

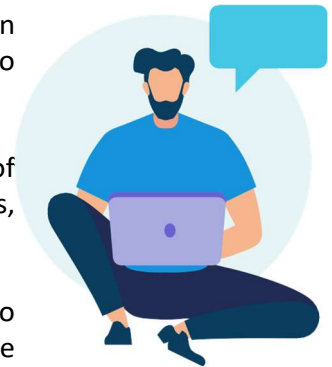


Voice Panel – Where Partners Drive Customer Value

SIPPIO Voice Panel is designed for business partners seeking to increase focus on building and strengthening relationships as the customers' trusted advisor to deliver superior value by simplifying operations to be extremely responsive.

The visual aspect of Voice Panel is a key reason why it is captured the interest of so many customers and partners, from large enterprises to small businesses, across any vertical and for education or public sector.

Enabling Voice in Microsoft Teams has never been as simple when using SIPPIO to automate rote and repetitive tasks as well as reduce support engagements. The Voice Panel app is the foundation to deliver exceptional customer experience and eliminate the complexity of standard direct routing implementations.



Built for Partners

Designed as an application in Microsoft Teams, Voice Panel was built with the oversight of the Microsoft AppSource team. Voice Panel adheres to all Microsoft design specifications to create a seamless and secure experience.

Voice Panel is intuitive and simple to use which empowers business partners to manage voice deployments quickly and easily.

- Fully automated
- Superior useability
- Provides control
- Complete transparency
- Seamless experience
- Low overhead
- Increase satisfaction
- Reduce support

Reduce Support Costs

Simplify the process of managing and maintaining voice environments with graphical tools. Automation allows business partners to be responsive with minimal overhead. Couple with managed services for moves, adds, changes, and deletes.

The business process quickly activates and manages users. Support change management instantly with a window into the entire portfolio of users with browse, search, select, add, or update functions.

Delight Your Customers

Instill confidence with customers by easily activating voice services to extend the value of their Microsoft investment. Lead and maintain competitive advantage with quick, automated deployments to deliver quality engagements.

Generate a strong link between recurring revenue and cross-sell opportunities to increase customer total lifetime value.

- Easily navigate
- Quickly onboard
- Instantly update
- Assign policies
- Prioritize routes
- Automate failover
- Manage assets
- User inventory

Be Future Ready

Business partners can guide customers toward the future with training, superior useability, and new capabilities. Focusing on the user experience will increase customer retention with essential features for automation.

Upcoming features include: Porting automation, Advanced E911, Choose 'your own carrier', MOS scoring, Fax management, Change collab platform, Pre-stage activations and more.

Key Voice Panel Features

Voice Panel offers a robust set of features exceeding typical script automation. Highlights include ability to set policies, prioritize routes and manage assets to provide migration choices for customers. Leverage training, offer E-911 strategy or utilize SIPPIO APIs as part of a complete voice practice to offer predictability and agility for customers.

Routing Priorities

Optimize the user experience with global and local routing policies and priorities to reduce latency and extra hops. Voice Panel connectivity is safe and secure in a controlled Azure environment to ensure failover and redundancy. Direct pipes with Microsoft preclude internet issues, maintaining direct connections and unneeded hardware.

Asset Management

Voice Panel provides capacity to maintain a complete number inventory across all carriers and phone systems. Track key data elements including user name, department, carrier, number type, reserved status, notes, etc. Click to automatically begin number porting, allocate inventory to a service address, or apply to an instance.

Training

Easily train end users or system admins with short videos to learn new features and increase satisfaction of the user experience. Stay abreast of new features and leverage compelling touchpoints with customers.

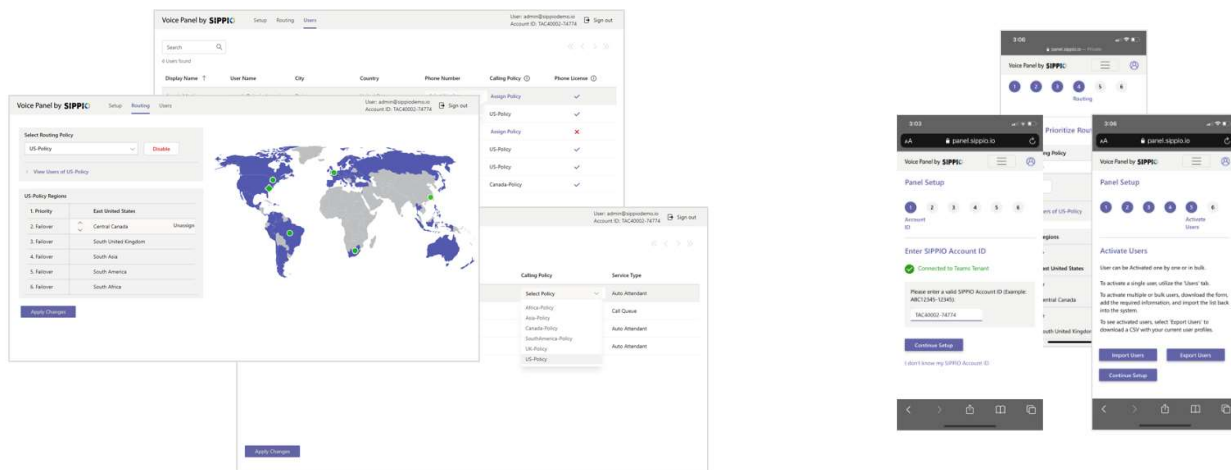
- User activation
- Auto attendant
- Transfer calls
- Firmware updates
- Policy and routing
- Call queues
- Extension dialing
- and more....

Number Procurement

Request new numbers by country, consecutive ranges, specific quantities and more. Order new subscriptions, maintain service and select fax numbers. Upcoming features will automate porting requests and number picking. Partners will also be able to pre-set all policies and routing to save time and resources.

Migration Ease

SIPPIO is the optimal platform to facilitate ease of migration. Deploy or migrate users one by one or onboard an entire country, department or user community at the same time using Voice Panel. This provides choice and flexibility to set or adjust schedules and ensure projects are delivered on-time in conjunction with business objectives.



Available in AppSource for Microsoft Teams, Standard Web Browsers or Mobile Devices