v41 Features at a Glance

Simplicity VoIP

	Feature	Concept	Improves	Cost	Roles	Application	Vertical
	Text to Speech	Transforms typed text into audible speech for callers to hear; available anywhere that one can currently record audio or upload audio from a pre-recorded file.	Efficiency	N/A	All Users	Client portal	Financial, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Real Estate, Retail
	SpeechDirect	Mid-call speech detection when reaching an Auto Attendant or company directory; callers can speak, rather than select digits from a phone pad to route calls based on key words.	Efficiency	$19.99/Auto Attendant/month	Office Manger, Site Manager	Client portal - customer Auto Attendant	Financial, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Real Estate, Retail
	Sites & Site Manager	Site specific access and platform management.	Efficiency	N/A	Office Manger, Site Manager	Client portal	Financial, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Real Estate, Retail
	Multi-Factor Authentication	Added layer of security that implements a two-step verification process for authenticating users accessing their Simplicity VoIP account.	Security	N/A	All Users	Client portal	Financial, Healthcare, Human Resources, Legal

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Feature	Concept	Improves	Cost	Roles	Application	Vertical
Stir/Shaken	Interconnected standards providing authentication to combat illegal Caller ID spoofing; decreases number of robocalls processed.	Security	N/A	All Users	Desk phone, Webphone, Mobile app	Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail
Contact Panel	Modernized and improved with the addition of Gravatar and recent messages access; allows for quicker and easier collaboration.	Collaboration	N/A	All Users	Client portal	Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail
Chat & SMS	Have text conversations, send attachments and multi-media files through the Simplicity platform and applications to individuals or groups.	Collaboration	N/A	All Users	Client portal, Webphone, Mobile app	Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail
VFAX	Integrated electronic fax offering that enables the sending and receiving of documents through the Simplicity portal.	Efficiency	Inbound Fax - N/A $11.99 - 100 pages; $19.99 - 200 pages; $38.99 - 500 pages More options available.	All Users	Client portal, Email, Windows devices	Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail

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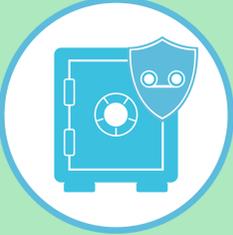
Feature	Concept	Improves	Cost	Roles	Application	Vertical
COLLAB	**Robust video conferencing platform offering users more control for scheduling, presenting, collaborating, and managing virtual meetings.**	Collaboration	$4.99/seat or extension/month	**Client portal**	**Client portal, Webphone, Mobile app**	**Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail**
Single Sign-On	**Seamless access to the Simplicity VoIP account across multiple devices via existing account access including Google and Office365.**	Security	N/A	**All Users**	**Office Manger, Call Center Supervisors**	**Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail**
VAULT	**Secure, scalable, long-term call recording solution in the cloud.**	Efficiency	$150/TB/month	**All Users**	**Client portal**	**Financial, Healthcare, Human Resources, Legal**
Link	**Allows a standard level of integration with a wide range of popular CRM systems and the Simplicity hosted system; work more collaboratively and collectively, getting caller information quickly and efficiently.**	Efficiency	Integration 1 & 2, $2 - $5/user/month Integration 3, 1:1 ICB pricing	**All Users**	**Chrome, Windows, Client portal, Webphone, Mobile App**	**Education, Financial, Government, Healthcare, Human Resources, Insurance, Legal, Manufacturing, Non-Profit, Real Estate, Retail**