

# Velocity Telephone Virtual Office

*Anywhere, Anytime!*



Trade Secret Information - Property of Velocity Telephone, Inc.



# Technology – Virtual Office

- What is the Virtual Office?

- Velocity Virtual Office is a new office and traditional PBX replacement solution using a Hosted Voice over IP platform.



- This scalable solution provides the features and functionality of a million dollar premise based PBX for 10,000's of users at a fraction of the cost. It can also serve as a home office or a 1-2 person business solution.

# Technology – Virtual Office

- Why choose Velocity Virtual Office?
  - Auto upgrades
  - Easily enhanced
  - Limitless expandability
  - Small or large location solution
  
- Flexibility
  - Multiple Locations
  - Work at Home
  - Call Center
  - Virtual Call Center
  
- Reduced Costs



# Technology – Virtual Office

## ■ Phone Features

- Multiple Line Appearances (4 to 6 )
- Call Transfer
- 3-Way Conference Calling
- Call Park/Pick-up
- Mute
- Call Hold
- Busy/Forward
- Forward No Answer
- Do Not Disturb
- Speed Dial/Busy Lamp



# Technology – Virtual Office

## ■ Phones

### GXP2110 PHONE **TOP CHOICE**

The Grandstream GXP2110 enterprise IP telephone is a feature rich, multi-line IP phone with HD audio quality for crystal clear voice communication, integrated Web applications, flexible XML customization and numerous extension keys. It offers personalized information and customizable application service, automated provisioning for easy deployment, advanced security protection for privacy, and broad interoperability with most 3rd party SIP devices and leading SIP/NGN/IMS platforms.

The Grandstream GXP2110 comes standard with 4 lines, a large 240x120 backlit graphical LCD, HD handset and full duplex speakerphone, 3 XML programmable context-sensitive soft keys, 18 XML programmable BLF extension keys, dual network ports with integrated PoE and 5-way conference.



# Technology – Virtual Office

## ■ Phones



### GXP285 PHONE

The Grandstream GXP285 has easy installation, hands-free duplex speakerphone, 2 call appearances and HD wideband audio. It is the cost-effective choice for any small business that needs a feature rich single-line SIP phone.



### GXP2100 PHONE

The Grandstream GXP2100 is a 4-line enterprise telephone that is easy to use, supports integrated power-over-ethernet and is competitively priced. It is a full featured, cost effective IP phone for both the small business and the enterprise customer.



### GXP2120 PHONE

The Grandstream GXP2120 includes a backlit 320x160 high resolution graphic LCD with multi-level grey scales and automated provisioning for mass deployment. It is ideal for both the executive office and advanced enterprise users.



### GXPEXT EXPANSION MODULE

The Grandstream GXPEXT delivers additional functionality, versatility and flexibility to Grandstream's GXP2120 and GXP2110 enterprise IP phone series. It is the ideal solution for offices that manage high call volumes or an office receptionist.

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- System Features
  - Extensions with Direct Inward Dial (DID) numbers
  - Call Recording
  - Call Blocking
  - Anonymous Call Blocking
  - System Wide Busy Lamp (Receptionist/Manager)
  - Unified Messaging
    - Standard Voicemail
    - Voicemail to e-Mail
    - Fax to e-Mail
    - Print to Fax



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- System Features
  - Custom Caller ID
  - Caller ID Override
  - Outbound Call Rejection
    - Long Distance
    - 900/976
    - International Calls
  - LD Codes with online call Detail
  - Video Conferencing capable



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- System Features
  - Administrator web logins for user customization
  - Conference Bridging
    - Internal (Unlimited)
    - External (See Conferencing Pricing Packages)
  - Complete Call Center Package
    - Call Queues
    - Monitoring
    - Rep Virtualization using Rep ID's
    - Complete Reporting Package
    - Real-time reports



# Technology – Virtual Office



## ■ Admin Portal – Workstation Set-up

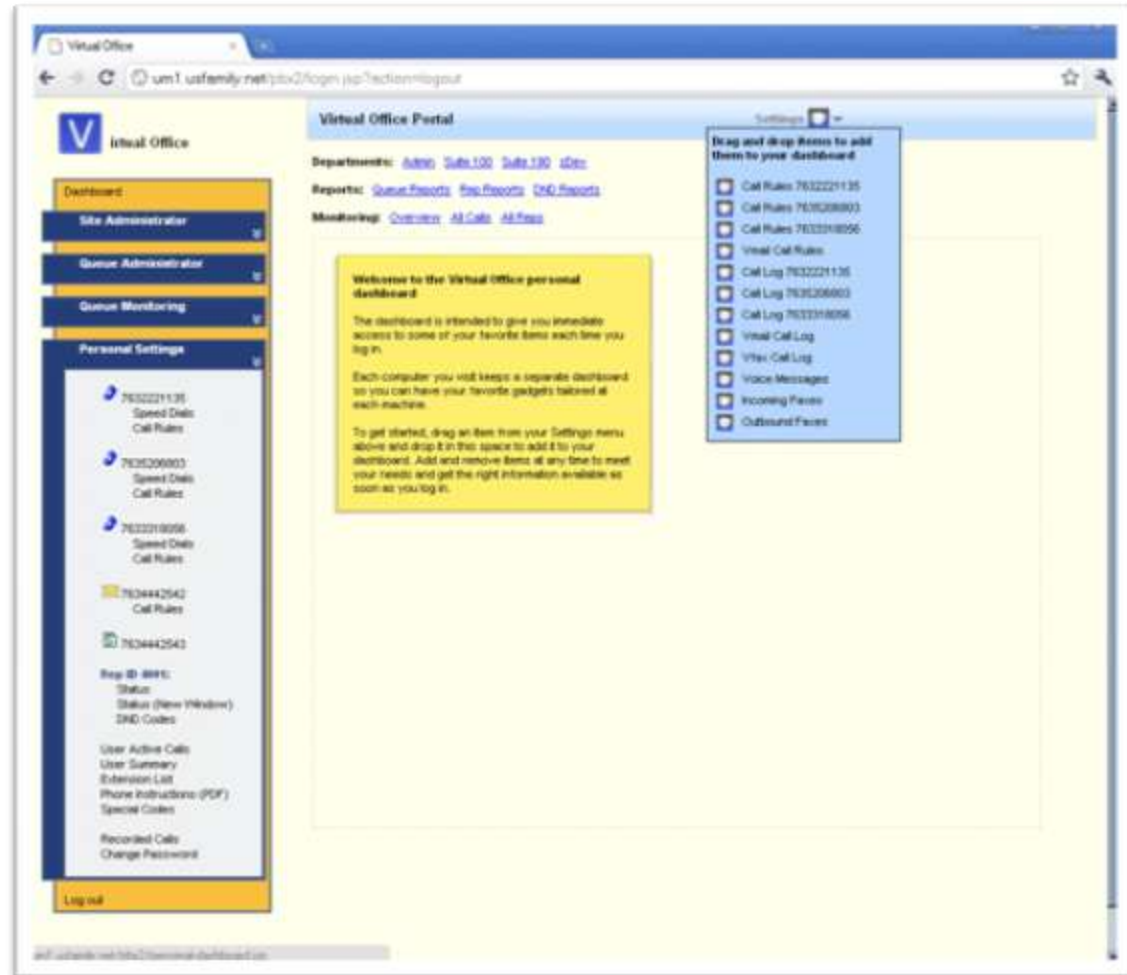
The screenshot displays the 'Virtual Office' admin portal. On the left is a navigation menu with options: Start, Site Administrator (with sub-options for Phone Number Settings, Web Logins, User Summary, Group Hold Music, and Recorded Calls), Queue Administrator, Queue Monitoring, Personal Settings, and Log out. The main content area is titled 'Phone' and shows configuration details for a phone with number 7635214782. The configuration includes fields for Product Name (pbxendpoint), Description (Tom O'Brien), Status (Active), and various call control settings like Speed Dial Keys, Call Handling Rules, and Address Book. Forwarding rules are set for Busy Forward and Forward No Answer, both to 7634442546. Outbound call blocking options for Long Distance, 900/976 Numbers, and International are all unchecked. An 'Update Phone Number' button is at the bottom.

Field	Value
Phone Number	7635214782
Product Name	pbxendpoint
Description	Tom O'Brien
Status	Active
Anonymous Call Blocking	<input type="checkbox"/>
Speed Dial Keys	<a href="#">Edit Speed Dial Keys</a>
Total Call Control	<a href="#">Call Handling Rules</a> (0 Rules Active)
Address Book	<a href="#">Edit Address Book</a>
Call Log	<a href="#">Last 50 Entries</a> <a href="#">Last 100 Entries</a> <a href="#">Last 250 Entries</a>
Busy Forward	<input checked="" type="checkbox"/> to 7634442546
Forward No Answer	<input checked="" type="checkbox"/> to 7634442546 4
Override Outbound Caller ID	<input type="checkbox"/> with 7635210401
Outbound Call Blocking	
Long Distance	<input type="checkbox"/>
900/976 Numbers	<input type="checkbox"/>
International	<input type="checkbox"/>



# Technology – Virtual Office

- User Dashboard



# Technology – Virtual Office

- User Dashboard

Virtual Office Portal

Departments: Admin, Sales, 100, Sales, 100, 4200

Reports: Queue, Forward, Flow, Forward, CNO, Forward

Monitoring: Overview, All Calls, All Users

**Call Rules 763221135**

Caller ID	Time/Days	Rule
Any	Any	Continue normal call handle

**Call Log 763221135**

Start	Length	Caller ID	Caller Name	Call Type
Thu May 05 1:55 PM	7:17	7632211112	xlll John Roe	<== Inbound Call
Thu May 05 1:53 PM	1:38	7632214782		Outbound Call ==>
Thu May 05 1:52 PM	0:23	763221010		Outbound Call ==>
Thu May 05 12:55 PM	0:55	7633890380	HARTER DOUG TAY	<== Inbound Call
Thu May 05 12:54 PM	0:25	7633890380	HARTER DOUG TAY	<== Inbound Call

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- Real-time Queue Monitor

**Virtual Office**

**Overview - All Queues**

> [Refresh Queues](#)

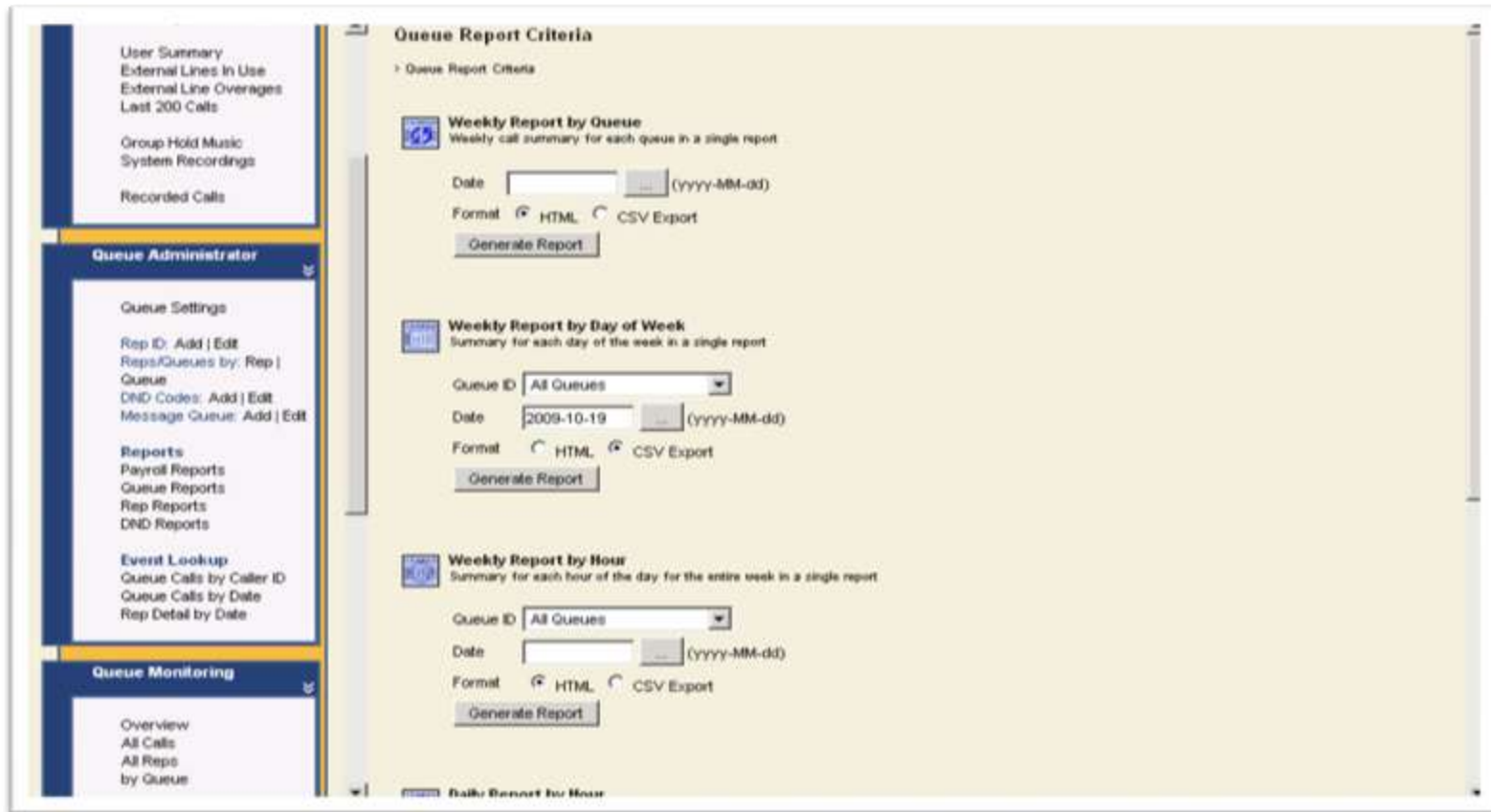
This page will refresh automatically in 5 seconds...

System Time: 04:18:03 PM  
 Longest Call Waiting: 0:00  
 Agents Logged In: 10

Queue #	Description	Caller ID	Wait Secs
<b>Available (4)</b>	<b>Queue Call (2)</b>	<b>Non-Queue Call (1)</b>	<b>DND (3)</b>
5828 09:40 Brandon	5847 09:40 Terry R. EX DSL	5849 05:00 James H. (Outbound)	5003 02:16 John How USF Project (3)
5830 10:58 Dave Ge.	5868 04:56 Joel Re. EX Email		5825 61:42 Chris F. VTI Project (13)
5848 04:31 Ben Hae.			5845 00:52 Eric Wi. USF Checks (8)
5862 05:11 Heather			
			4000 Tom O'B.
			4001 Patrick
			5005 Sandy H.
			5007 Jason F.
			5812 Matt Po.
			5813 Collene
			5817 Thomas
			5819 Orville
			5822 Ron Bar.
			5824 Jeff Ha.
			5840 Andrew
			5863 Dan Hol.

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## ■ Queue Report Generator



The screenshot displays the Queue Report Generator interface. On the left is a navigation sidebar with sections: 'User Summary' (External Lines In Use, External Line Overages, Last 200 Calls), 'Queue Administrator' (Queue Settings, Rep ID: Add | Edit, Reps/Queues by: Rep | Queue, DND Codes: Add | Edit, Message Queue: Add | Edit), 'Reports' (Payroll Reports, Queue Reports, Rep Reports, DND Reports), 'Event Lookup' (Queue Calls by Caller ID, Queue Calls by Date, Rep Detail by Date), and 'Queue Monitoring' (Overview, All Calls, All Reps by Queue). The main content area is titled 'Queue Report Criteria' and contains three report generation options:

- Weekly Report by Queue:** Weekly call summary for each queue in a single report. Includes a date field (format: yyyy-MM-dd), radio buttons for 'HTML' (selected) and 'CSV Export', and a 'Generate Report' button.
- Weekly Report by Day of Week:** Summary for each day of the week in a single report. Includes a 'Queue ID' dropdown menu (set to 'All Queues'), a date field (2009-10-19, format: yyyy-MM-dd), radio buttons for 'HTML' and 'CSV Export' (selected), and a 'Generate Report' button.
- Weekly Report by Hour:** Summary for each hour of the day for the entire week in a single report. Includes a 'Queue ID' dropdown menu (set to 'All Queues'), a date field (format: yyyy-MM-dd), radio buttons for 'HTML' (selected) and 'CSV Export', and a 'Generate Report' button.

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## ■ Sample Report

User Summary  
External Lines In Use  
External Line Overages  
Last 200 Calls

Group Hold Music  
System Recordings

Recorded Calls

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**Queue Administrator**

Queue Settings  
Rep ID: Add | Edit  
Reps/Queues by: Rep | Queue  
DND Codes: Add | Edit  
Message Queue: Add | Edit

Reports  
Payroll Reports  
Queue Reports  
Rep Reports  
DND Reports

Event Lookup  
Queue Calls by Caller ID  
Queue Calls by Date  
Rep Detail by Date

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**Queue Monitoring**

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**Personal Settings**

Log out

**Queue Report: All Queues . Weekly Report by Day of Week, Week of Mon Oct 19 2009**

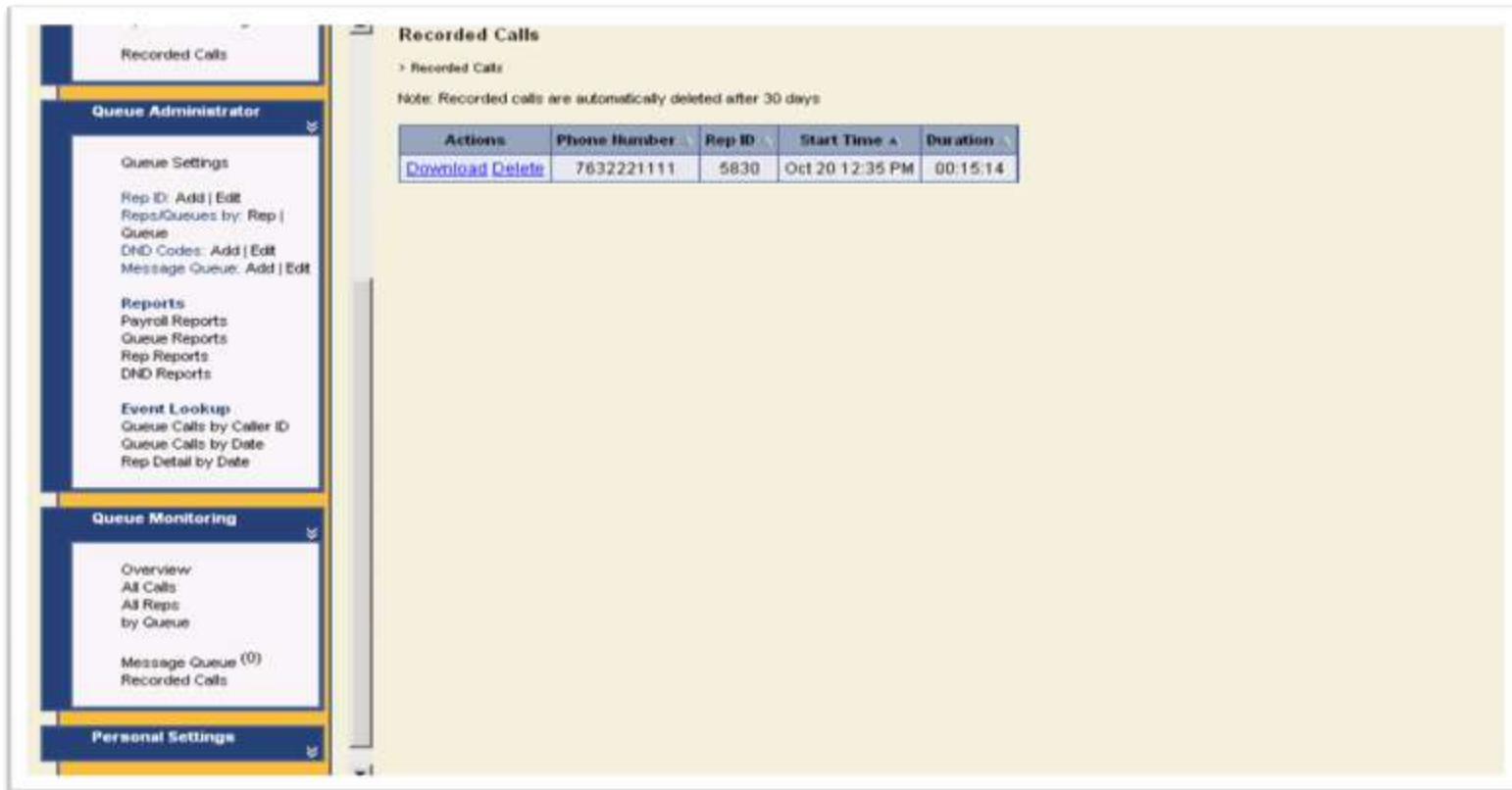
[Queue Report Criteria](#) > Weekly Report by Day of Week

Date	Offered			Answered				Abandoned			
	Total Calls Offered	Call Duration Total	Call Duration Avg	Total Calls Answered	Avg Time To Answer	Answer Duration Total	Answer Duration Avg	Total Long Abandon	Time To Abandon Avg	Total Short Abandon	Short Abandon Avg
Mon Oct 19	264	30:56:41	7.01	249	0.31	28:10:58	6.24	12	2:52	3	0:13
Tue Oct 20	233	24:37:30	6:20	228	0.25	22:46:14	5:51	5	2:58	0	0:00
Wed Oct 21	240	24:26:06	6.06	239	0.15	23:26:04	5:51	0	0:00	1	0:13
Thu Oct 22	252	24:40:09	5.52	245	0.23	22:53:47	5:27	6	1:58	1	0:28
Fri Oct 23	230	24:42:37	6.26	223	0.32	22:31:48	5:52	4	2:32	3	0:16
Sat Oct 24	96	14:00:33	8.45	96	0.15	13:35:17	8:29	0	0:00	0	0:00
Sun Oct 25	0	00:00:00	0.00	0	0.00	00:00:00	0:00	0	0:00	0	0:00



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- Recorded Calls Log



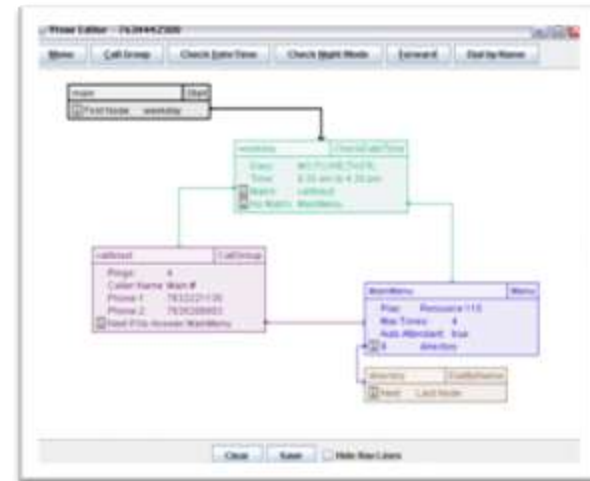
The screenshot shows a web application interface for managing recorded calls. On the left is a navigation sidebar with sections: Recorded Calls, Queue Administrator, Queue Monitoring, and Personal Settings. The main content area is titled 'Recorded Calls' and includes a note: 'Recorded calls are automatically deleted after 30 days'. Below the note is a table with one row of call data.

Actions	Phone Number	Rep ID	Start Time	Duration
<a href="#">Download</a> <a href="#">Delete</a>	7632221111	5830	Oct 20 12:35 PM	00:15:14

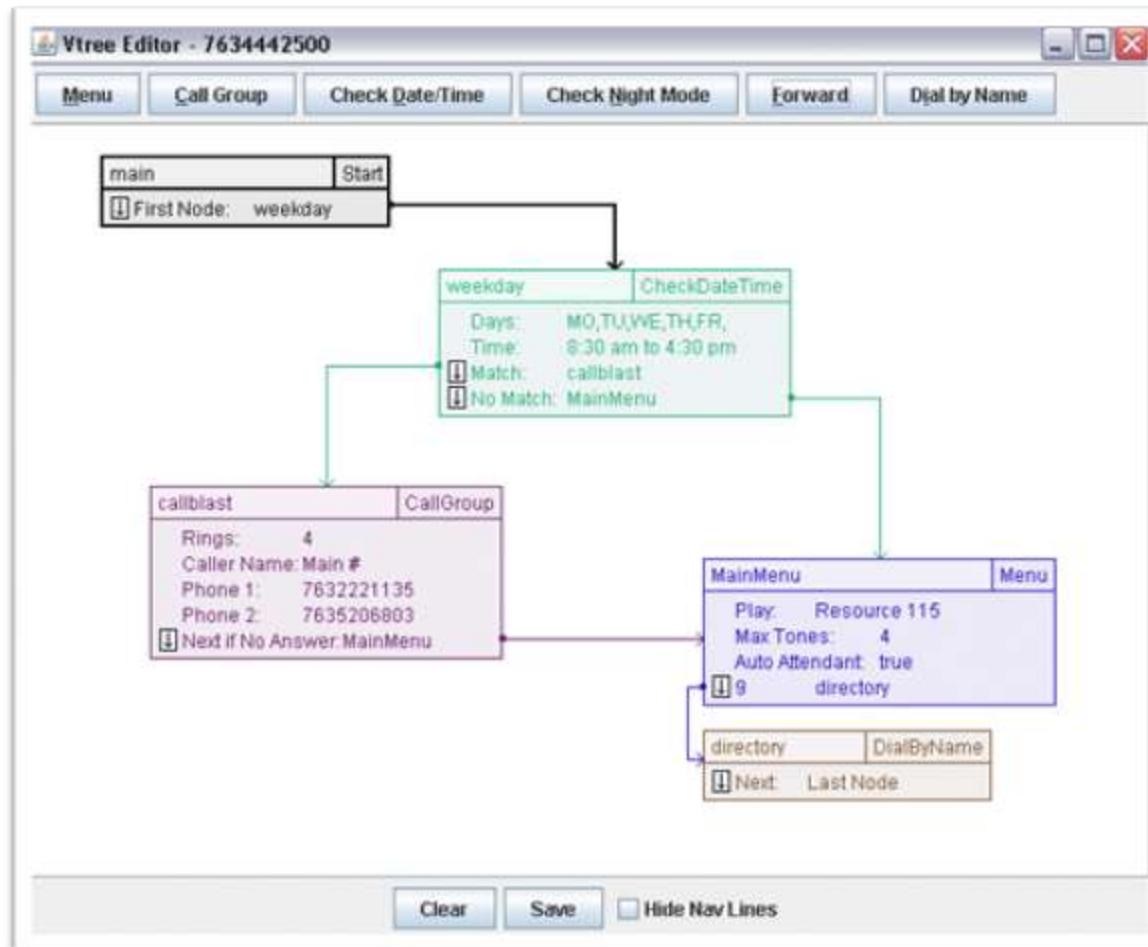
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## ■ System Features

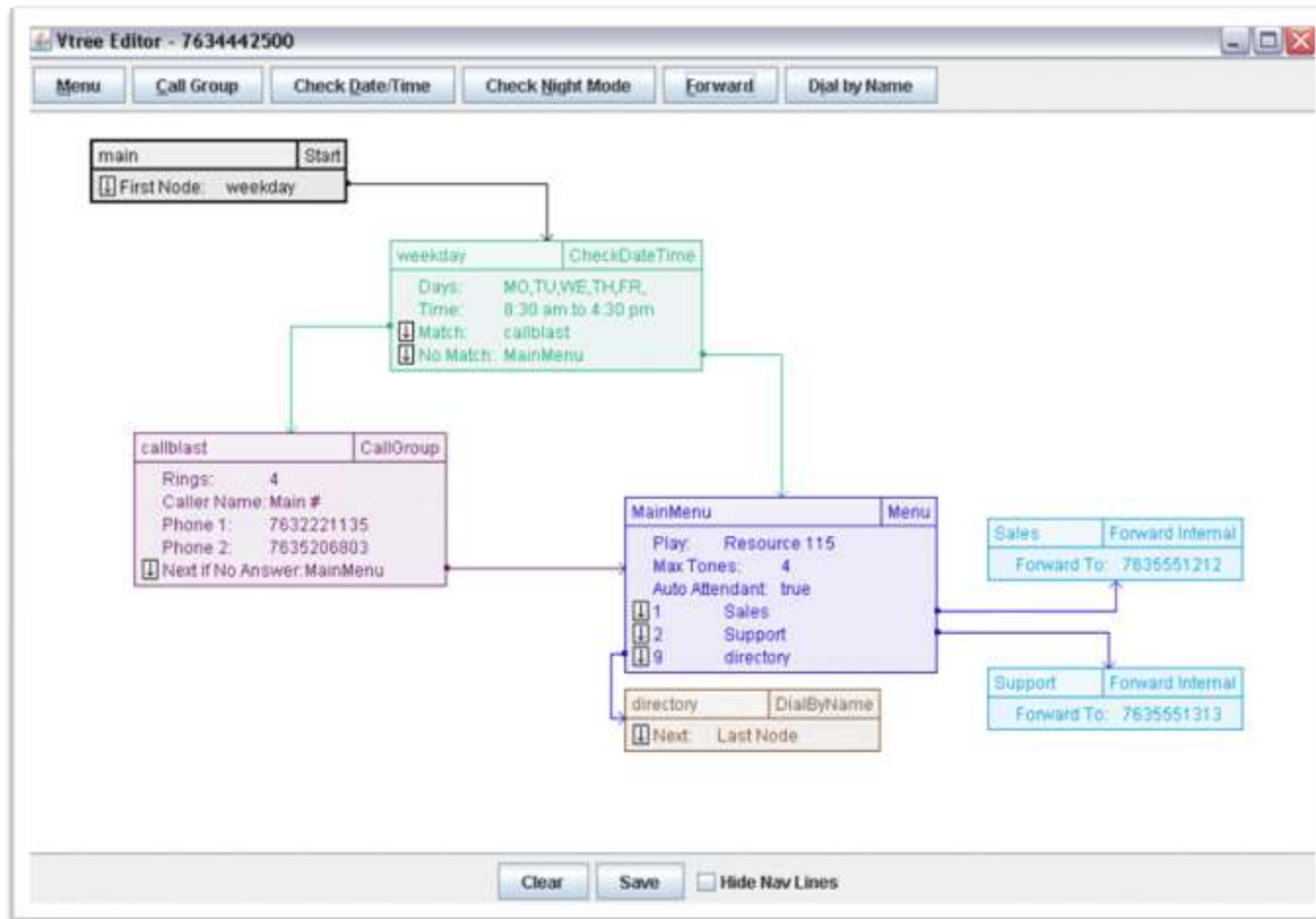
- Night Mode Service
- Find Me/Follow Me
  - To Cell
  - To Home
  - To Custom location
- Call Handling/Auto Attendant with Call Queuing
  - Custom hold music
  - Call Routing
  - Call Handlers
  - Dial by Name/Extension



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- Additional System Enhancements
  - Click-to-call Outlook Integration
  - HTTPS Interface
  - TAPI Interface
  - Outlook contact upload integration to Virtual Office
    - Allows for Caller Name customization on incoming calls



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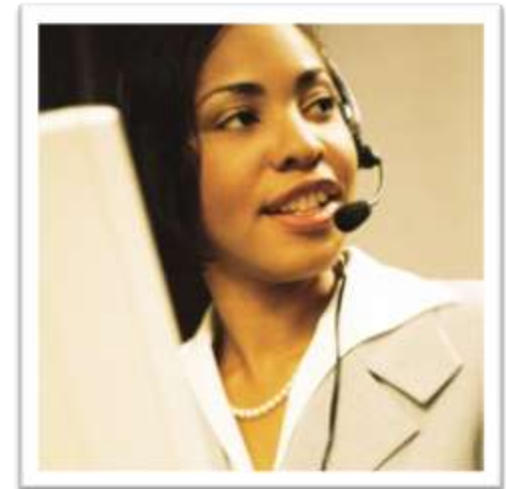


- Additional V-Fax Enhancements
  - Send Notice Options for outbound fax
    - Allows user to attach first page/cover sheet or entire outbound fax to the send notification email or error notification
  - Secure download of incoming fax emails
    - Allows for additional security of faxes by using a secure download link in the message body as an alternative to attaching the document



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- Additional Call Queue Enhancements
  - Added “Priority” queues for grouping reps into higher/lesser priority groups
  - Optional automatic call forward to voicemail after user defined wait time without user intervention
  - Ability for Supervisor to record queue calls they are monitoring



## ■ Testimonials

“The reasons we enjoy the Virtual Office phone system from Velocity is because they have reasonable pricing and are very accommodating to our needs! But, more importantly the phone system works great. It is comforting not having to worry about the system going down like the other providers we have used and their customer service is the BEST!”

*Doug Gilbertson - Avionte*

“The Velocity Virtual Office has worked great. It’s a fully functional phone system without the big up-front cost. It’s given us every phone feature we were looking for. Velocity’s customer service is also excellent.”

*Tony Urdahl, FSA - Hildi Incorporated*

“The Virtual Office service is everything I expected and more. The call clarity is superb. I love the simultaneous ring feature. The unified messaging is great too. Now I can be ‘in the office’ at our cabin up north. And, best of all, I love the customer service I received from Alaric, Todd and the rest of the crew. Velocity rocks!”

*Jerry - Techcited*

*thanks!*



## Contact Information –

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