



## Unique features to enhance customer experience

### **AI-enhanced call recording**

Bring together cloud-based call recording and call transcription.

Our unique speech-to-text technology leverages AI for accurate, real-time call notes and sentiment analysis.

### **Seamless queue callback**

Solve the problem of lengthy wait times with Queue Callback.

More than a Phone Queue, this feature enables callers to opt-in for a return call once an agent becomes available.

### **CRM integration**

Sync call data with major Customer Relationship Management

(CRM) platforms. Available for Salesforce, Hubspot, Dynamics 365, Monday.com and Zoho.

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# UNLOCK THE POWER OF DATA TO DRIVE CALL CENTER PERFORMANCE



## Real-time call analytics

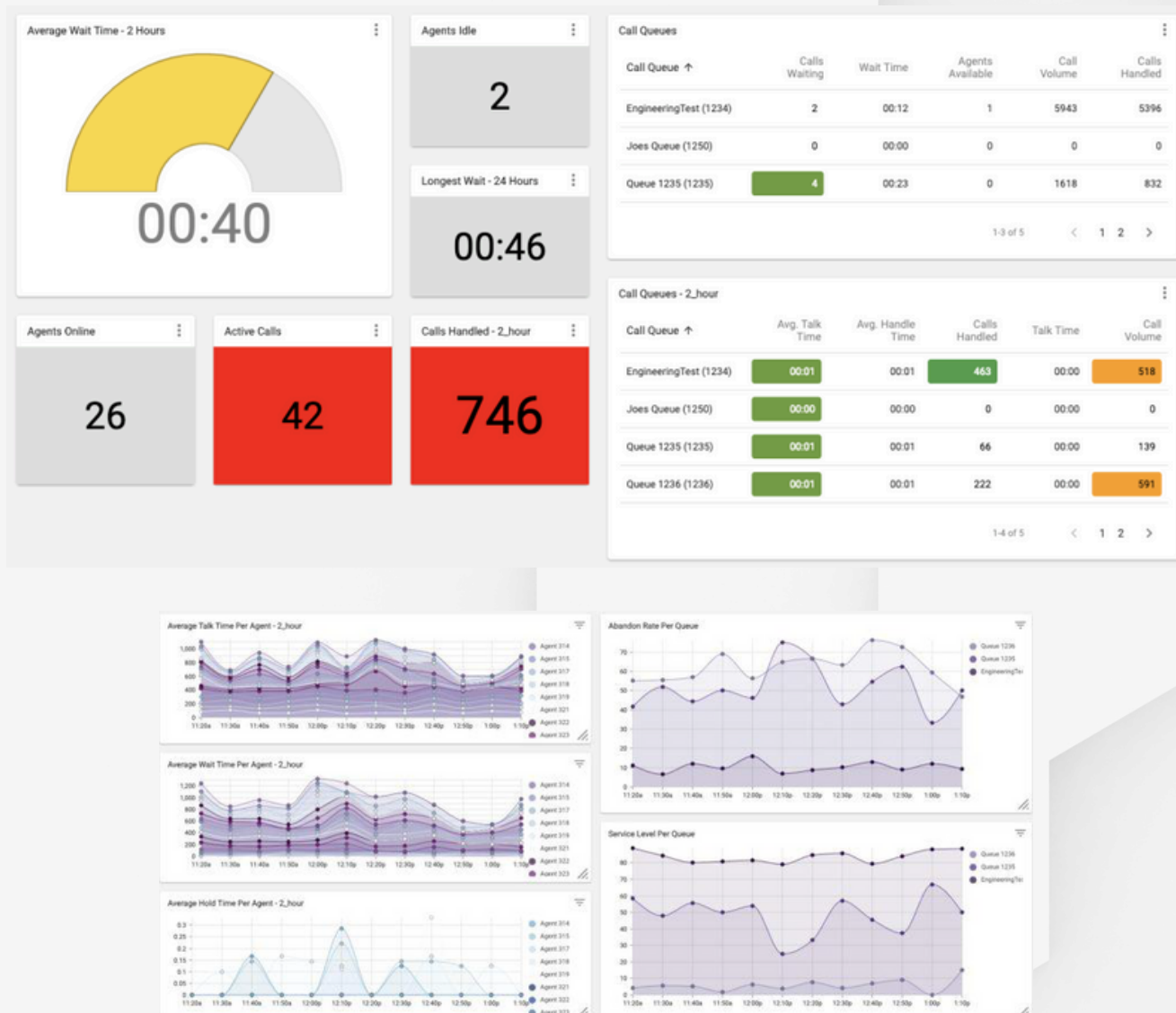
Boost performance and satisfaction through actionable analytics drawn from real-time call center data. Armed with real-time data, your business can make better, faster decisions.

## Call center wallboards

Create beautiful, visual call center wallboards. Display key performance indicators to agents and supervisors. Plus, visual and audible alerts when thresholds are hit.

## Customisable reports

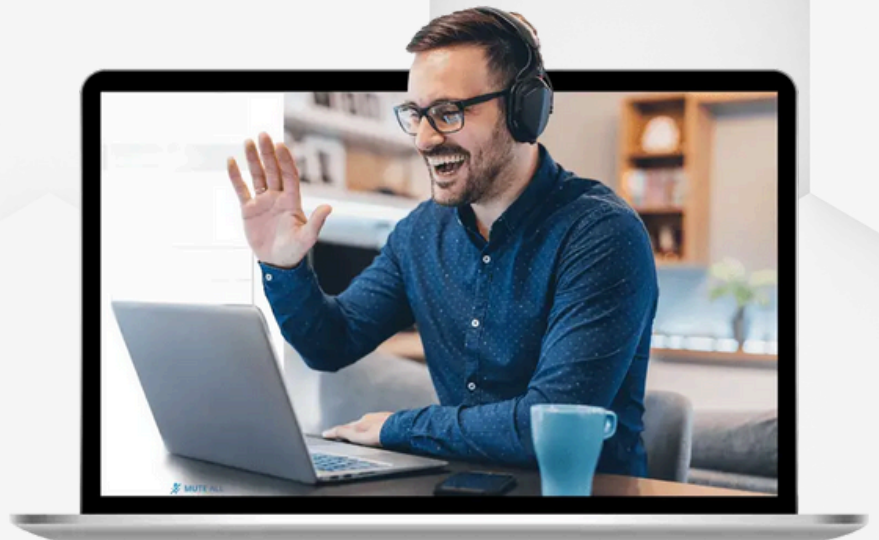
Unlock the insights hidden within interactions. Create charts and dashboards to stay on top of calls, volumes, and service level KPIs – whatever matters most for your business.



# PBX FEATURES & INCLUSIONS



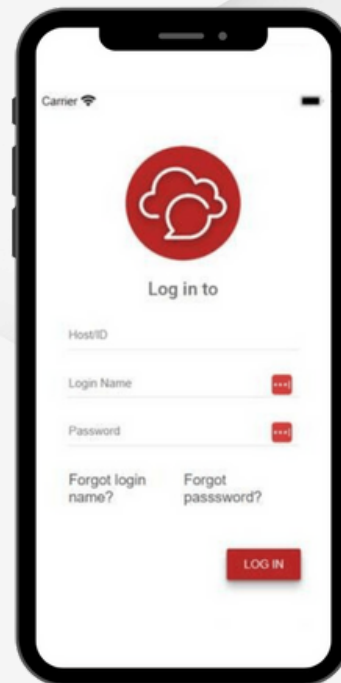
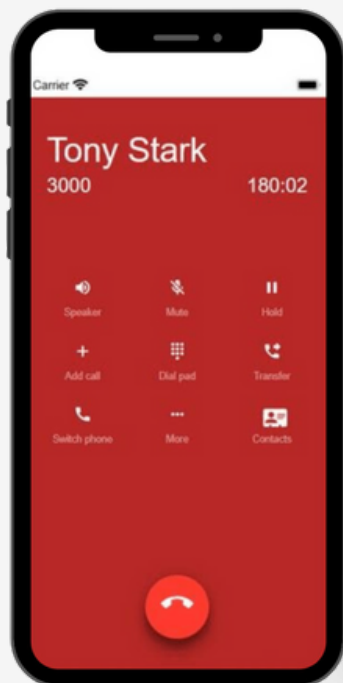
- AI Transcription
- AI Sentiment Analysis
- Analytics
- Announcements
- Auto Attendant
- Block List
- Caller ID Controls
- Call Diversion
- Call Forwarding
- Call Hold & Transfer
- Call Pickup Groups
- Call Queuing
- Call Recording
- CRM integration
- Extension Dialling
- Hot Desking
- Holiday Hours Switch
- IVR (multi-language)
- Music / Message on Hold
- Night Switch
- Paging
- Park & Pickup
- Presence
- Queue Callback
- Ring Groups
- Reports (various)
- Simultaneous Ring
- Sequential Ring
- Softphone & Mobile App
- Time & Date Routing
- Voicemail
- Voicemail to Email
- Wallboards (call center)
- Zero-touch provisioning



# PBX FEATURES & INCLUSIONS MOBILE APP



AdvanceUC iOS & Android app is a softphone with portal capabilities including a SIP softphone, contact management, answering rule management, extension dialing, visual voicemail, presence, and call recording.



Google Play



App Store