

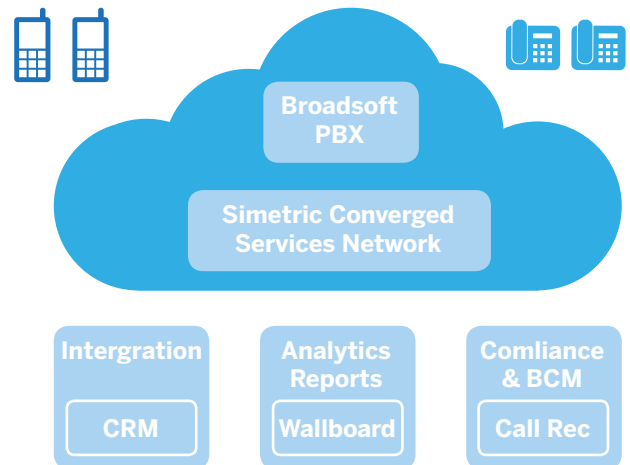


Advanced, enterprise telephony solutions on a Broadsoft platform, with a powerful suite of features and enablers for demanding corporate telecoms environments.

- Highly scalable business phone system, with extensive standard and enterprise PBX features.
- Enables enterprise system integration and real-time telecoms performance analysis.
- Fully hosted in secure data centres, with diverse, scalable networks for quality and availability.
- Delivers unified communications across the enterprise, with flexible remote and mobility services.
- Requires no on-site maintenance and easily scales across sites for tens to thousands of users.
- Supports regulatory compliance and enhances the customer experience.

Enterprise benefits in an easy to use service


- Extremely scalable and completely reliable, Broadsoft is the industry leader in hosted PBX.
- Very flexible configuration can support almost any business model or sector.
- Powerful integration options for both desktop and enterprise systems.
- Complete visibility of telephony KPIs using call dashboards and wallboards.
- Good compliance support for BCM, DR, audit so is a trusted and secure corporate option.



Connect Enterprise works with

 **Mobile-X**
Mobile PBX and FMC

 **Call Centre**
Inbound call management

 **Conference Pro**
High definition, multi-site conferencing

 **Call Recording**
Fixed and Mobile

 **Call Board**
Inbound call management

Connect Enterprise is ideal for

- Medium to large size businesses and corporates
- Campus and public sector organisations
- Call centres and telecoms operations sites
- Distributed and multi-site organisations
- Retail, logistics, and distribution sectors
- Professional, legal and financial services
- Technology, manufacturing and industry
- Healthcare, education and hospitality

	Dialtone	Office	Office Plus	Premium	Receptionist	Hot desk	Shared Mainline
Service Features							
Free on platform dialling	•	•	•	•	•	•	•
Multiple calls	•	•	•	•	•	•	•
Full web-based configuration	•	•	•	•	•	•	•
HD Voice	•	•	•	•	•	•	•
Mobile service							

	Dialtone	Office	Office Plus	Premium	Receptionist	Hot desk	Shared Mainline
User Features							
Alternate Numbers				•	•	•	•
Anonymous Call Rejection							
Attendant Console							
Authentication	•	•	•	•	•	•	•
Barge in Exempt				•			
Basic Call Logs	•	•	•	•	•	•	•
BroadWorks Anywhere			•	•			
Busy Lamp Field					•		
Call Forwarding Always		•	•	•	•		
Call Forwarding Busy		•	•	•	•		
Call Forwarding No Answer		•	•	•	•		
Call Forwarding Not Reachable		•	•	•	•		
Call Forwarding Selective				•	•		
Call Return		•	•	•	•		
Call Transfer		•	•	•	•	•	
Call Waiting	•	•	•	•	•	•	•
Calling Line ID Blocking Override							
Calling Line ID Delivery Blocking		•	•	•	•	•	•
Client Call Control		•	•	•	•		•
CommPilot Express			•	•			
Customer Originated Trace		•	•	•	•	•	•
Do Not Disturb		•	•	•	•		
External Calling Line ID Delivery	•	•	•	•	•	•	•
Hoteling Guest			•	•			
Hoteling Host						•	
Internal Calling Line ID Delivery	•	•	•	•	•	•	•
Last Number Redial		•	•	•	•		
Multiple Call Arrangement			•	•			•
Priority Alert				•			
Privacy				•			
Remote Office			•	•			
Sequential Ring			•	•			
Simultaneous Ring Personal			•	•			
Speed Dial 8		•	•	•	•		
Three Way Call		•	•	•	•		
Toolbar			•	•			
Voice Messaging User		•	•	•	•		•
Voice Messaging User Video							
Voice Portal Calling			•	•			

	Dialtone	Office	Office Plus	Premium	Receptionist	Hot desk	Shared Mainline
Group Features							
Call Park		•	•	•	•	•	•
Call Pickup		•	•	•	•	•	•
Call Capacity Management				•	•	•	•
Incoming Calling Plan			•	•	•	•	•
Outgoing Calling Plan			•	•	•	•	•
Hunt Group		•	•	•	•	•	•
Voice Messaging Group		•	•	•	•		



Connect Enterprise phone and software compatibility

- Cisco, Polycom and Yealink handset ranges, including operator and conference phones.
- Mobile-X mobile PBX integration.
- PC desktop clients: Receptionist console; UC One mobility client; Bria for Broadworks.
- Enterprise Integration Client for call control, click 2 dial & CRM integration (Salesforce, Sugar etc).
- Microsoft Lync and Skype for Business connectors.

Call Centre Features	Basic	Standard	Premium
Maximum Calls in Queue	25	50	525
Music on Hold/Comfort Announcements	•	•	•
Entrance Message Announcement	•	•	•
Reporting		•	•
Agent State Support		•	•
Agent & Supervisor Clients		•	•
Basic Policies Overflow	•	•	•
Standard Policies		•	•
Bounced Calls		•	•
Stranded Calls		•	•
Advanced Policies			•
Reset Call Statistics			•
Forced Delivery of Calls			•
Night Service			•
Holiday Service			•
Forced Forwarding			•
Comfort Bypass Messaging			•

Business Continuity

Disruption-free, automated telecoms failover, available in any location, without loss of service or features is built-in to Simetric PBX services. Both mobile and fixed line options are available as automated failover and number re-routing. Diverts and re-routeing options can also include automated messages and announcements for employees and customers to manage communications during incidents.

Business Continuity on Mobile-X extends customer telecoms to the mobile network, using our unique ability to converge landline and mobile numbers, while maintaining full PBX functionality and integration. The Mobile-X service works anywhere, with near 100% UK mobile coverage by using the specialised roaming capability across multiple UK mobile networks.

Security

All Simetric Telecom services are delivered from our resilient voice network that operates in dual secure data centres, with diverse network and carrier interconnect services. We use secure HTTPS for device management (SIP credentials are not revealed), encryption of SIP credentials during call setup and SSL encryption of management and control interfaces. Internally, our network uses concurrency and destination controls designed to reduce fraud exposure, though you remain responsible for all usage. We also have extensive real-time monitoring and alarm visibility across all of our network and services.

Group Services

Account/Authorization Codes
Auto Attendant
Auto Attendant - Video
Call Capacity Management
Call Park
Call Pickup
Call Pickup
Custom Ringback Group
Custom Ringback Group - Video
Emergency Zones
Enhanced Outgoing Calling Plan
Hunt Group
Incoming Calling Plan
Instant Group Call
Intercept Group
Inventory Report
LDAP Integration
Music On Hold
Music On Hold - Video
Outgoing Calling Plan
Preferred Carrier Group
Series Completion
Service Scripts Group
Trunk Group
Voice Messaging Group

User Services

Alternate Numbers
Anonymous Call Rejection
Attendant Console
Authentication
Automatic Callback
Automatic Hold/Retrieve
Barge-in Exempt
Basic Call Logs
BroadWorks Agent
BroadWorks Anywhere
BroadWorks Assistant - Enterprise
BroadWorks Receptionist - Enterprise
BroadWorks Receptionist - Office
BroadWorks Receptionist - Small Business
BroadWorks Supervisor
Busy Lamp Field
Call Center - Basic
Call Center Monitoring
Call Center - Premium
Call Center - Standard
Call Forwarding Always
Call Forwarding Busy
Call Forwarding No Answer
Call Forwarding Not Reachable
Call Forwarding Selective
Calling Line ID Blocking Override
Calling Line ID Delivery Blocking
Calling Name Delivery
Calling Name Retrieval
Calling Number Delivery
Calling Party Category
Call Notify
Call Return
Call Transfer
Call Waiting
Charge Number
Classmark
Client Call Control
CommPilot Call Manager
CommPilot Express
Communication Barring User-Control
Connected Line Identification Presentation
Connected Line Identification Restriction
Customer Originated Trace
Custom Ringback User
Custom Ringback User - Call Waiting
Custom Ringback User - Video

User Services

Directed Call Pickup
Directed Call Pickup with Barge-in
Directory Number Hunting
Diversion Inhibitor
Do Not Disturb
External Calling Line ID Delivery
External Custom Ringback
Fax Messaging
Flash Call Hold
Hoteling Guest
Hoteling Host
In-Call Service Activation
Intercept User
Internal Calling Line ID Delivery
Last Number Redial
Location-Based Calling Restrictions
Multiple Call Arrangement
Music On Hold User
MWI Delivery to Mobile Endpoint
N-Way Call
Outlook Integration
Physical Location
Polycom Phone Services
Pre-alerting Announcement
Preferred Carrier User
Priority Alert
Privacy
Push to Talk
Remote Office
Selective Call Acceptance
Selective Call Rejection
Sequential Ring
Service Scripts User
Shared Call Appearance
Simultaneous Ring Personal
SMDI Message Desk
Speed Dial 100
Speed Dial 8
Third-Party MWI Control
Third-Party Voice Mail Support
Three-Way Call
Two-Stage Dialing
Video Add-On
Video On Hold User
Virtual On-Net Enterprise Extensions
Voice Messaging User
Voice Messaging User - Video
Voice Portal Calling
Zone Calling Restrictions