

HUD, Your New Operator

Heads Up! Chances are you've already heard about Fonality's market-leading presence and communication management application, HUD®. Like a Head's Up Display, HUD empowers its users with company-wide visibility and the "presence" of every colleague making it easy to interact with one another via a single, simple interface.

When PBXtra™ is coupled with HUD, businesses not only get the enterprise-class features and benefits of PBXtra, but one touch control over their phone system and real time visibility and access to the users using it. HUD and PBXtra together redefine what a company should expect from their business phone system.



HUD:

Is your new operator

With HUD, employees no longer need an operator to screen their calls because HUD matches inbound caller-id to Outlook contacts so employees know exactly who's calling and can take action accordingly.

Makes employees more productive

HUD's user-friendly interface allows employees to find contacts quickly and effortlessly, view their status, and initiate communication with a single click from any desktop computer.

Enables effective communication

Communication happens on many levels; from phone calls to chat sessions to e-mails, HUD reduces time spent in meetings and on conference calls by enabling effective communication.

Is an affordable way to create an agent organization

With HUD Agent, businesses can create and manage distributed sales and call centers for under \$2,000. Sales and customer service agents use HUD Agent to log in-and-out of queues, monitor call states, park calls, and record calls on the fly.

Helps managers track and train employees

HUD Agent provides powerful one-click tools to monitor, train, and barge agent calls; and with private enterprise chat, managers can guide agents in real-time!

Facilitates professional interactions with customers

Powerful integration with web-based CRM systems such as SugarCRM and Salesforce.com plus HUD Agent gives employees the tools to have knowledgeable and professional conversations with customers.

Awards



HUD Features

HUD Personal - Free w/PBXtra	HUD Team - \$995	HUD Agent - \$1,995
Desktop Alerts	All HUD Personal Features	All HUD Personal Features
Outlook Integration	Operator Panel	All HUD Team Features
Drag-and-drop Calling	Private Enterprise Chat	Queue Status *
Easy Dialer	Click-to-email	Agent Login/Logout *
Call Transfer to Voicemail (self)	Click-to-call Mobile Phone	On-the-fly Call Recording *
Call Transfer to Hold	Extension Sorting	Call Barge *
Color-coded Call Status	Drag-and-drop Call Transfer	Call Monitor *
	Call Parking	Web Launcher/CRM Integration
	Extension Groups	

* Requires PBXtra Call Center Edition

- Disconnect call
- Call mobile phones
- Send to voicemail
- Initiate call recording
- Launch web query
- Initiate chat
- Send e-mail
- Manage Outlook contact

Incoming Call

Call contact via HUD

HUD 1000 Phone Note
Velveeta Grande 310-777-8585 Mother-in-law

CHAT
Rachel Star Will Davis
History [search]
Rachel Star: Good Morning! 11:06 am
Velveeta Grande: Hi there! 11:06 am
Velveeta Grande: Do you want to grab lunch today? 11:06 am

EXTENSIONS [search]

1001 Brian Landon	1002 Greg Yarbrough SPEAKING 212-938-5421	1003 Ian Thomas QUEUE CALL 213-225-5451
1004 Rachel Star OFFICE CALL Paul Engbert	1005 Sam Harold OFFICE CALL Peter Young	1006 Will Davis
Sales		
1013 Charlie Archer QUEUE CALL 617-845-4559	1014 Patrick Reali	1015 Stan Francis UNAVAILABLE

CALL PARKING

Parked on	Parker	Caller Name	Caller Number
9001	1014	Erin Young	505-855-2121

Hold area with custom note field

Dial any number by typing it here
Outlook Integration

HUD Instant Messaging

- Tabbed chatting
- Live chat filter
- Chat history
- Presence management
- Chat status:
 - Available
 - Unavailable
 - Away
 - Active chat
 - Incoming chat

Live Extension View

Extension Search
Extension Grouping

- Green is inbound/outbound
- Orange is a queue call
- Purple is intraoffice
- Grey is unregistered

- Voicemail
- Click-to-email
- Record call
- Barge/monitor call
- Call mobile phone
- Agent Status

Company wide call parking

HUD User Interface