

# Fonality trixbox Pro 5.2

## New Telephony Feature List



Features	Description
User-Based System	Fonality trixbox Pro 5.2 has aligned to a user-centric licensing model, allowing a single employee to have up to four additional extensions at no additional cost associated with their user account. Providing ease of management within both the control panel and Fonality Heads-up-Display (HUD), the user-based licensing structure will also provide more accurate reporting metrics for managers.
Multiple Extensions Per User	Each user can now have multiple extensions. For example, an existing employee, Mike, needs a second phone for his home office. This option creates a new extension and associates it with Mike's user account.
Upgraded Platform Core	Release 5.2 of Fonality trixbox Pro contains an upgraded platform allowing for multi-core and multi-threaded processors. This flexible communication solution is now more responsive, can operate faster, and can increase your company's concurrent calling.
FONscore	Fonality FONscore provides a diagnostic view of your communication system and allows admins to drill into any device to see metrics like latency, jitter and packet loss for recent calls. Additionally, all quality metrics are stored in a call detail records to historical investigation.
Toll Restrictions	Through the use of group permissions, Fonality trixbox can restrict the calling capabilities of various employees (staff vs. executives) in order to safeguard from erroneous monthly billing including international dialing and even directory information restrictions.
Queue AutoFill	With queue Autofill, routing calls to agents becomes much more efficient. Prior to this auto fill if you had multiple calls come in at once, the calls would be passed one by one to available agents, keeping calls in the queue. With Autofill – all calls are passed simultaneously to all available agents – leaving no calls waiting for placement in the queue.
Time to Answer SLA	This feature allows you to set a specific or guaranteed SLA for all calls related to a group or specific queue. Then through reporting you will have the ability to see if the SLA was met, what calls met the SLA and which did not.
Log Off Reason Codes	When agents are logging out of a queue or multiple queues, managers want to see the reason. With this feature agents must select a reason code such as bathroom, lunch, break, or shift over. Managers can then run reports to see queue activity as well as individual agent reason codes.
Time to Answer Reporting	Provides information on time to answer service license agreements (SLA), offering a detailed view of calls time to answer, which calls met the target, what calls were off target, along with an overall SLA.
Agent Availability Report	Provides a performance based report for all agent logout reason codes. Can be viewed per queue or per agent, % of time logged in /out, and reason codes.

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HUD Linking	Fonality HUD linking now permits multiple HUD servers to connect regardless of location enabling company-side presence and enterprise chat, leveraging company-wide virtual conferencing rooms, and creating a unified contact center experience.
Huddy List	The Huddy List prioritizes a user's contacts that are used most often " My Favorites" list, making it easier to find contacts you talk to 4 more often. Users have the ability to manage how many contacts make up the "huddy list".
Location Settings	Fonality HUD now allows the user the ability to easily change their location setting (Desk, Mobile, Other) from the HUD interface to control how users get ahold of you and how you call out from either your desk phone, softphone, or cell phone.
Drag & Drop Call Hold	Now users can drag and drop live calls to hold and then either move them to another extension or into a voice mail box, whether it be your own or a separate employee.
Queue Logging	Users can now log in and out of individual queues leveraging the reason codes, either logging out of all queues or individual queues.
Whisper Features	Managers can now use the whisper feature to coach or direct agents during calls (without the customer's knowledge). Screen pops on the agents desktop will alert them to this feature.
Queue Types	The type of queue that users are assigned to can now be easily identified. A black Q means the user is a permanent agent in that queue, a white queue means the user can log in or out of the queue when needed.
Chat Logging	Allows HUD chats to be stored server-side for access by administrators. Beneficial to companies who require recorded history for compliance reasons, litigation, employee monitoring, etc.
Operating System Support	Mac OS 10.6 (Snow Leopard)
Agent Availability Report	Provides a performance based report for all agent logout reason codes. Can be viewed per queue or per agent, % of time logged in /out, and reason codes.

Fonality is North America's fastest growing business communications company and the only provider of cloud based, open source VoIP phone and Unified Communications solutions for small and mid-sized businesses. With a unique software model approach, Fonality provides all the features of legacy providers without the cost or complexity. Founded in 2004, Fonality has delivered more than two billion phone calls across the cloud while enabling more than one million users of open-standards based communications software. Investors include Draper Fisher Jurveston, Intel Capital and Azure Capital Partners.