

# Crexendo VIP Platform Key Profiles and Features

Leverage the Power of VIP Unified Communications as a Service



## Video

Improve team productivity with HD-quality one-to-one, group, and webinar-style meetings for up to 200 attendees.



## Interactions

Streamline internal and external workflow with Voice Mail, Fax, Messaging, SMS, Team Chat, and powerful integrations.



## Phone

Use the device of your choice for business communication, whether mobile, browser-based or traditional desk phone with HD Voice.

## VIP-level Dependability

Whether you're working from the home office or from the road, you can stay connected with key staff and stakeholders with flexible solutions and technology that enable productivity from anywhere.

And rest assured that productivity will continue uninterrupted with rock-solid reliability backed by Crexendo's industry-leading uptime guarantee, our Service Level Agreement guaranteeing 100% uptime\* for our customers.



## Crexendo's best-in-class VIP platform is:

- Hosted in the World's highest-rated geo-redundant data centers
- Located in Tier 5 Exascale data centers powered by 100% green energy
- Secure and reliable – and trusted by over 1.8 million users globally
- Backed by our 100% Uptime Guarantee\*



**100%  
UPTIME  
GUARANTEED\***

\* See service level agreement for specific terms and conditions.

# The Platform that Powers Your Productivity

Crexendo VIP Platform Feature	Professional	Advanced	Elite
Monthly Outbound Calling Minutes (US/Canada)	1000	Unlimited	Unlimited
Unlimited Inbound Calling	●	●	●
100% Uptime Guarantee	●	●	●
Geo Redundant, Class 5, US Data Centers	●	●	●
24/7 US Based Support	●	●	●
Work From Anywhere	●	●	●
Robust PBX Telephony Features	●	●	●
Portal Based Device Administration	●	●	●
High Definition (HD) Voice Quality	●	●	●
Directory, Call Logs, Answer Rules	●	●	●
Call Waiting, Park, Retrieve, Screen	●	●	●
Dial by Name or Extension Directory	●	●	●
Hot Desking, Presence, Hunt Groups	●	●	●
Group Call Pickup, Transferring, Forwarding	●	●	●
Voice Mail, Voice Mail to Email	●	●	●
Automatic Call Recording	●	●	●
UC Media Storage (90 Days)	●	●	●
QoS call reports & Usage Stats	●	●	●
Auto Attendant with Automated Scheduling	●	●	●
Find me, Follow Me	●	●	●
Speech to Text Prompts	●	●	●
Multi Factor Authentication	●	●	●
Single Sign On	●	●	●
E-911	●	●	●
Maximum Number of Devices	1	5	8
Desk & Conference Phone Rental Options	○	●	●
Mobile Device Client (Android or iOS)	○	●	●
Webphone Access for Windows or Mac (Browser)	○	●	●
Direct Inward Dial Number	○	●	●
Instant Messaging	○	●	●
Dedicated Audio Conference Bridge	○	●	●
Voice Mail Transcription	○	●	●
Single Standard CRM or SaaS Integration	○	●	●
Attendant Console	○	●	●
Crexendo HD Video Meetings	○	○	●
Crexendo HD Team Video Rooms	○	○	●
Crexendo HD Video Webinars	○	○	●
Enterprise Fax Packages	○	○	○
Personal Cloud Fax with DID	○	○	○
350 Enhanced Application Integrations		○	○
Microsoft Teams Enhanced Integration		○	○
Optional Contact Center Agent		○	○
Optional Contact Center Supervisor		○	○

● Included ○ Optional



# VIP Platform Contact Center User Types and Capabilities

## Key Contact Center Agent Features

- Log In and Log Out of Queue
- Record Call Dispositions into Customer Records
- View History and Retroactively Annotate Calls
- Customizable Interaction Wrap Up State
- Switch Between Active Devices
- Attendant Console Access
- Change Agent Availability State
- View Queue Status Information
- Interact Over Voice and SMS Simultaneously\*
- Conduct up to Five Simultaneous SMS sessions\*
- Multi-Factor Skills-Based Routing
- Handle Multiple Calls at one time
- Categorize Calls
- View Active Calls
- View Current Statistics
- Skills-Based Single Call Mode
- Auto Logout
- All the Features of an Advanced or Elite User

## Key Contact Center Supervisor Capabilities

- Dedicated Contact Center Supervisor Scope
- Access Information for All Queues Managed
- Access Information for All Agents Managed
- Modify All Call Queues Managed
- Manage Browser Based Notification Thresholds
- Manage Multiple Queue Routing Options
- Manage Speech Enabled IVR Capabilities\*\*
- Create and Modify On Hold Messaging
- Modify Agents Individually or in Groups
- Access Overall Call History & Agent Call History
- Desk, Mobile and Web Access
- Quality MGMT including Monitor, Whisper, Barge
- Manage SMS Queues\*
- Ability to Log In and Take Calls as an Agent
- Generate and Schedule Custom Reports
- Customize Real-Time Dashboard Configuration
- Share and View Shared Real-Time Dashboards
- View Agent ACD Status and Remotely Change Status
- QoS Based Call Quality Monitoring
- Manage Call Back in Queue Capabilities\*\*\*
- All the Features of an Advanced or Elite User

## Optional Contact Center Capabilities

- Call Back in Queue
- Toll Free Numbers
- Inbound SMS Management and Queuing
- Enhanced Application Integrations
- Speech Enabled Interactive Voice Response
- Call Recording

\* Requires SMS Queuing \*\* Requires Speech Enabled IVR \*\*\* Requires Call Back in Queue