



Unify all your voice, data, video & chat into **a single, easy-to-use platform.**

UCaaS PLATFORM

UCaaS consolidates all communication from anywhere, on any device, in real time. Seamlessly integrate phone, conferencing, chat, SMS and messaging to simplify & streamline your communication organization wide.

Primary features

- Complete call control (forward, logs, monitor, transfer, record, etc.)
- Seamless conferencing (video, voice & screenshare)
- Mobile app and soft phone
- Built-in enterprise class contact center
- Custom integrations
- Security & fraud detection
- Web user portal and much more...

Our benefits

- ✓ Accelerates business cycle time
- ✓ Reduces costly legacy system maintenance
- ✓ Unifies and simplifies management tasks
- ✓ Optimizes productivity with real time connectivity
- ✓ Enables 24/7 remote access
- ✓ Improves collaboration among teams & partners
- ✓ Streamlines customer communication
- ✓ Generates innovative work solutions



Why GigTel?

Our technology & telecom roots reach back over 70 years. We consistently help our customers beat the competition.



UCaaS PLATFORM: HIGHLEVEL OVERVIEW OF FEATURES

General

- Multi-Tier Auto-Attendant
 - Multi-Language IVR
- Option for Ring All
- Attendant Console
- Corporate Directory with Presence Indicator
- Multi-Site Management From Single Portal
- Call Management
 - Directed Call Pickup
 - Group or Site Pickup
 - Call Park / Retrieve
- Conferencing Bridge
 - Leader PIN
 - Schedule & Access Control
 - Save Participants
 - Announce Participants
 - Arrive/Depart Tones
- Paging
 - Handset Paging
 - Overhead Paging
- Call Transfer
 - Blind or Attended
- Music on Hold (MOH)

User

- End-User Portal
- Gravatar Integration
- Call Waiting
- Presence
- Contact Management
- Mid-Call Recording
- Answering Rules
 - Ring Time Out
 - Do Not Disturb (DND)
 - Call Forwarding Rules
- Delayed/Simultaneous Ring
- Device to Device Transfer
- Conferencing (Owned Bridge)
- Group Chat
- Voicemail
 - Via Email Attachment
 - Voicemail Distribution List
 - Voicemail Transcription
 - Voicemail Transfer

Phone Number & Device Related

- Phone Number Inventory
 - Timed Enable/Disable
 - Localization
 - Enable Language on DID
 - Configurable Call ID
- Allow/Block Numbers
- Reject Anonymous Call
- Alternate Numbers
- Direct Inward Dialing
- Call Routing Manager
- Call Routing Management
- Device Management
 - Auto-Provisioning (Yealink)
 - Inventory
 - Mass Resync
- Shared Line Appearance
- Star Codes
- Bulk Edit Via Portal
- Day/Night Monitored BLF
- Video Telephony

Unified Communications

- WebRTC
 - Video Conference
 - Chat and Group Chat
 - SMS, and MMS
- eFax
- VoIP
 - Three-Way Calling
 - Desk Phone
 - Softphone
 - Mobile App
- HD Video Conferencing
 - Screen / File Share
 - Scheduling
 - Recording
 - Active Speaker
- Mobile App
 - Contact Management
 - Call Routing
 - Video Conferencing
 - SMS, MMS, and Chat
 - User Portal Management

Security & Administration

- User Permissions
- Authorization Codes
- Forced Password Reset
- Password Set/Reset via Email reCAPTCHA (v2, Invisible)
- Built-in CCaaS
- Masquerade
- Alarms
- SRTP Audio Encryption
- Multi-Site Management
- HIPAA Compliance
- Dictionary Attack Prevention (S.A.F.E)
- Transport Layer Security (TLS)
- Multi-Site Management
- Native Integrations (250+ CRM, Microsoft Outlook, and Teams)
- STIR/SHAKEN Support
- CNAM (Caller ID w/Name)
- E-911
- QOS Monitoring
- Call Recording/Archiving
- Multi-Factor Authentication

To schedule a demo or request more indepth information, call (844) 784-1786 or email sales@gigtel.com.



Your business. Always connected.

We provide the highest quality solutions and a tenacious commitment to our customers.

LEARN MORE AT:

gigtel.com