

Fonality Connect

Powerful Unified Communications for Your Business

As a business owner or manager, you know what it takes to remain competitive in the market today. Speed, simplicity and affordable solutions are the pillars your business needs to ensure that competitive edge. Your business communication capabilities should reflect this same ambition. With the average knowledge worker employee wasting 17 hours a week waiting for information to make decisions or track down co-workers through faulty or disparate communications, time is money. The Fonality Connect solution is a robust, all inclusive cloud-based unified communications solution that provides a suite of communication and collaboration features to meet your business needs.

A Simple VoIP Solution: Built on a secure and reliable platform, Fonality Connect is an intuitive plug-and-play solution that does not require any technical expertise to implement or scale. Whether you're adding employees, features, or services, Fonality Connect is the communication system your business can leverage now and continue to successfully grow with.

A Cost Effective Model: Eliminate the fluctuation of monthly phone bills with a fixed, affordable per-user monthly fee that includes phones, advanced calling and routing features, and a powerful unified communications client for secure chat and drop-and-drag call management.

An Enterprise-Grade Feature Set: With advanced feature sets like auto attendant, dial-by-name directory, and voicemail to email, your customers will know they are dealing with a company that is serious about its business.

Unified Communications Client: Fonality Heads-up Display (HUD) is a powerful business tool that connects your phones, desktop and important business applications into a single, unified, easy-to-use interface. HUD streamlines your communication and collaboration needs for every medium directly at your fingertips.

Seamless Mobility: Whether you are building flexibility into your work schedule, or trying to increase productivity away from the office, Fonality Connect has a suite of mobility solutions to ensure business continuity. Leverage the same intuitive desktop client, regardless of where you are, from your iPhone or Android smartphone and make outbound calls virtually for free.

Ongoing Customer Support: The Fonality customer care program is designed to get you up and running faster. Inclusive of your Fonality solution, a unique Customer Care Specialist will be assigned to assist in every step of setup and installation of the system, as well as monitor and offer specialized assistance for the first month of service. Additional customer technical support is available for the life of the service at no additional cost including 24 x 7 emergency assistance.

The Advantages of VoIP in the Cloud

VoIP (Voice over Internet Protocol) allows voice calls to be transported over a data network, such as your Local Area Network or the Internet, also known as the "Cloud". Fonality provides the same calling experience as a landline at your home or work. By delivering voice information in digital form, it can be sent through the cloud, which is less costly than traditional telephone service.



Fonality Connect Solution Features

Fonality Connect Solutions enable your company to present a professional-grade experience to callers including greetings and call management with an auto attendant. Make unlimited outbound local and long distance calls between 10 countries with an unlimited calling plan. Excel productivity with a suite of mobility features including Find-Me options, transferring calls to and from your mobile device, and the ability to call out from your voicemail. Quickly view, listen and even forward voicemails directly from your desktop. Leverage click-to-call features within Microsoft Outlook or phone numbers within your Mozilla Firefox browser.

Fonality Connect

- Fonality IP Phone or Softphone
- Unlimited Inbound Calling
- Unlimited Outbound Calling
- Auto Attendant
- Dedicated Phone Number
- E911
- Phone Number Porting
- Virtual Number
- Voicemail
- Voicemail to Email
- Call Transfer
- Call Forwarding
- Call Hold
- Call Waiting
- Do Not Disturb
- Caller ID
- Mobility: Find Me/Follow Me
- Boomerang Mobile Integration
- Call Screening
- Call Out from Voicemail
- Call Return from Voicemail
- SMS / Pager Voicemail Notification
- Scheduler
- Night Mode
- Music on Hold
- Create Ring Groups
- Company Directory
- Call Log Reporting
- Personalized Outbound Caller-ID Number
- Personalized Outbound Caller-ID Name
- Extension Busy Light Field
- Web-based Admin Panel

Fonality HUD

- UC Desktop Client
- Secure Instant Messaging
- Drag-and-Drop Call Management
- Color-coded Employee Status
- User Locations — Office or Mobile
- Photo Caller ID
- Visual Voicemail
- Visual Conference Rooms
- Desktop Screen Pops
- Microsoft Outlook Integration
- Click to Call, Email, SMS
- Call Transfer to Voicemail, Hold, Park
- Breakout Contact Groups
- Busy Ring-Back Feature



Fonality Connect+

Built to Better Serve Your Customers

It is easy to forget that the purpose of a call center is to allow your customers to talk to your employees in the most efficient and effective manner. With customer service and sales efficiency at its core, companies, especially small and medium sized businesses, are turning to a hosted VoIP environment to provide a competitive advantage in the marketplace. Fonality Connect+ is a robust, all inclusive cloud-based unified communications solution that provides an extensive suite of communication and collaboration tools, plus additional call center productivity enhancement features to meet your business needs.

Real-time Data at your Fingertips: HUD

Queues is a powerful, intuitive client that provides a 360-degree view of real-time call center metrics, and helps to ensure your company's service level agreements are met.



Monitor key performance indicators and ensure you meet your SLAs.



Monitor, barge, and record any agent call with a single mouse click.



See the status of every agent in the queue with full call details.

Advanced Communications Tools: Take advantage of further productivity enhancing communication tools within the Fonality Connect+ solution including secure conference bridges, additional virtual extensions, and multiple auto attendants each with their own music-on-hold options.

Advanced Call Routing: A full-featured advanced call routing system, ACD, allows you to customize your call queue distribution even further. Distribute queue calls via several preconfigured rules such as ring all, ring random, or ring in order.

HUD Queues: Fonality HUD Queues simplifies call center operations for both agents and managers by quickly identifying agent's status, easily logging in and out of queues, and proactively monitoring call metrics in real-time on your desktop.

Integrated Screen Pops: Provide higher levels of service to your existing customers as well as save up to 20 seconds per call by processing requests through computer telephony integration (CTI), activating a caller's detailed information prior to answering the call.

Enhanced Mobility

Extend the power of your unified communication desktop client (HUD) to your iPhone or Android smartphone to increase productivity and the ability to seamlessly work from anywhere.



Fonality Connect+ Provides

Fonality Connect+

- Inclusive of Connect Features
- Secure Conference Bridge
- Build Extension Groups with Permissions
- Paging with Zoning
- Intercom within Zoning
- Voicemail Groups
- Additional Mailboxes
- Export Reports
- Customize Incoming Caller-ID
- Multiple Auto Attendants
- IVR Authentication
- Upload Personalized Voice Prompts
- Virtual Extensions

HUD Smartphone

- Intuitive Interface
- Mirrored Display of Desktop Client
- Integrated HUD Softphone
- WiFi Call Placement
- Office Contacts Browsing
- Employee Status View
- Secure Chat / Instant Message
- Visual Office Voicemail

Fonality HUD Queues

- Unlimited Call Queues
- Automatic Call Distribution
- View Agent Status
- Skills-Based Routing
- Graphical Queue Reports
- Agent Call Recording
- Agent Variable Log-off
- Real-time Queue Stats
- Agent Hot Desk
- Call Barge, Monitor, or Whisper
- On-the-fly Recording
- CRM Integration
- Call Alerts
- Agent Broadcast Alerts
- Reset Queue Stats as Needed

Why Choose Fonality?

Fonality Connect is an all-inclusive business communication solution to meet your growing business needs. With no long-term contracts and low monthly plans, Fonality Connect is a risk-free solution that allows you to keep your existing phone numbers and current Internet service provider. Although feature-rich, Fonality Connect is a simple plug-and-play solution enabled by 24 x 7 emergency support. Fonality provides the power of Unified Communications to support your dynamic business needs.

