UC Platform

- **Autonomy:** Avoid support calls with a powerful mgmt. Uc Portal.
- **Live Status:** Check the status of devices, lines and users.
- **Groups:** Adjust calling rules associated with calling groups.
- **Caller ID:** Push Caller ID changes from the UC Portal.
- **Device Management:** Manage all devices from the Portal.
- **Cost Management:** Monitor spend from the UC Portal.
- **Call Strategies:** Make routing and time-sensitive calling rules using the call flow feature on the UC Portal.
- **Support:** Comprehensive video tutorials / support materials.
- **Encryption:** TLS / SRTP for secure voice and uncooperative firewall rules.
UC Platform

- **UCaaS**: Advanced call functions and reporting.
- **Multi-tenancy**: Configuration, Setup And Support.
- **Tiered Access**: Flexible user roles, multilingual, low-touch.
- **Design-Driven**: Customizable and responsive design.
- **UC Autonomy**: Enable self-service for end users and partners.
- **Security**: Global call security and anti-fraud measures.
- **Billing**: Simplified, streamlined and international.
- **Mobility**: Softphone App (iOS, Android & Windows).
- **Collaboration Tools**: Video And Web Collaboration.
- **Call Center**: Advanced agent routing features and reporting.
- **Call Flow**: Design custom call strategies.
- **Web enabled** Receptionist Console.
- **Extensive Library Of APIs**: Modular feature and service integration.
Features to Power Your Business

- Account Management
- Audit Log
- Auto attendant / IVR
- Call barring by destination type/user
- Call conference room per person
- Call flow designer
- Call forwarding
- Call paging / group call paging
- Call park
- Call pick up
- Call recording
- Call reporting
- Call routing (DID)
- Call statistics (CDR logs)
- Caller ID Management
Features to Power Your Business

- Chat Messaging Console
- Click to Call
- Conference bridge numbers
- Contact management
- Corporate directory address book sync with phones
- Custom music on hold
- Device configuration
- Device management - status of phones
- Echo test
- Emergency service dialing localized to each market
- Extension dialing
- Federation - multisite
- File share
- HD call quality
- Internal call transfer
Features to Power Your Business

- International dial plans
- Media uploader
- Music on transfer
- National Directory Database
- Numbering (GEO / Non GEO / Toll Free / International)
- Presence (extension mobility)
- Receptionist web based console
- Ring groups - simultaneous, sequentially, loop, random
- Session Scheduler
- Search and download call recordings
- Self programmable buttons on the phone’s sidecar
- Screen share
- Soft client (IOS & Android & PC)
- Speed dial, Busy lamp field and line configuration
- Time of day routing
Features to Power Your Business

- TLS and SRTP call encryption
- User management
- User permission management
- Virtual fax
- Virtual console
- Voicemail to email
- Video & screen share recording
- Video and Web collaboration
UC Platform

Blueface Unified Communications Portal
Blueface software developers are constantly redesigning and refining the UC Portal user experience. More control with an increasingly simple-to-use user interface.

Video and Collaboration
WebRTC Video Conferencing is embedded in the Blueface UC platform. Blueface VC also allows audio-only dial-in with screen sharing and IM.

Growth Ready
When your business is ready to go international, Blueface’s multilingual portal, documentation support team, and international localization capability will help you do that with ease.

Extension Mobility
Softphone App and WebRTC Browser Phone were developed to allow users more access to desktop UC features.
The UC Platform Dashboard

- **Overview**: Visualization of call activity
- **Real-Time stats** displayed as real time (post-call)
- **Statistics**: Account / user / device call statistics
- **Reporting**: Identify trends and patterns
Platform | Account Information

- Capture **customer account** info and holder(s)
- Control **multi-site federations**
- Control Custom **Music on Hold**
- Add **Comments** for quick reference
- Limit maximum **call concurrency**
- Store **customer contracts**
- Accept **card payment** information / direct debit
- See a full **audit log** of all account activity as an enhanced security feature
- Manage **emergency service** call routing and address information
Platform | Asset Management

- **Media library** that transcodes various media file formats for auto attendants, customer music on hold, play elements, etc.
- **Documents**: Contracts, bills or configuration files.
● **Multi-Device:** Access voicemail from any device linked to your Blueface UC account.

● **Bulk Download:** Access every recording on your local device in an instant with bulk download options from.

● **Group Voicemail:** Add a voicemail mailbox to a group ie Sales, Support – perfect for smaller operations.

● **Callflows:** Add voicemail to groups, users and numbers from any site with the call flow tool.
Platform | Call Recording Assets

- **Filtering:** Filter / Search by number, name, date and more.
- **Secure Transfer:** Secure SFTP Call Recordings site.
- **Bulk Download:** Quick local review and management.
- **Customized Logic:** Optional / Never / Always Record.
- **Compliance:** Ready for PCI DSS / HIPPA compliance
Platform | Flow Switch Feature

- **Overview**: A multi-callflow feature that contains multiple call flows scenarios within it and set 1 of those Call Flows as default. When required the scenario could be swapped to the required alternative call scenario.
- **Flexibility**: Can be triggered through a handset (PIN protected) or via the Unified Communications Portal.
- **Disaster Recovery**: Instant call rerouting feature for quick call routing switches when required.
Platform | **Call Flow Designer**

- **Instant Customization:** Clever call control with click and drag. Callflow tools allow an administrator to create call flows that can intelligently handle call distribution.
- **Savant:** No technical experience required.
- **Simple:** Drag and drop call strategy management.
- **IVR:** Customisable voice commands / prompts.
- **Format:** `.wma`, `.flac`, `.mp1`, `.mp2`, `.mp3`, `.mp4`, `.opus`, `.ra`
- **Nested:** Wide range options with default option.
- **Duplication:** Instant replication of callflows.
Platform | Call Recording

- Stereo HD Recording
- Timer Operation for Recording Rules
- Multi-Level Access
- Advanced Search and Replay
- Browser-based via PC, phone and Mobile Apps
- At least a 128-bit SSL (Secure Socket Layer) connection
- Saved Call formats (*.wav files or other voice formats)
- Multiple Calls (in chronological order)
- Export Call List (recording channel, agent name, call duration)
- Call Export (single call, Multiple calls and fragment of a call).
Secure: Blueface’s database is encrypted on multiple-levels with additional measures for anomalous behaviour.

Compliant: Localized POP to the customer for compliant data storage worldwide.

Transfer: SFTP capability for retrieving call recordings.
The Max Concurrency tab on the Account Page displays the media file that is played on inbound and outbound calls if the max concurrency limit that is set for the account is reached.

Max concurrency limits might be put in place on a customer account to safeguard the quality of their calls.

**Example:** the quality of broadband connection may require that the number of concurrent calls is capped at a certain number, such as 7 calls. When the limit is reached, an audio file is played to the 8th or subsequent concurrent call in or out, and these files are selected on the Max Concurrency tab.
The Company Console enables receptionists or other call gatekeepers, users to manage calls.

- **Call Management**: Console is a graphical web user interface that allows the operator to field inbound calls and route them.
- **Status**: User availability displayed on each user tile and the interface uses simple Drag and Drop feature to manage the console.
Platform | The Company Console

Console Operator Abilities

- Manage their own calls
- Answer a call, transfer a call or hang up a call and intercept call of others
- Manage the calls of other users, place a call on hold
- Check a presence indicator for each user
- See if a user is in a DnD state, on a call, ringing or calling out at any particular moment in real time
Platform | Hosted Video Conferencing

- **HD Video & Audio**: webRTC | Codecs: UB8 for Video & Opus for Audio
- **UC Portal Access** (with Scheduler)
- **Dial pad** for External Calling
- **Screen-share** Capabilities
- Video Conference **Recording**
- Video Conference **Live Broadcasting**
- **Real-time messenger** in Video Conference
- **Add and Administrate Members** (mute, hide Video)
- Instant **File-sharing**
- **Advanced Audio & Display** Settings
- Customisable **Visual Grid Layout**
Overview: Users can add, remove or configure (e.g. the busy lamp field or speed dial functionalities, or a simple telephone line on a device) devices.

Device Status: check the status of their device - check at a glance if all your devices are connected and all your lines are up and running.

Device Assignment: Assign devices to any user, group or number using the Blueface Unified Communication Platform.
Platform | UC Device Management

- Real-time Line Status: Operational devices at a glance
- Manage Device Line: BLF, Speed Dial, Additional User
- Call Waiting
- Button Functions
  - Busy Lamp Field (BLF)
  - Parking
  - Speed Dials
  - Call Park
  - Additional Lines
  - Headsets
- Adjust Codec: Video and audio calls.
- Control VMI
- Change Transport: TCP, UDP, TLS (w/ SRTP)
Once the phones are unboxed connect a power supply and plug it into the LAN network. If your network is POE enabled then you do not need to connect a power supply. Allow the phone to update its firmware and receive its configuration from the server, this will take approximately 5 minutes. Once updated perform some test calls to verify that the phone is able to make and receive calls. Enterprise customers installation is performed by a partner.
Customer Initial Configuration

Unbox
New Handsets & Accessories

Plug In
PoE Cable or Power Source

Connect
Handset to LAN Connection

Wait
Receive Phone Configuration

Verify
Make a Test Call to Confirm
Blueface Soft Client

The rebrandable SIP-based Softphone App mobilizes your IP communications and works in tandem with the UC Portal. Rated 4.0+ on Google and Apple Store.

Features

- Call Recording
- Contacts
- Call History / Voicemail
- Call Transfer / Holding
- Multiple Call Support
- Muting and Speakerphone
Portal-integrated Web Phone

- **WebRTC**: Client hosted on UC Portal.
- **Softphone in Session**: Presence Detection.
- **User Tied**: Linked to UC Account.
- **Integration**: User / Contacts Linked.
- **Heartbeat Monitoring**: Detect errors and route to mobile devices or alternative sites.
- **Real-time Indicator** on the dialer to show the actual network performance and stability.
- **Platform and Device Agnostic**: Can be a useful alternative to desk telephony or Softphone App.
Platform | **SIM Management**  
(if MNO enabled)

- **Searchable**: page displays a searchable list of SIMs.
- **Editable**: can be edited, and an Add SIM option is also available.
- **Display** current SIMs, add a SIM, delete a SIM and also to view monthly usage information for each SIM.
● Manage every aspect of your UC Platform account from **People Section**.

● Control User Rights and Permissions, as well as:
  ○ Call Recording
  ○ Caller ID
  ○ Email to Fax
  ○ Location
  ○ Devices
  ○ Conference Credentials
  ○ Voicemail Management
  ○ Missed Call Email Notifications

● Contact Management and Address Book Sync.
Call History: Real time call history analysis with full CDR download option to CSV. Search between dates, groups, users, devices, from DDI, to DDI and type of call.

- **Call Flows and Device Management**
- **Video Conferencing**
- **Numbers:** Immediate Geographic Number Provisioning in over 55 Countries. Create and assign internal numbers in real-time. Immediately provision a geographic number in over 55 countries. Create internal number ranges and assign in real time.
- **Mailboxes:** Users can manage their own Voicemail Mailbox.
- **Global Availability**: Interconnect global data centre network with offices New York, Florida, Rome, Hong Kong, Madrid and Dublin.

- The *Highly User Friendly UC portal* grants customers the ability to provide self service support due to its ease of use as they can see their entire phone system in a few simple clicks.

- **End-to-End**: Contracting, service, support, numbering, hardware and all of the features needed for modern communications infrastructure.

- **Call History**: feature allows you to monitor all calls and costs of calls which can also be downloaded into a CSV file for any other programs you might want to run.

- **Custom Calls**: Call flow elements enables custom call routing design for every user and group.
Platform | **Video Conferencing**

- An easy, 3-step scheduling process
- Choose duration and time zone
- Email external participants
- No download required
- Adjust video layout
- Up to 12 video feeds
- Administrative control
  - Mute audio / mic / video
  - Kick from session
  - Set as Presenter
Platform | Customer Configuration

Permissions and Platform Access
Managed by the Blueface OAuth authorization process. This provides a stable way to allow fine-grained platform access and enables easy, secure and fully customizable permission level management.

Regular User
Standard user. This is usually an employee of the end-customer, identified through his or her credentials (username & email). Logging in to the portal allows them to view their own details, device, call history, call recordings, voicemail and user profile. They cannot make any changes to their settings.

Customer Admin
Admin for the Customer’s account. Has permission to view and edit all elements on the account and manage accordingly.

Federation Admin
Where a company has multiple sites or stores set up as individual accounts they can appoint a Federation Admin. This Admin will have access to view all accounts associated with their Federation Group and can manage accordingly. They will have the same permission level on all accounts as a Customer Administrator.
Ready to join Blueface?

Get in touch with our Unified Communications experts by calling +353 (1) 524 2000 or emailing sales@blueface.com to help you upgrade your existing phone system or install a brand new IP phone system.

www.blueface.com

Better Business Communications