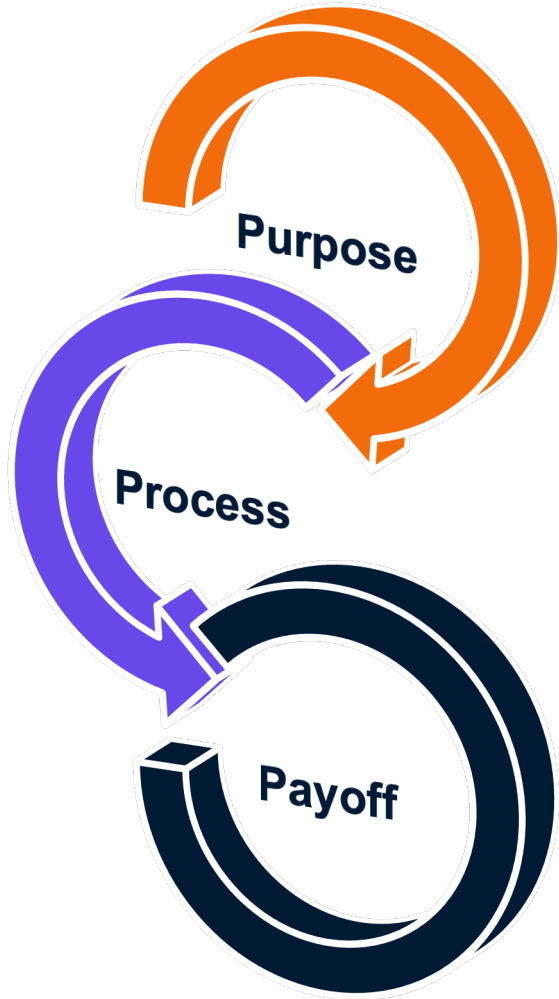


Inteliquent University

March 2021



Welcome to Inteliquent University



This course is designed to give you the skills and confidence to understand the UCaaS product and feature set.

We will use a webinar with live demonstration, downloadable handouts, and frequent knowledge tests. There are also resources available to you after this event.

At the end of this course, you will have seen the most common features, how to order the products, and how to configure a PBX using the portals available to you.

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Syllabus

Session 1: UCaaS Basics

Terms, Jargon, Products, and Devices

Session 2: Atlas 101

Overview, Order Entry, and Fulfillment

Session 3: Atlas 201

Partner Customization, Administration, and Customer Management

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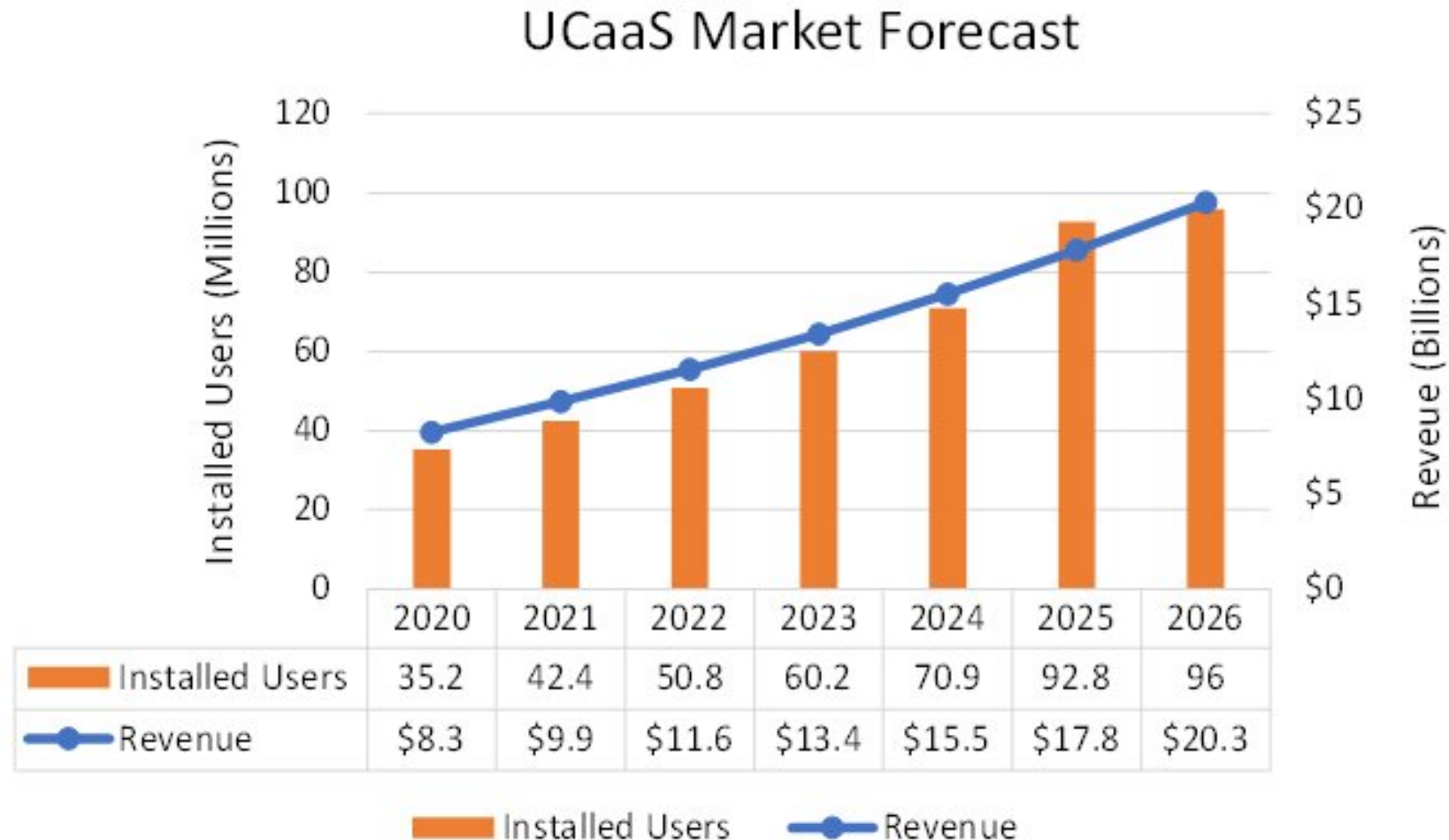
Advanced PBX Concepts



UCaaS Basics

Total UCaaS End User Market Forecast 2020-2026

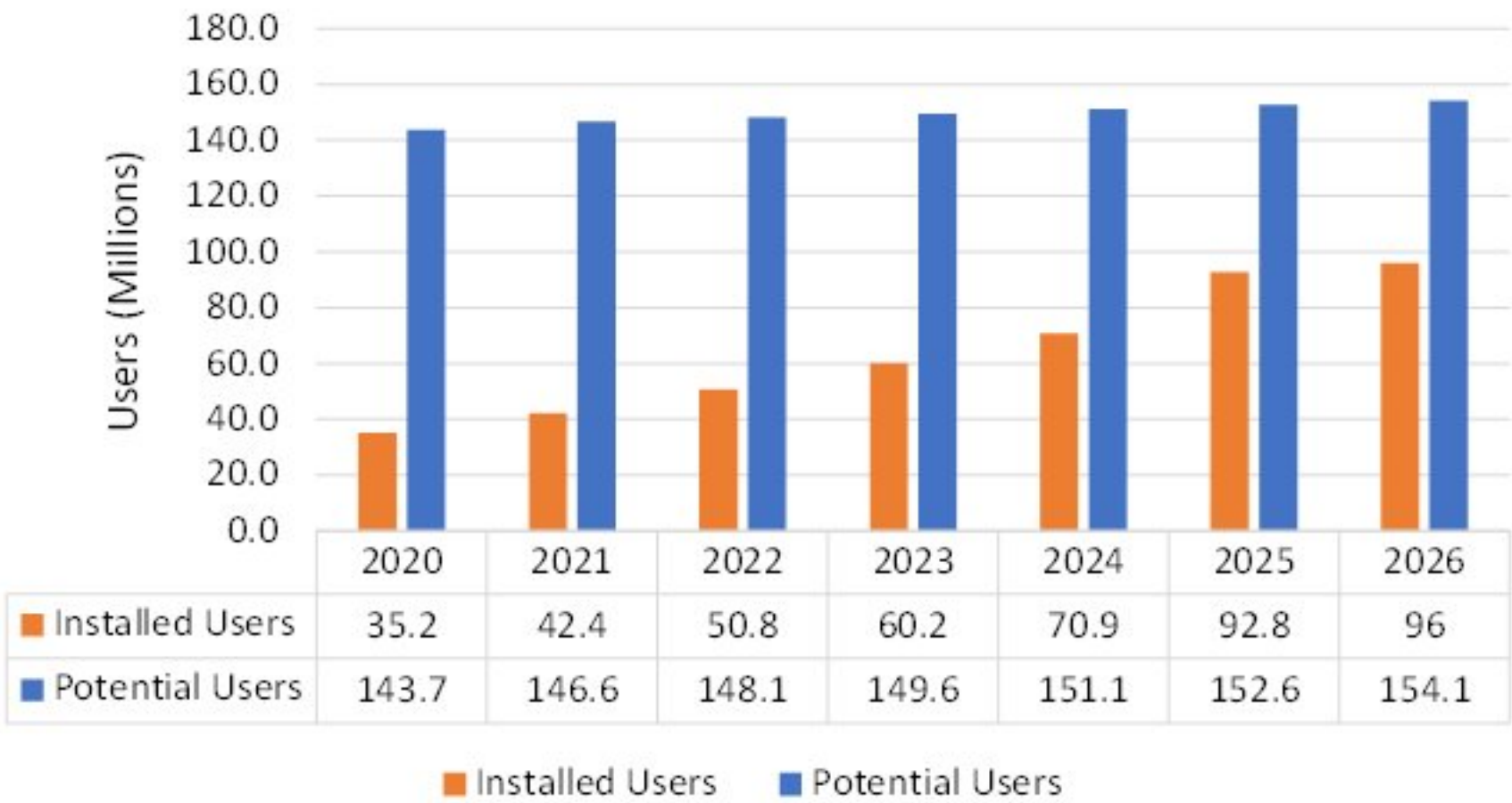
Installed User CAGR = 18%, Revenue CAGR = 16%, Net New Users added annually ~ 10M



Total UCaaS End User Market Forecast 2020-2026

End User adoption will increase from 25% in 2020 to 63% in 2026; largely untapped market

UCaaS Demand Forecast



Definition of Terms

Device: A physical device used to place and receive calls and instruct the system how to handle those calls. Typically, a phone, it can also refer to an ATA or other SIP-enable appliance. A device is defined by its MAC address. Devices are activated and configured in the Customer Admin Portal in the Locations section.

DID: Direct Inward Dialed number - the ten-digit number that can be called from outside the PBX to reach a particular seat, or in the case of a virtual number, can be directed to a group service like a hunt group or auto attendant.

End-point: Any piece of software that functions as the origin or destination of a SIP call. This can be the internal firmware within a device, or the software used in a desktop client or application.

Seat: The feature set that allows an associated user with an activated end-point to place and receive calls, as well as interact with other features. The seat is defined by its Extension, DID, and Seat Type. The seat parameters, including user and device assignment (if any) are managed in the Customer Admin Portal in the Locations section.

User: The human being or location name intended to interact with the seat and its features through an end-point. A user is defined by First Name, Last Name, Email Address, and Role (End-User or Admin). User data is managed in the Customer Admin Portal in the Administration section.

Acronyms and Jargon

ATA: Analog Telephony Adapter - a small device that allows an analog device (like a fax machine) to become a limited part of the Hosted PBX through connection to the Internet via Ethernet.

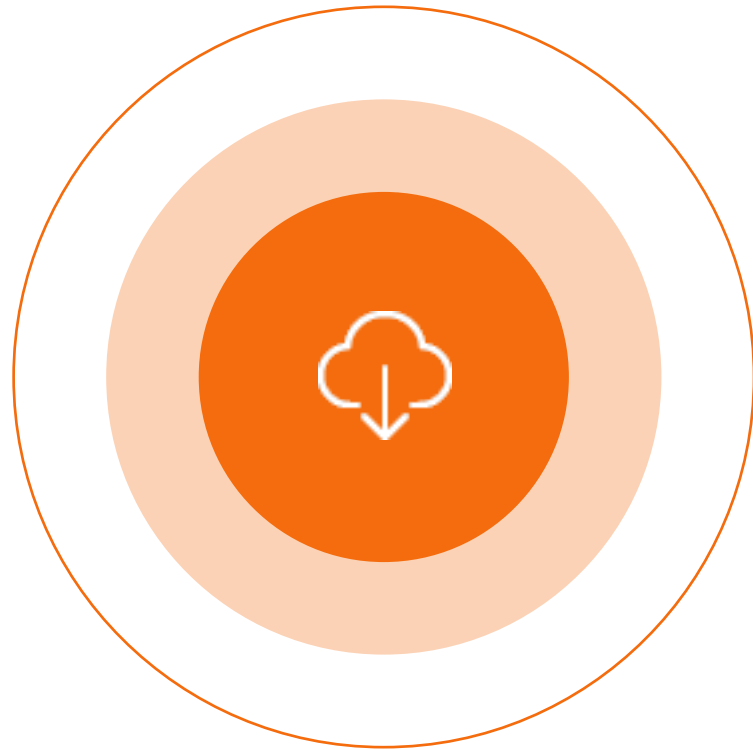
CPaaS: Communications Platform as a Service - a cloud-based platform that enables developers to add real-time communications features to their own applications without needing to build backend infrastructure and interfaces.

LAN: Local Area Network - a computer network that spans a relatively small area. Most often, a LAN is confined to a single room, building or group of buildings, typically through Ethernet cables. One LAN can be connected to other LANs over any distance via telephone lines and radio waves.

PBX: Private Branch eXchange - a private telephone network used within a company or organization. The users of the PBX phone system can communicate internally (within their company) and externally (with the outside world), using different communication channels like VoIP, ISDN or analog.

SIP: Session Initiation Protocol - the standard used to send and receive telephone calls over a computer network.

VoIP: Voice Over IP - method of providing voice telecommunication services over an Internet Protocol.



UCaaS Products

Seat Packages and Feature Categories

Current Seat Types

	Primer	Preferred	Premium
Outbound Local Calls Only	✓		
Unlimited Local and Long-Distance (48 States)		✓	✓
Account-Level Features	✓	✓	✓
User-Level Features		✓	✓
Mobility Features			✓

- **Primer:** basic seat intended for places but not people
- **Preferred:** standard seat for officer workers who stay near or at their desks
- **Premium:** deluxe seat for executives, sales agents, or anyone who can benefit from the softphone app or mobile capabilities.

Account Level Features

PBX Replacement

Auto Attendant: An automated recording that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to twelve actions. Configuration via the Customer Portal allows for hours of operation to be modified, with different options available for hours that the company is open or closed.

Call Control: The ability for users to control where their calls are directed (call forwarding, call park, call transfer, etc.)

Company Main Number: A basic virtual number (see below) that allows a ten-digit inbound DID to be pointed to a group service, such as an auto attendant.

Corporate Directory: The built-in directory available to all users. By default, this includes all extension in the PBX, making extension to extension calls possible. External numbers can be added, as well.

Hunt Group: Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number.

Music on Hold: this feature enables company administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to parties while on hold.

User Level Features List

Managed in the Location Tab

- Alternate Numbers
- Anonymous Call Rejection
- Automatic Callback
- Automatic Hold/Retrieve
- Busy Lamp Field
- Calling Line ID Delivery Blocking
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Forwarding Selective
- Call Park and Pickup
- Call Logs
- Call Notify
- Call Return
- Call Waiting
- Calling Name/Number Delivery/Retrieval
- Call Transfer
- Directed Call Pickup
- Do Not Disturb
- Hoteling
- Last Number Redial
- Personal Phone Lists
- Selective Call Acceptance and Rejection
- Sequential/Simultaneous Ring
- Shared Call Appearance
- Speed Dial 100
- Three-Way Calling
- Voicemail-to-Email

Mobility Features

nCommand

Chat: Instant message your coworkers easily through any of the user's communication devices. Chat history is stored locally and encrypted on the device involved in the chat and can only be accessed through the soft client or mobile application.

Desktop Softphone Client: Users can start using their phones before the desk phone is installed. A desktop soft client for Windows and Mac and a mobile client for iPhone and Android can be downloaded to have the ability to make calls and chat from any device. The corporate directory is automatically loaded into the client upon installation. Extra entries in the corporate directory can be added in the Customer Admin Portal in the Administration section.

Two-Stage Dialing: Allows users to leverage enterprise dialing from their cell phones or PSTN landlines, preserving your private number by sending out the caller line ID of your work extension.

Add-On Features

Page 1 of 3

Advanced Auto Attendant: A multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).

Audio Conference Bridge: Non-overlapping conferences with 15 participants per conference. Includes on local dial-in number, conference access # and a moderator pin.

Call Center Licenses: Used to enable the creation and staffing for call queues, which are ways to hold incoming calls to deliver them as agents are available. Call centers are managed in the Customer Admin Portal with the Call Center section and are covered later in this document.

Call Recording: Allows a user to record their calls in either an always on or on-demand mode. These recorded calls can be played in the CAP, downloaded, emailed, and deleted by supervisors and admins. 1GB of enterprise storage for each call recording service is provided.

Fax Line: Company-level fax offering compatible with customers' existing fax machines that replaces the need for an Analog POTS line. This service will have its own DID.

Add-On Features

Page 2 of 3

Hosted Fax: “Fax” is the transmission, via telephone tone modulation, of scanned printed material. Normally, this occurs between dedicated machines. A hosted fax cuts out the machine on one end of the connection, instead utilizing a conversion program in the cloud. The other end of the fax communication can be either a traditional machine or another hosted endpoint. Hosted Fax is a cloud based faxing solution that enables users to leverage their Portal for sending and receiving faxes on their own private account without the need for hardware or fax machines. Hosted Fax provides 1GB of enterprise storage for each personal or shared hosted fax feature.

Receptionist Soft Console: a web-based interface that is associated to a user’s seat, allowing that user to login to view incoming calls, drag and drop transfers, and use customizable directories.

Standalone Mailbox: a voicemail feature that is not affiliated with a particular seat or user. It is configured in the Customer Administration Portal in the Enterprise Services section and can be assigned to any group service extension.

Toll-Free Number: an inbound DID whose inbound toll is paid for by the recipient. For all call flow purposes, a toll-free number functions just like a virtual number (below) and can be pointed to any extension within the PBX.

Add-On Features

Page 3 of 3

Virtual Extension: An extension designated when the product is ordered that can be pointed to a number external to the network to enable simulated extension dialing for those within the PBX. These are assigned in the Customer Admin Portal in the Enterprise Services section.

Virtual Number: Local phone number with no services but includes unlimited incoming minutes. Virtual Numbers are found in the Customer Admin Portal in the Enterprise Services section and can be pointed to any extension within the PBX.

Call Recording

Our call recording product can record any or all calls for the user the service has been assigned to. Calls are managed in the Customer Admin Portal in the Enterprise Services tab. Calls are recorded as a stereo MP3 file, with the user's voice on one channel and the caller on the other. Saved recordings can be played, downloaded, emailed, and deleted from within the Customer Administration Portal.

My Recordings

Under the section labeled My Recordings, a user will find all of their recorded calls in this section. Personal recordings are for that user only, and even administrators do not have access to these calls.

Supervised Recordings

When the recording is set to Supervised, Admins will have access to these calls, as will End-Users have designated as Supervisors for the call recording service itself. Optionally, these recorded calls can be rated from 1 to 5 stars and comments can be left.

Call Recording Modes

The call recording mode can record no calls, records all calls, or selectively record calls (which can be enabled/disabled through feature access codes on the phone or through a button on the nCommand soft client.)



Devices

Poly VVX 150

Monochrome, no-nonsense device



VVX 150

- 132x64 Monochrome backlit display
- 2 line keys
- 4 soft keys
- In-call keys: Call transfer and Hold
- Non illuminated audio keys
- No USB port
- Wideband Audio
- 2x 10/100 Ethernet ports
- Reversible base stand for wall mount

Poly VVX 250

Color, four-line, entry-level IP desk phone



VVX 250

- 2.8" Color backlit display
- 4 line keys (12 virtual)
- 4 soft keys
- In-call keys: Call transfer and Hold
- Illuminated audio keys
- Rear USB port
- 2x Giga-E ports
- Reversible base stand for wall mount

Poly VVX 350

Color, six-line, entry-level IP desk phone



VVX 350

- 3.5" Color backlit display
- 6 line keys (18 virtual)
- 4 soft keys
- In-call keys: Call transfer, Hold, and Voicemail
- Illuminated audio keys
- Rear and side USB ports
- HD Audio
- 2x Giga-E ports

Poly VVX 450

Color, six-line, entry-level IP desk phone



VVX 450

- 4.3" Color backlit display
- 12 line keys (36 virtual)
- 4 soft keys
- In-call keys: Call transfer, Hold, and Voicemail
- Illuminated audio keys
- Rear and side USB ports
- HD Audio
- 2x Giga-E ports

Poly VVX 450 with Expansion Module

Turn the VVX 450 business IP phone into a high-performance attendant console.



VVX Expansion Module

- 4.3" Color backlit display
- 28 line keys
- 3 soft keys
- Side USB port
- USB connect to VVX 450

Grandstream HT800 series ATA

Used with the Fax Line product as well as Residential VoIP service



Grandstream HT802


- Supports 1 SIP profile with a single RG59 port and a single 10/100Mbps Ethernet port
- Supports Fax-over-IP with the T.38 protocol
- Supports a wide range of Caller ID formats
- Supports advanced telephony features (via feature access codes)




nCommand

nCommand and nCommand Plus

ncommandapp.com



[Download Client](#)[Help](#)[Terms and Conditions](#)



Download Now


Android

iPhone

Mac

PC

PC(msi)



nCommand

Voyant Communication


Everyone

This app is compatible with all of your devices.

Add to Wishlist

Install

AT&T



Username


Password

Sign in

Remember Password

22.6.6.8

AT&T



nCommand - All

Favorites (2)

Jill Receptionist
Frisco, TX, 05:48 PM

Receptionist Station
Frisco, TX, 05:48 PM

Hygienists (4)


Hygienist Station 1
Frisco, TX, 06:48 PM

Hygienist Station 2
Frisco, TX, 05:48 PM

Hygienist Station 3
Frisco, TX, 05:48 PM

Hygienist Station 4

AT&T



Jill Receptionist

Today, 05:23 PM

Hey, what's our schedule like after lunch today?

busy, only 1 slot open at 2:30

Type your message

Hygienist Station

7205495436

Mute

Keypad



HomeXtend Residential VoIP

HomeXtend Residential Service Overview

Private Label Residential Voice Over IP Service

HomeXtend allows you to bring VoIP service to the homes of your customers while tapping into new markets and adding additional customers. The solution is fully integrated and turnkey so you can immediately add customers without spending time and money developing, deploying, and marketing your own product.

This service uses an ATA (like the Grandstream HT802) to deliver calls via the Internet to a regular residential phone. There is also a smartphone application available at the Select level so you can have residential calls delivered directly to an Android or iPhone.

Residential Standard

POTS replacement features, such as Local and Long-Distance dialing, Voicemail, Call Forwarding, Speed Dial.

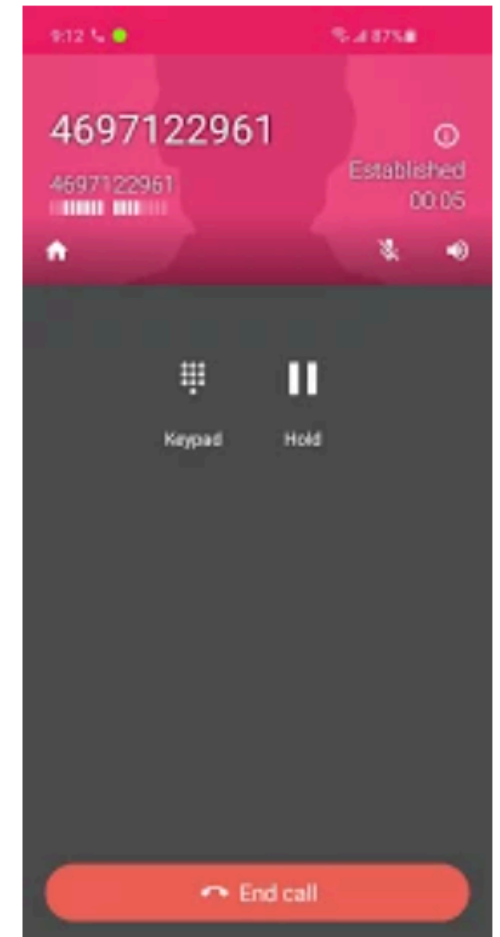
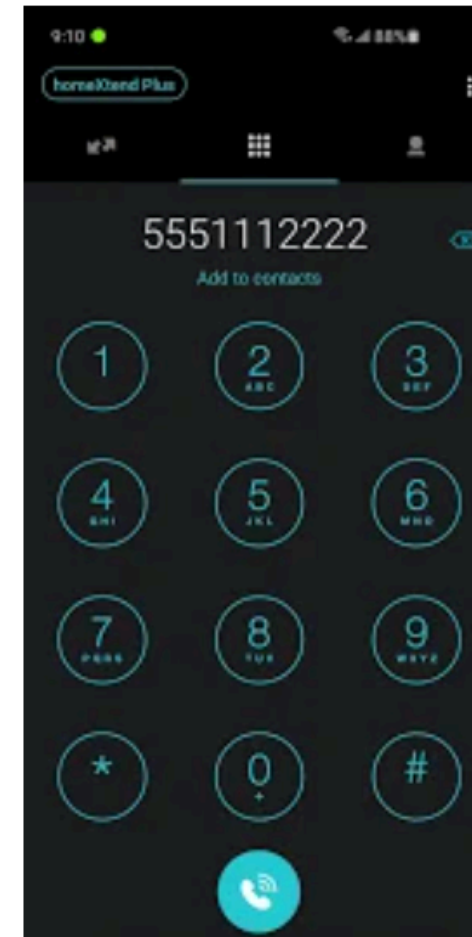
Residential Select

Everything that Standard includes, plus Sequential and Simultaneous Ring, Anonymous Call Rejection, Distinctive Ring, and a Mobile Client.

HomeXtend Plus

Smartphone Application

The Residential Select service allows access to a smartphone app to serve as another endpoint for your residential phone calls.





Next Session – Tomorrow

Atlas 101

Inteliquent University

Day 2 – Atlas 101



Review

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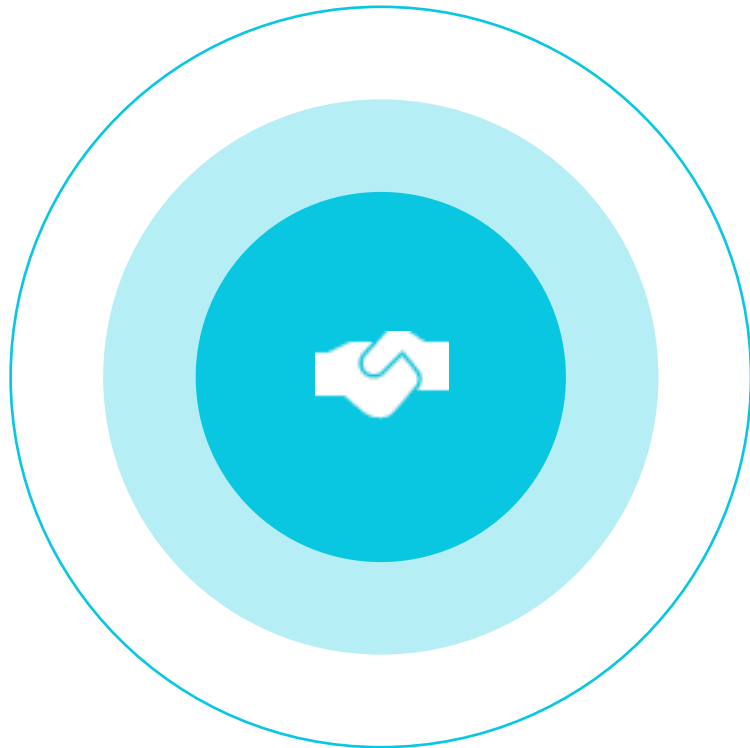
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Advanced PBX Concepts



Atlas 101

Overview
Order Entry
Fulfillment



Next Session – Tomorrow

Atlas 201

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Day 3 – Atlas 201



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Atlas 201

Partner Customization
Administration
Customer Management



Next Session – Tomorrow

CAP 101

Inteliquent University

Day 4 – CAP 101



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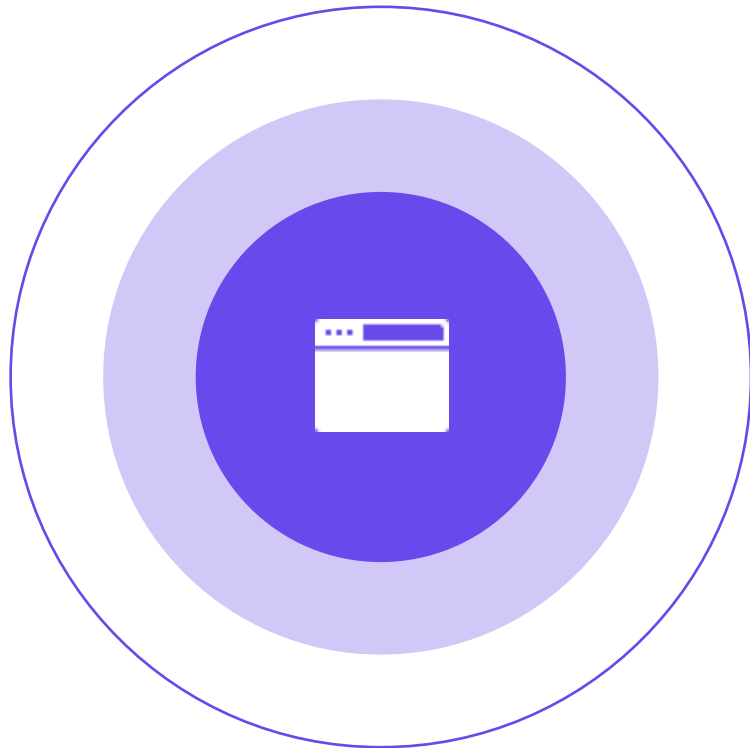
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CAP 101

Overview
Basic PBX Configuration



Next Session – Tomorrow

CAP 201

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Day 5 – CAP 201



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Advanced PBX Concepts



CAP 201

Advanced PBX Concepts



We empower communications