

CLOUD PBX OPTIONAL ADD-ONS



Advanced Call Reporting

Huntgroups

- View real-time & historical reports in graphical and tabular formats
- View color-coded heat maps depicting call activity
- Understand how calls are being handled

Auto Attendants

- View real-time & historical reports in graphical and tabular formats
- View summary and detailed reports
- Understand what digits callers are pressing and how often they simply hang-up

General

- View reports on call activity for individual users and analyze calls with multiple call legs
- Automatically email reports at desired intervals
- Access up to 13 months of calling data



Voicemail Transcription

Email Delivery

- Read your voicemail without needing to download an audio file. You also have access to the audio file in the email, if you need it
- Easy to use solution provides end users with the functionality they need without a complex user interface

AI Driven

- Our platform utilizes next generation AI to transcribe audio real-time. The system can also recognize many languages besides English
- Significantly reduces time spent managing voicemail. Works with virtually any email system and any internet enabled device

Simplicity

- Easy to use solution requires no additional training from the system administrator
- TelNet managed solution helps take pressure and additional time spent off of the system administrator



TELNET

Voice Message from WIRELESS CALLER (248-485-1000) on 8/7/24 11:36 AM
(11 second msg)

MESSAGE:

"Welcome to TelNet's voicemail transcription product. This screenshot shows you what a transcribed voicemail will look like in your email inbox. We hope you like it."

Receptionist App

Manage calls much more efficiently

The Receptionist App empowers users by simplifying call handling and customer service. The sleek user interface is flexible, intuitive and very easy to use. Key productivity improving features include:

Phone Status

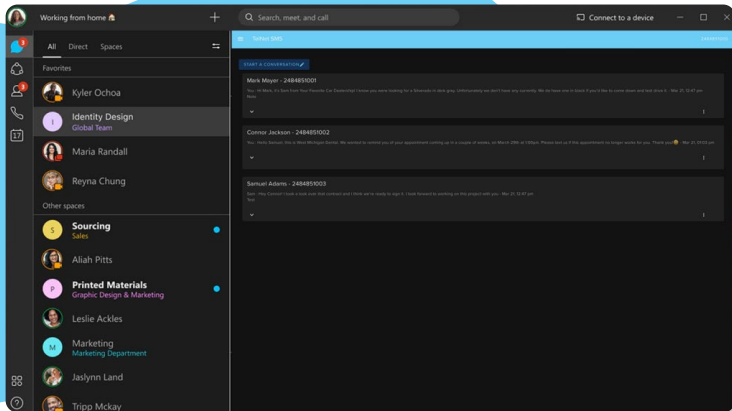
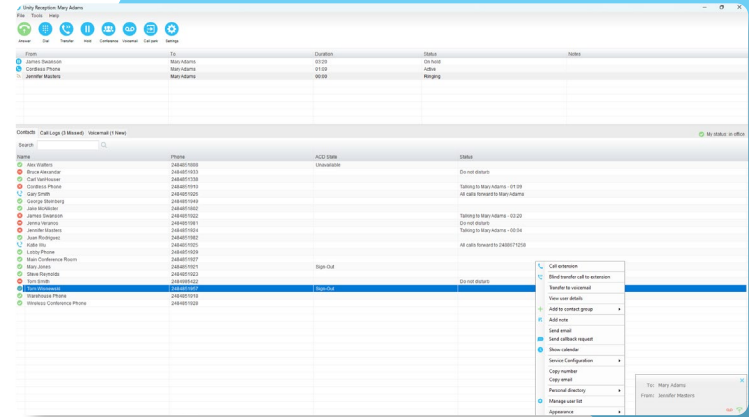
- View color coded statuses of 50 phones in a group (idle or active call with caller ID and call duration)
- Dynamic presence lookup (unlimited search for any person in directory and get phone status)
- Add notes to monitored phones or calls in progress

Call Handling

- Easily transfer or pull multiple calls into a conference
- Park an active call with one button click
- Options to drag and drop calls, hold, dial, release, and more

Miscellaneous

- Call history and directory capabilities; easy to click to dial
- Enable/disable DND and call forwarding of phones that are being monitored
- Visual Voicemail - View, play, and delete voice messages



SMS/MMS

Seamless Integration

- Our SMS application plugs into our Cloud PBX product seamlessly for a single sign on experience
- Send business text messages person to person or within a group message
- The platform supports multimedia messaging (MMS) with the ability to download attachments from the UI

Universal Use

- 70% of consumers want to be contacted by businesses via SMS
- Business texting grew 30% in 2023, it's a growth trend that more businesses are adopting everyday

Get to Know TelNet Worldwide

Too many businesses struggle with communication technology that's ineffective and frustrating. **We're changing that.** Our empowering, cloud-based solutions simplify the way you communicate and collaborate.

Experience Nextgen
Technology



(800) 974-4800



telnetww.com