VOCAL IP

ADMIN PORTAL

Manage Your Integrated Communications Platform with Confidence

OVERVIEW

The common phone system portal focuses on basic management. Vocal IP's admin portal was designed with customer-driven demands in mind. Our dedicated software development team continuously creates new features and integrations to bridge the gap between telephony and customer business applications. Vocal IP's transforms voice services into an integrated communications platform, exchanging data with customer's applications and creating customized workflows.

BENEFITS

Integration
Seamless integration with an ecosystem of business and industry applications like Salesforce, MS Teams, Box.com, Zapier, etc.
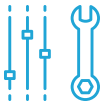
One Platform - Many Services
Experience the convenience of managing a wide range of integrated services effortlessly in one centralized location

SPOG Dashboard
Monitor all your key performance indicators (KPIs) gaining valuable insights for informed decision-making & performance optimization

Precision Customization
Unparalleled control and flexibility to manage every aspect of integrated communications platform

Customer Self-Service
Enable end-users to handle their own needs and reduce the workload on your support team

FEATURES

Built-In Services

✔ Electronic faxing - vipFAX	✔ E-911 Management
✔ Call recording	✔ Call transcription
✔ Visual voicemail	✔ Voicemail to email transcription
✔ SIP Trunk management	✔ Unified audio repository
✔ Hunt groups/call queues*	✔ Complete Activity Logging

Advanced Settings

✔ Admin controls	✔ Advanced call forwarding controls
✔ Auto attendant customization	✔ Flexible seating/hoteling
✔ Scheduling	✔ Full user management
✔ User provisioning	✔ IP devices

Convenience Settings - One Click Reset

✔ Greeting	✔ Forwarding	✔ Voicemails
✔ Passwords	✔ Phone reboot	✔ ACD state

Integrations

✔ Microsoft Teams	✔ Native Salesforce
✔ CRMs	✔ Industry specific software
✔ API to 3rd party applications	✔ On-demand integrations

Security and Compliance

✔ Secure AWS Cloud storage support	✔ RBAC - role based access control
✔ HIPAA Compliant	✔ PCI Compliant
✔ SSO by OCTA	✔ SSO by Office 365 (coming soon)