agent

Call Center Supervisor

Browser based software per CC Supervisor



ENTERPRISE

Call Control - transfer to queue	Queue Join/Unjoin, Monitoring, Manipulation	Group/Enterprise Directory - monitoring max. 800 dynamic users
Last Redirected Call Display	Queued Call Pane (managing calls in selected call centers)	Custom Contact Directories
Group Call Park	Promote call in Queue = User Call Center Premium	Integration LDAP / Outlook
Busy Camp On (Client-Based)	Queue Logs	Large Enterprise Support upto 40.000
» Call Center Integration	Touch Screen Support	» Favorites Directory - monitoring max. 200 static users
Queue Integration (wachtrij)	Email Messaging and Notes about contacts	

SMB

Busy Camp On (Server-Based)	Group/Enterprise Directory
Day/Night Mode	» Favorites Directory - monitoring max. 30 static users

OFFICE

Call Control - Dial, Redial, Dial Contact/Call Logs	Recall Identification	Personal Directory, Speed Dial 8/100
Call Control - Answer, Hold/Resume, Blind Transfer, Consult Transfer	Operator Barge-in	Browser Based Software
Call Control - Conferencing	Drag & Drop	Citrix, Windows Terminal Server support
Call Control - Voicemail Dial/Transfer	Keyboard Shortcuts	Java Runtime Required
Multi-Call Management	Customizable Panel Sizes	» Favorites Directory - monitoring max. 8 static users
Directed Call Pick-Up	Group/Enterprise Directory	