Temovi Feature Set Description

A list of the features available on the Temovi portal and their descriptions.

Feature Name	Description
Ad Hoc Conferencing	The Ad Hoc Conferencing feature allows users to join multiple audio and/or video callers into a single line. Up to 20 callers (configurable) can join an ad hoc conference. Users can initiate the conference call from any client.
Alias Routing	When a user dials a SIP address or non-numeric address, alias routing replaces the address with a DN of the end user, and validates the destination DN before routing the call to gateways and other switching platforms that cannot route via alias.
Anonymous Call Rejection	Allows user to automatically reject calls where the number is withheld.
Call Forward Always	Also known as Call Forward Immediate allows a user to forward all incoming calls to a specified destination.
Call Forward Busy	Also known as Call Forward Variants Busy, allows a user to forward calls when the user's device is busy (engaged in a call)
Call Forward Do Not Disturb	Allows the forwarding of a user's calls when they invoke the Do Not Disturb feature.
Call Forward No Answer	Also known as Call Forward Variants No Answer allows user to forward calls whenever the user does not answer.
Call Waiting / Caller ID	Allows the subscriber to receive an additional call and be presented with the additional caller's info while active on another call.
Caller ID Name/Number	Information displayed for incoming calls. Shows the telephone number, name (if available) and picture (if available) of the incoming caller.
Caller ID Internal vs External	Allows for defining a different Caller ID for internal and external calls. Example: Internal calls may want to show the extension or DID/DDI of the business user but external calls should show the Main number.
Caller ID Permanent Block	Also known as Calling Line Identification Restriction. Allows the user to specify whether their name and number appear when they make a call. When enabled, unknown or anonymous appears on the call display of the called party.
Caller ID Per Call Block	Also known as Calling Name/Number Privacy per call. Allows user to restrict their CALLER ID info only for the specified call.
Class of Service Restrictions	Services assigned to users, groups and domains to allow or deny certain features, dialing plans and routing.
Direct Inward Dialing	Users can be assigned a direct telephone number whereby external callers can reach them without having to go through an attendant.
Direct Outward Dialing	Business groups can be configured not to enter an outside access digit to make external calls. (Example: no need to dial "9" to make an outbound call)
DTMF Digit Transmission	Touch tone signals sent via telephone keypad to select a menu choice, enter a password or other code.
Fax	Allows Fax messages to traverse the VoIP network via T.38
Hotline	Also known as a ring down line. When the phone goes off hook, any call is routed to a certain destination.
Reminder Ring	Reminder Ring service works with Call Forwarding service. If a user activates Call Forwarding to another destination for all incoming calls, Reminder Ring service sends a new notification to the user for each forwarded call.
Selective Call Rejection	Allows the administrator or user to provision a phone number or list of numbers to restrict incoming and/or outgoing calls.
Auto Hold – Receptionist	Users can toggle between call conversation windows using clients and certain IP phones. The inactive call is automatically put on hold when you toggle between calls. Users and operators can automatically activate the hold feature by switching between two active calls.
Advanced Screening (find me/follow me)	Advanced Screening and Routing rules allow users the flexibility to direct incoming calls. Advanced routing allows users to program a ring list to either ring several devices at once (simultaneous) or ring different devices in a specific order (sequential)
Call Return	Also known as Last Call Return. Allows user to check time and telephone number of the last received call and initiate a call back
Call Trace	Also known as Malicious Call Trace. Allows user to initiate the A2 to trace the last call and forward the information to the operator or court.
Call Transfer Blind	Allows users to transfer calls immediately to another internal or external telephone number.

Feature Name	Description
Call Transfer to Speed Dial	Allows users to transfer calls to pre-programmed speed dial numbers.
Configurable Calling Line ID	The calling line ID field is configurable by the service administrator.
Do Not Disturb	Allows user to forward calls to voicemail to not be disturbed. If voicemail is not enabled for the user, then reject the call with "Do Not Disturb" text.
Extension Dialing	Also known as private VPN dialing. Supports 3-18 digit extension dialing.
File Transfer	The File Exchange tool allows two users of the regular GENCom for Windows client to share files.
GENCom Desktop Client	A soft client that can be loaded on the customer's computer. The desktop client can make and receive phone and video calls as well it is loaded with useful collaboration tools including Presence, Instant Messaging, Whiteboards and File Transfer. Can be used with Video and Federated IM (to Google/Yahoo etc) as part of an additional service. The Client can also be used to control the desktop phone, allowing the customer to make a calls on the softclient that allow the hard client to take the calls
Music On Hold	With this feature, the administrator can provision the Temovi system to play music while a caller is on hold.
Network-based Global Address Book	Cloud-based company directory. Shown in the web portal, desktop clients and mobile portals and clients. Certain phones may support these as well.
Network-based Personal Address Book	Cloud-based friends list, buddy list of frequently monitored subscribers. Shown in the web portal, desktop clients and mobile portals and clients. Certain phones may support these as well.
Personal Agent Web Portal	An end user, browser-based web portal that gives each user the ability to access to view, click to call/email, edit, group and delete personal address book entries, view, click to call/email global address list entries, set user personal preferences including contact info, picture & office hours, enabled features as well as configure and manage how calls are routed to you.
Instant Messaging	The Instant Messaging (IM) feature allows you to send to and receive text notes from one or more recipients whether you are engaged in an active call or not.
Presence	The Presence feature allows users to monitor the online status of designated users as well as alert others to their status on the SIP network.
Private/Public Name/Number	Private And Public Name and Number Display feature allows Temovi to deliver the Calling Private or Public Name and Number based on a set of rules.
Reminder Ring	Reminder Ring service works with Call Forwarding Immediate (CFI) service. If a user activates CFI to another destination for all incoming calls, Reminder Ring service sends a new notification to the user for each forwarded call.
Video	Smart Office Essentials supports Video calling between video enabled clients.
Whiteboard Sharing	Whiteboard is a GENCom for Windows sharing tool that allows users to share a common drawing window where they can enter text and graphics.
Account Codes	Use account or billing codes to track business customer calls of a particular type. Billing records will record the account/billing code entered.
Assistant Console	The Assistant Console service gives an assistant limited access to the calls of another subscriber (Assisted user). The Assistant Console functionality provides a visual reminder that calls are on hold. Provision the time-out period through the Provisioning Client.
Authorization Codes	Use authorization codes to override current calling restrictions (class of service restrictions) for a particular business telephone. Tracked in billing records.
Call Park to DN	An assistant or user can park a call to another employee's directory number or to their number. Callers hear the music on hold assigned to the user who parked the call. The assistant can request a return of the call if it is not retrieved within a specified length of time. When a call is parked against a specific user, the specific user receives a notification.
Call Park to System Number	An assistant or user can park a call for pickup by others by placing in a parking lot. Callers hear the music on hold assigned to the user who parked the call. The assistant or user can request a return of the call if it is not retrieved within a specified length of time. The user who parked the call receives an ID. The ID allows any user provisioned to use Call Park to retrieve the call.
Call Park Retrieval	If the call was parked to the parking lot and received an ID, any user provisioned to use Call Park can retrieve the call by dialing the ID or if using an IP Phone, select the appropriate button.
Call Pickup – Directed	Call Pickup allows users that are part of the same Call Pickup group to answer calls ringing devices belonging to other members in the group. Allows a user to pick up a call that is presented to any member of the group, by explicitly specifying the Group ID. Users dial an access code, followed by the ringing group ID, to grab or answer the incoming call.

Feature Name	Description
Call Pickup – Group	Call Pickup allows users that are part of the same Call Pickup group to answer calls ringing devices belonging to other members in the group. Allows a user to pick up a call that is presented to any member of the group. Group Call Pickup applies only when the users are members of a single Call Pickup group.
Call Pickup - Targeted	Call Pickup allows users that are part of the same Call Pickup group to answer calls ringing devices belonging to other members in the group. Allows a subscriber assigned Targeted Call Pickup service to pick up calls of another subscriber within the same Call Pickup group by specifying the DN or userid of the subscriber.
Call Screening - CLID	Allows users via Personal Agent Web Portal to route incoming calls differently based upon the incoming caller ID (telephone number).
Call Screening – Time of Day	Allows users via Personal Agent Web Portal to route incoming calls differently based upon the time the call came in.
Call Screening – Call Type	Allows users via Personal Agent Web Portal to route incoming calls differently based upon the type of call (local vs long distance or international)
Call Screening – Presence	Allows users via Personal Agent Web Portal to route incoming calls differently based upon their presence (on the phone, available, unavailable, etc.)
Call Transfer Supervised	Allows users to announce the transfer of a call to the internal or external recipient prior to completing the transfer
Deny All Calls	Lines can be configured to restrict all incoming or outgoing calls by the administrator or by vertical service code.
Hunt Groups	Allows businesses to improve call completion rates in an office where multiple individuals may answer incoming calls or video session initiations. When an incoming call or video session is presented to a hunt group member who is unavailable, hunting is automatically performed within the group for another member who is available.
Hunt Group – Sequential Routing	Searches for an available hunt group member by starting with a particular group member and hunting through a prescribed sequence of group members for the next available group member. If no available member is found in the hunting sequence, hunting stops. If all group members are unavailable, calls or sessions can be redirected to a specified destination, treatment, or announcement. Supports both Pilot Number and DN-based routing.
Hunt Group – Circular Routing	Searches for an available hunt group member by starting with a particular group member and hunting for the next available group member. If no available member is found after searching the entire hunt group, hunting within the group stops. If all group members are unavailable, calls or sessions can be redirected to a specified destination, treatment, or announcement. Supports both Pilot number and DN-based routing. Also called Distributed Line Hunting, Longest Idle Member Hunting or Round Robin Hunting.
Intercom	Ability for business user to open a channel to another user (point to point) and cause their phone to go off hook in an answered state (for supported phone types) or ring if auto answer is not supported. Used with front desk personnel or executive assistants answering calls for departments or executives.
Shared Line Appearance	The Shared Line Appearance feature enables a group of subscribers to share one line and be able to originate and receive multiple concurrent calls while all calls appear to be originated from or terminated to the same shared line. Incoming calls appear at multiple SIP devices simultaneously; all devices where call appearance is shared can be used to answer an incoming call.
Short Dialling Codes	Allows the user to initiate a call with a VSC to a pre-defined destination which is provisioned by the administrator or the service provider.
GENCom Premium for Web/Tablet	The Premium client for web needed to Moderate Smart Office Web Collaboration session, as well as the new Unified Audio and Unified Audio and Video conferencing.
Voicemail	Ability for system to automatically to take messages to be played back at a later time. Voicemail service includes access to Web repository and e-mail delivery of a user's messages
Unified Messaging	Advanced messaging solution that includes service which provides Voicemail, and Voicemail transcriptions for one price. Voicemail Transcription provides a voice to text transcription of the voicemail, e-mailed to the customer.
Call Grabber	The Call Grabber feature allows a subscriber to move established calls between devices. Unlike Call Transfer and Call Park/Call Retrieve, which require remembering dialed numbers and codes, Call Grabber is designed to simplify the subscriber experience for moving the calls between devices. To grab a call the subscriber has only to enter a pre-established vertical star code or access code, if grabbing from the PSTN or a Mobile Network.

Temovi
Real-time Communications

Feature Name	Description
GENCom Mobility	A service which provides access to the GENCom Mobile client and Call Grabber. GENCom is the client which will be loaded on the smart phone (iOS or Android) or iPad to allow the smart device to make and receive phone and video calls, as well as send/receive IMs and view presence of other users on the system.
MeetMe Conferencing	The MeetMe Adio Conferencing feature allows user to set up a reservation-less conferencing session. MeetMe Conferencing users have their own private conferencing resource available for meetings at any time. Use of the personal conference resource is controlled by the conference owner (chairperson). The MeetMe conferencing also includes video capability for active speaker video conferencing.
Basic Call Center	Basic Call Center provides access to the Temovi Uniform Call Distribution (UCD) which is a feature that enables businesses to improve call-completion rates by matching incoming calls to available answering locations. UCD service is typically used by organizations such as service industries and catalog sales groups where a number of answering agents may equally serve incoming calls.
Auto-Attendant	Helps ensure that calls are handled 24x7 by supplementing or replacing live operators. The Auto-Attendant is engineered to simulate live operators. It can greet incoming callers with a custom greeting and provide simple key-driven menu options, including a dial-by-name directory to select and transfer incoming calls to groups or individuals. The Auto-Attendant application is fully configurable, allowing service providers to define multiple menus and schedules.

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