



# Intermedia Unite administrator features

## UNITE MANAGEMENT PORTAL

- One central location to manage system or endpoint settings
- Enable or disable features system-wide, by group or by individual user
- Add users, user hardware, and phone numbers right from the portal
- Set up auto attendants and groups according to business requirements
- View/create hunt group reports

## AUTO ATTENDANT

- Greets callers and then directs them to the right person, department or information - 24 hours/day
- Multiple and branched menus
- Dial by name / by extension
- Auto Attendant voicemails can be configured to be sent to email with transcription

## SPAM CALLER PROTECTION

- **Detection:** Sophisticated call detection automatically recognizing robocalls and scammers.
- **Alerting:** Warns users of spam & fraudulent calls before answering a call, across all your Unite devices.
- **Blocking:** Block spam and fraudulent callers from reaching your employees.

## HUNT GROUPS

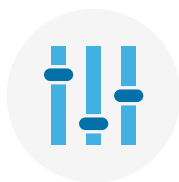
- Places incoming calls into set groups such as sales department, accounting, or reception
- Calls are distributed according to managed setting: round-robin, sequentially, longest idle, or all simultaneously
- Can be configured to feature greetings, messages, and hold music
- Users and administrators may log users in and out of groups

## HUNT GROUP REPORTING

- Select/view data and view reports for entire groups or individual agents
- View graphical data reports based on time, and group or individual
- Includes statistics such as hold time, talk time, call duration, call volume, and other call metrics

## CALL ANALYTICS

- Provides the power to easily visualize the performance of sales and support employees via calling data
- Help managers set clear expectations and goals for employees
- Tracks usage and performance of remote sales and support teams
- Create, save, and schedule the reports which are most meaningful to the organization



## Customizable settings

The Intermedia Unite Administrator Tool is a powerful web-based interface where corporate IT and phone administrators may make changes to the phone system settings to align with the needs of the individual business.

## GENERAL SYSTEM SETTINGS

- Enable/Disable Call recording
- Set up the Auto Attendant
- Set up groups and departments within the company
- Assign users to different locations/branches
- Order or activate users and phones
- Set up conference rooms/bridges, Webfax and lobby phones
- Set up music on hold and/or personal greetings

## PHONES SETTINGS

Intermedia preprograms and configures your phones for you. However, administrators have the ability to make some specific changes:

- Set up, manage, control voicemail boxes
- Set up home screen, and save favorites and speed dials
- Record and configure greetings
- Program Do Not Disturb or specific forwarding rules
- Programmable line keys allows setup and configuration of BLF keys, Alias keys, and Remote line keys