

Product description

toplink UC One

1. General performance characteristics

1.1 toplink UC One

toplink UC One is part of the digital workplace of toplink. The product is based on a virtual telephone system with a strong range of services, which already includes call center functionalities.

With the CTI client „Communicator“, which is available for desktop systems, notebooks and other mobile devices (Android and iOS), the telephony functions can be extended by unified communication applications such as video calls and desktop share function with document exchange. An additional client for instant messaging functions (Connect) is provided for the mobile devices.

With the Collaboration Bundle, the range of functions increases considerably in terms of collaboration with colleagues: Presence display, instant messaging and the private MyRoom conference room, with guest access and up to 15 simultaneous participants.

By integrating the hub, information from many other cloud-based applications can be integrated. Contextual connections are recognized and displayed accordingly in the client: all information in one application.

1.1.1 License Types

UC One is offered in three variants, which differ accordingly in the scope of services

- Basic
- Standard
- Premium

The respective scope of services and the extension options are described in Chapter 2. **Performance features – Unified Communication and Collaboration.**

1.1.2 Kunden Portal-Zugänge

The customer has the possibility to manage and administer his booked licenses via different portal accesses.

MySite (MyAccount) Administrator Portal

The MySite Portal enables UC One administrators to manage users, features and end devices for all sites. In addition, the portal offers other useful functions, such as a call list report or the possibility to leave notes, as well as an overview of orders placed or all account administrators.

MyPhone User Portal

The MyPhone Portal is a virtual user interface for UC One users to manage or customize the functions on their own. Through the MyPhone Portal, the user has complete access to all user-related UC One features and services.

The MyPhone user interface has the following options:

- Management of own profiles in the user settings (change language, passwords, time zones)
- Configuration of Unified Messaging (notification options)
- Create unique routing rules for special phone numbers or adjust/configure different scenarios at freely definable times on a day or the days of the week
- Manage user functions for options as forwarding when caller is occupied, unknown call rejection, call waiting, parallel ringing, etc.
- Definition of routing rules for extraordinary availability
- Download of clients and add-ins (Outlook, Chrome Dialer)
- Viewing call lists
- Checking the voicemail box
- Contact lists, company directory and speed dial settings

Detailed instructions for using the MySite administrator portal and the MyPhone user portal are provided separately by toplink.

1.2 Quota model

With the UC One product, toplink follows the pay-as-you-grow approach, in which the customer can flexibly adjust his requirements in small steps without large initial investments.

The licenses for the respective UC One product variants can therefore be booked within a quota model. toplink offers a scaling model in which licenses can be ordered or returned on a monthly basis for 5 unites each. Provision can be made immediately or at an agreed desired date. The licenses ordered and provided by toplink will be charged for the currently valid full month. The administration and activation of the provided licenses takes place via the admin portal „MySite“ of the customer.

1.3 Availability of access

1.3.1 Availability of the UC service

The mean availability of the UC Cloud service of toplink GmbH („toplink“), consisting of the toplink backbone, the BroadCloud, and the POPs (Points of presence), amounts to 99.99%. This value is an average indication and refers to a time period of one year. It does not take into account maintenance windows or exceptional maintenance work that is announced. Nor does it take into account the availability of transmission paths from toplink POP to the client system which are provided by third parties. The availability of other services rendered by toplink is to be agreed separately.

1.3.2 Determination of availability

$$\text{Availability} = \frac{\text{Total minutes a year} - \text{Total minutes of downtime}}{\text{Total minutes a year}}$$

2. Performance features Unified Communication & Collaboration

toplink offers a Unified Communication and Collaboration solution from BroadCloud, which offers a different scope of services depending on the license model. The different features and options are described below.

2.1 UC One Basis

The basic version of the Unified Communication solution contains an extensive catalog of services of a virtual telephone system and can be used with an IP telephone (see 6. Hardware).

Name	Description
Alternate Numbers with Distinctive Ring	Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity. This feature is often used to allow a single station to be called locally from multiple originating local calling areas.
Analog Hotline	The Analog Hotline (sometimes referred to as Automatic Ring Down or Hot Dial) feature configures an analog telephone connected to an Analog Telephone Adaptor (ATA) to automatically call a pre-configured telephone number when taken off-hook. When configured, the telephone only makes calls to one number and cannot be used to call any other number.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via MyPhone or dialing the Feature Access Code (FAC), callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group. You can deactivate the feature through MyPhone or the FAC.

Name	Description
Barge-In Exempt	Enables a user to manage Barge-in settings to include allowing/not allowing users to Barge-in on your calls, and enabling/disabling the playing of a Barge-in warning tone.
Business Continuity (CFNR)	Business Continuity/Call Forwarding Not Reachable (CFNR) allows a user to designate a phone number for all calls to route to when your main phone is not reachable due issues such as unplugged phone, power outage, or natural disaster. Users have the option to activate and deactivate the service by dialing the feature code to activate or deactivate, or by configuring the service via MyPhone. If activated, a user must specify the forwarding number. A status indicator on the MyPhone desktop identifies whether this service is enabled.
Busy Lamp Monitoring	Provides the ability to monitor the phone status of users within a defined group (for example, busy, idle, do not disturb). Each monitored user appears on a button/line appearance, and the status of each monitored phone is indicated by the button LED lamp/status icon.
Call Forwarding	<p>The incoming calls are treated according to the Profil and status of the called user:</p> <ul style="list-style-type: none"> • Call Forward Always: Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing the activated or deactivated feature access code or configuring the service via MyPhone. If activated, a user must specify the forwarding number. A status indicator on the MyPhone desktop identifies whether this service is enabled. Users may also forward these calls directly to Voice Mail by using the activated or deactivated feature access code or via MyPhone. • Call Forward Busy: Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing the activated or deactivated feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. Users may also forward these calls directly to Voice Mail by using the activated or deactivated feature access code or via MyPhone. • Call Forward No Answer: Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing the activated or deactivated feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding. Users may also forward these calls directly to Voice Mail by using the activated or deactivated feature access code or via MyPhone. • Call Forwarding Selective: Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user specified criteria, the call is redirected to the user specified destination. The user controls the service via the MyPhone desktop web interface in MyRules, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined
Call History	Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming and missed). MyAccount administrators can view the call history for each number assigned to their account. Individual users can see their call history (outgoing, incoming and missed) and place calls via the click to dial feature.
Call Hold & Resume	Enables a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user can choose to make a consultation call to another party.
Call Logs with Click to Dial	Enables a user to dial a number when viewing call logs from the Call Log on a phone or MyPhone web portal.
Call Notify	Provides an email notification to a user when they receive a phone call meeting specific defined criteria.

Name	Description
Call Redial	Enables users to redial the last number they called by clicking the feature button on their phone or by dialing the Call Redial feature access code.
Call Return	Allows users to call the last party that called, whether or not the call was answered by entered a feature access code.
Call Transfer – Attended or Blind	<p>Call Transfer – Attended or Blind. Incoming calls can be transferred to other users:</p> <ul style="list-style-type: none"> • Blind: Enables a user to transfer a call to another party unannounced without conversation. To initiate a blind call transfer, the user hits the “transfer” button/icon and dials the add-on party. When the destination phone rings, the user hangs up and the call directed to the other party. Alternatively, the user can use a flash hook to initiate the transfer. • Attended: Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user hits the “transfer” button/icon and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party. Alternatively, the user can use a flash hook to initiate the transfer. Users have the option to have a three way call instead by hitting the transfer button a second time after the add-on party answers the call.
Call Waiting ID	Displays the Caller ID information of the waiting party in support of the Call Waiting Feature.
Executive & Executive Assistant	The Executive/Executive Assistant services allow an Executive to select from a pool of Assistants, who have been assigned the Executive Assistant service and who can answer or place calls on their behalf. Executives can apply filters and set up screening based on call origination. Executives can also assign schedules for when calls should be handled by the designated Assistants. Assistants have the ability to set the Call Forward destination as well as choosing to Opt In or Out of an Executive’s pool.
Dialer for Chrome™	Users can make click-to-dial calls, access contacts, and manage selected BroadCloud features directly from a Chrome browser.
Directed Call Pick-up	A Group Call Pick-Up Feature which enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.
Directed Call Pick-up with Barge-in	This version of the Directed Call Pick-Up service enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code (activate or deactivate), configuring the service via their web interface, desktop or mobile client. A status indicator on the MyPhone desktop identifies whether this service is enabled.
Enterprise Phone Directory	The Enterprise Directory in MyPhone – MyNumbers allows Users to access Contacts and Contact Groups within their organization. The Enterprise Directory is comprised of the Users and Groups that have been provisioned in their BroadCloud by their Site Administrator. Users have the ability to search Contacts/Groups by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.
Extension Dialing, Variable Length	Enables users to dial only the extension number to call other members of their business group, without requiring the called parties full 7 or 10 digit number to be dialed. Variable Length Extension Dialing allows a group administrator to configure extension dialing within the group to be a fixed length that is between two and six digits.
Feature Access Codes	Feature Access Codes are codes that can be entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, off-hook the phone and enter the appropriate Feature Access Code. For features that require additional input, follow the audible prompts to input the required additional information. The code list is provided in the Quick Reference Guide.

Name	Description
Inbound Caller ID (Name & Number)	Provides the calling name and number provided by the caller's service to the user's equipment which can be displayed if equipped.
Inbound Fax to email	Provides users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Incoming fax messages can automatically forwarded to a user specified email address.
Main Number outbound Caller ID	All outgoing calls from user stations will reflect the Main Office Caller ID Number rather than the individual station number (Except in cases where a station has 2-way DIDs).
Mobility	<p>A solution that allows users to unite their desktop phone with their mobile phone under one single business identity by extending the BroadCloud features transparently to a user's mobile phone. Calls made from the mobile phone uses the BroadCloud identity which makes it appear the user is calling from their business phone and not their mobile phone. Configuration of call settings can be made from either the mobile clients or MyPhone.</p> <p>The mobile phone is loaded with the BTBC mobile app (Android or IOS) which provides BroadCloud features:</p> <ul style="list-style-type: none"> • Ringing of either Desk or mobile phone or both • Optionally requiring answer confirmation • Single business appearance • VoIP calling over data network • Call-through Service using native dialer • Fixed Mobile Transfer – allows customers to transfer calls in progress between their landline or wireless phone and their BroadCloud desktop phone
N-Way Calling	Allows users to add up to 5 other parties to a call. When on a call, the user presses the conference button on the phone and dials the number of the add-on party. When the called party answers, the user hits the conference button to add the add-on party. The user can repeat this sequence up to 5 times enabling a call with 6 parties.
Outbound Caller ID Blocking	Enables a user to block delivery of his/her identity to the called party. The feature can be enabled for a single call or for all calls. The user controls the service via a web interface or through feature access codes. If activated, all calls made by the user have the user's identity blocked. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.
Personal Phone Directory	The Personal Directory in MyPhone – MyNumbers allows Users to create and manage personal contacts in their web portal. Users have the ability to search personal contacts by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.
Privacy	Allows users to exclude themselves from the group and directory listings visible to other users.
Office Anywhere	<p>Office Anywhere is a „Fixed Mobile Convergence“ feature that provides the following functionality directly or via the Office Anywhere Portal:</p> <ul style="list-style-type: none"> • Simultaneous Ring – allows customers to receive calls to their BroadCloud desktop phone on any landline or wireless phones when a call is received on their BroadCloud desktop phone. • Unified Outbound Caller ID – allows customers to place calls from any landline or wireless phone using the outbound Caller ID of their BroadCloud desktop phone • LD and International Deflection – allows customers to place long distance and international calls from any landline or wireless phone and have the charges applied to their BroadCloud bill instead of the landline or wireless phone • Fixed Mobile Transfer – allows customers to transfer calls in progress between their landline or wireless phone and their BroadCloud desktop phone

Name	Beschreibung
Priority Alert	Allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group.
Push-to-Talk	Enables user to user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and administrators can define accept and reject lists, which can include wildcards.
Remote Office	Remote Office enables telecommuters and mobile workers to use all of their features while working remotely. Since calls are still originated from BroadCloud, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private.
Selective Call Acceptance	Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface MyPhone, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Selective Call Rejection	Enables an End User Subscriber to define criteria that cause certain incoming calls to be blocked. If an incoming call meets End User Subscriber-specified criteria, the call is blocked and the caller is informed that the End User Subscriber is not accepting calls. The End User Subscriber controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Sequential Ring	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.
Shared Call Appearance	Allows for incoming calls to ring on up to 35 additional Site phones simultaneously for a Premium Station, and 5 additional Site phones for a Standard Station, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Shared Call Appearance is used to associate a user's Mobile or Desktop client with their main number.
Simultaneous Ring	Enables users to have multiple phones ring simultaneously when any calls are received on their BroadCloud phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk. An optional setting for this feature is Answer Confirmation which requires the user answering the call to hit a digit on their phone before the call is completed. This ensures that a call is not picked by a voice messaging system before the call can be answered which may happen if a call is ringing to a cell phone that is turned off. With Answer Confirmation turned and a cell phone is turned off, other phones in the simultaneous ring list will still ring and can be answered.
Speed Dial	Speed Dial functionality in the MyPhone portal allows Users to program up to one hundred personal speed dial entries (00-99) that can be dialed directly from the portal or used on their desk phones. Speed Dial entries configured in the MyPhone – MyNumber portal are automatically accessible on the User's desk phone.
T.38 Fax Support	T.38 is a protocol for relaying high-speed facsimile transmissions over IP. ATAs supporting T.38 are validated and tested; Analog faxes can be connected to an ATA line associated with a BroadCloud station.

Name	Description
Three-Way Calling	Enables a Subscriber to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the Subscriber presses the conference button or flash hook and dials the third party. After the third party answers, the Subscriber presses the flash hook and forms a three-way call with the two parties. To drop the third party, the Subscriber presses the flash hook and is reconnected with the original party in a regular two-party call. If the Subscriber hangs up, all parties are released.
Unified Messaging	Allows users to access their voicemails via multiple options beyond direct phone access. Voicemail notifications can be retrieved via Visual Voicemail on the MyPhone dashboard, or via email with WAV file copies sent to any email address. Additionally, if you just want a notification of a voicemail, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voicemails like they were in the office. Unified Messaging also supports additional the uploading of voice greetings and setting call.
User Web-Portal	Web tools for Site self-administration and the User Dashboard allow easy setup and manipulation of features such as Automated Attendant, Hunt Groups, Call Rules, Call History Reporting, Selective Call Forwarding, and Voice Messaging.
Video (Point to Point)	Video Calling is supported between video enabled phones and clients on the same BroadCloud system.
Visual Voicemail	Allows a user to retrieve and listen to their voicemails and inbound fax messages (if inbound fax configured for that user) via the MyPhone dashboard.
Voicemail	Provides a recorded announcement message and the ability for a caller to record a voice message for the called party. The announcement message can be a personal message recorded by the voice mail owner or a default system message.

2.2 UC One Standard

In addition to the scope of a UC One Basic license, the UC One Standard model includes the „AppBundle“. The „AppBundle“ includes the CTI client „Communicator“ for the desktop (Win/Mac), smartphones and tablets. In addition one additional app, the „Connect“ app for instant messaging can be used for smartphones with the „AppBundle“.

Name	Description
Communicator (Desktop – Win/Mac)	Communicator for Desktop is a native Windows or Mac client for Unified Communications, providing the following communication features: <ul style="list-style-type: none"> • Voice Calling (VoIP) • Voice Calling (Desk phone) • Video Calling • Desktop Sharing • Call Settings
Communicator (Mobile/Tablet – iOS/Android)	Communicator for iPhone/Android provides the following communication features: <ul style="list-style-type: none"> • Voice Calling (VoIP) • Voice Calling (Circuit Switched) • Video Calling • Call Settings
Connect (Mobile – iOS/Android)	Connect for iPhone/Android provides the following features: <ul style="list-style-type: none"> • Voice Calling (Circuit Switched) • Voice Calling (VoIP – requires Communicator (Mobile) client)
Meet (Mobile – iOS/Android)	Meet for iPhone/Android provides the following features: <ul style="list-style-type: none"> • Calendar integration/Meeting Management • Voice Calling (Circuit Switched) • Voice Calling (VoIP – requires Communicator (Mobile) client)

2.3 UC One Premium

In addition to the scope of a UC One Standard license, the UC One Premium model includes the „Collaboration Bundle“. The Collaboration Bundle includes presence display and instant messaging for the desktop. Above all, however, a personal conference room, the „MyRoom“, is provided for each license.

Name	Description
Contact Management Tools	toplink UC One Desktop Clients and Mobile Apps allow users to easily define and organize contacts. Contacts can be individuals or user defined groups. You can share and request presence information with your contacts. You can quickly find a specific contact by using the filter field.
Desktop Sharing	On the toplink UC One Desktop Client, you can share your desktop computer screen with a contact. While sharing, chat and voice calling is also available.
Desktop Sharing (group)	On the toplink UC One Desktop Client, you can share your desktop with multiple contacts. You can initiate a group desktop share session, or add contacts to an existing desktop sharing session. Creating a desktop share session automatically creates a group chat session.
File sharing	On the toplink UC One Desktop Client, you can offer to send a file to a contact you are in a chat session with. When offered a file through the UC One Desktop Client, you can Accept or Reject the file transfer offer. After the file transfer has completed, the received files can be opened or viewed by the recipient.
Instant Messaging (1:1)	toplink UC One Desktop Clients and Mobile Apps support one-to-one Instant Messaging (AKA “chat”) with your contacts.
Instant Messaging (group)	toplink UC One Desktop Clients and Mobile Apps support group Instant Messaging (AKA “chat”) with your contacts. You can easily add a contact to an existing chat session, or begin a chat session as a group chat.
Instant Messaging History	UC One Desktop Clients and Mobile Apps maintain local copies of your chat history.
MyRoom Collaboration	In the UC One Desktop Client, MyRoom is an always available and permanent room you can use to chat with anyone that joins. If you assign a conference bridge to your profile, you and your attendees can click the Call button to automatically dial in to the conference and enter the appropriate entry codes. If a conference bridge is not specified, you can initiate an N-way call in your room. The toplink UC One Desktop Client dials out to all participants and takes everyone off hold after the last attendee answers. You can invite others to your room by dragging and dropping them from the Contacts list into the MyRoom Communications window. Others join your room by right clicking your name on their Contacts list and selecting Join Room.
MyRoom – Audio and Video Conferencing	<ul style="list-style-type: none"> • Audio and Video Conferencing • Maximum 15 participants • Any combination of participants use audio and video • One-to-one calls that expand to a group call will automatically use Collaborate instead of n-way providing a better experience for both audio and video • Video Conferencing room • Own video is smaller and can be moved around • Support of landscape mode • Up to 6 viewable participants at a time
MyRoom – Guest Client Access	Guest Client Support – Invite non UC One Participants to your MyRoom sessions <ul style="list-style-type: none"> • Browser only (no download) • Guest link included in invitations • Copy guest link to clipboard • Accept/decline join requests • Chat, view desktop share and • participate in audio and video

Name	Description
MyRoom – Moderator Controls	New controls that allow the Moderator of the MyRoom session to control who can participate and other controls such as Dismiss, Mute, Sharing Controls, etc..
MyRoom – Group Chat History	MyRoom – Groups Chat History <ul style="list-style-type: none"> • Chat for group chats, both MyRoom and instant group chat, are stored locally on the desktop, just like one-to-one chat • Only the chat history for the time that you were in the room or group chat is included • No one can see chat history in your room for when they were not in the room
Outlook Calendar Integration	The toplink UC One Desktop Client reads Outlook appointments. If there is an appointment running at the current time, and the user has enabled Outlook Calendar integration in their preferences, then their presence will be shown to their contacts as Busy – In Meeting.
Rich Presence	toplink UC One Desktop Clients and Mobile Apps support rich presence. For each contact you have subscribed to, you can see their presence information. Similarly, your contacts can see your presence on their contact list. Icons are used to indicate your current presence status – such as online, in a call, In a meeting, busy, or idle. Your presence status is managed automatically by the system based on your activities; if desired, users may manually set their presence status.

2.4 UC One Hub

The toplink Hub is a UC One extension that recognizes and displays contextual connections and can be integrated into the Communicator (desktop) and Connect via Micro App installation. With the toplink Hub, cloud-based services can be seamlessly integrated into the UC One client. Contextual connections are recognized and automatically made available.

Name	Description
Micro Apps	Provide the ability to preview the cloud application content. Also include quick actions which allow the user to execute the most common tasks associated with the app with one-touch actions.
Contextual Data	Whether on a call or in a chat session, your data is filtered to reflect the relevant content that is associated with the person you are communicating with.
Notification Bar	The notification bar provides the end user a constant interface of new updates to Hub Micro Apps.

The toplink UC One Hub is already included in the premium license (together with the Collaboration Bundle).

2.5 UC One Call Center functions

Name	Description
Call Center	<p>A carrier-class, communications management product for Call Center agents and Supervisors. It is fully integrated with the BroadCloudPBX Rialto interface and hosted telephony services. Feature capabilities include:</p> <ul style="list-style-type: none"> • ACD with Multiple Distribution Policies • Scheduling & Alternate Routing Policies • Queuing Policies by Call & Agent State (Bounced, Stranded, etc.) • DNIS Based Customization (up to 63 numbers) • Virtual Call Center • Queuing • Multi-location Agents <ul style="list-style-type: none"> • Scheduled Reporting • Customizable Announcements • Rapid Call Center Configuration from Admin Portal • Agent Tools • Software Clients <p>Agenten and Supervisor need a permium license.</p>

2.6 UC One further functional scope

Name	Description
Auto Attendant	<p>Automated call answering and routing to the desired party or station. A recorded greeting is played to the caller after which the call is transferred to other stations or services. The Site Administrator uses a powerful web based tool to define how calls are to be transferred. Functions include:</p> <ul style="list-style-type: none"> • Allow/Disallow Direct Extension Dialing – Provides ability for callers to dial a known extension at any time to connect with the user, without requiring additional prompts • Enterprise Wide or Site Specific Dialing Options – Refines the list of available users and extensions to include with the Internal dialing options • Schedule – Defines Days/Hours for normal business operations, as well as holi-days. Supporting distinct greeting messages and routing actions for Business Hours vs. After Hours.
Call Park and Call Retrieve	<p>“Parks” a call using the Call Park Feature Access Code. Once a call is parked, it can be “Retrieved” at the same or another phone by using the Call Retrieve Feature Access Code.</p>
Call Recording	<p>Provides fully hosted solution to record, store, organize, and access recordings of customer calls. The service can be used to cost effectively address regulatory compliance obligations through two-way recording alert announcements, monitor quality control, training, or dispute resolution. Users are assigned a call recording license, and administrators manage recordings through the MyAccount Portal.</p>
Call Queue	<p>Designated stations logically grouped together to take incoming calls. Calls are placed into a call queue until one of the designated stations becomes available. A set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. This Site Administrator is able to edit the group in real-time to respond to changing needs or workload. Reporting is also available which enables administrators to effectively manage the queue.</p>

Name	Description
Calling Plan Management	<p>BroadCloud provides an interface to manage the customer inbound and outbound calling plans for each site and specific user/phone numbers. Outbound Calling Plans regulate behavior for calls placed to various destination types:</p> <ul style="list-style-type: none"> • Internal (intra-company) • Local • Long Distance • Toll Free • International • Operator Assistance • Chargeable Directory Assistance <p>Inbound calling plans control call flows originating from internal sources as well as calls forwarded/transferred from external sources. Rule options for inbound calls are as follows:</p> <ul style="list-style-type: none"> • Allow or Block inbound calls originating internally. • Allow or Block all inbound calls from external sources. • Allow transferred external calls only.
CRM Connect	<p>CRM Connect is a BroadCloud Application for a desktop computer that integrates leading CRM applications into BroadCloud's service. CRM Connect works in conjunction with a User's phone and CRM software to provide a productivity enhancing integrated service. A list with possible CRM Integrations:</p> <ul style="list-style-type: none"> • Allstate Insurance Company • ConnectWise • Frontrange • Google • IBM • Maximizer Software Inc. • Microsoft • NetSuite Inc. • SAGE • Salesforce.com Inc. • Stylight • Sugar CRM • SuperOffice • Swiftpage • vtiger.com • Xing • Zoho Corp.
Custom Presentation Number	<p>Provides the ability for a Customer Administrator to create a custom phone number which is presented as the Caller ID for assigned users. The custom number must be owned or authorized to be used by the Customer. When assigning the custom presentation number, the customer must agree in the Portal that they have the rights and permission to present the number and are following all of their National/State laws and regulations. They should consult their legal counsel for their specific requirements concerning Caller ID presentation.</p>
Group Call Park/Pickup	<p>Allows for the management of Call Park/Pickup groups. Members can park calls against other available members of the Call Park group by dialing the feature access code. When initiated, the call is parked against the first available member of the group. The parked call remains on hold until it is picked up (recalled) by a member of the group. Members of a Group Call Pickup can pick up (answer) incoming calls to any other member of the same Call Pickup group.</p>
Hunt Group	<p>A Hunt Group is a set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. The Site Administrator is able to edit the group in real-time to respond to changing needs or workload. The number of hunt group needed is specified at the time of order.</p>

Name	Beschreibung
Group Paging	A site level feature which allows a user to initiate a unidirectional page to a pre-defined set of users by dialing an assigned phone number or extension. The set of users allowed to initiate a page must also be predefined. The maximum number of targets is 75 users. Users in a Page Group can be assigned across an Enterprise.
Meet Me Conferencing	An integrated feature allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. Features include: <ul style="list-style-type: none"> • Support for both direct dial-in and toll free numbers • Multiple conference bridges per Site • Only Site Users can be assigned as moderator users • System generated moderator PINs and conference ID (participant PINs) delivered via email • Site administration Controls through MySite • Moderator Control via MyPhone dashboard • Moderator In Call Controls via DTMF
Music on Hold	Pre-recorded music or announcements are played to callers when placed on hold. A default music program is provided for a site. If custom programming is desired for a site, an audio file in .wav format meeting specifications can be uploaded for each site manually.
Receptionist Client	The Receptionist is a thin client Telephony Attendant Console specifically developed for hosted environments. It is used by “front-of-house” receptionists or telephone attendants, who screen inbound calls for enterprises. Receptionist provides the following functionality: <ul style="list-style-type: none"> • Web-based interface, accessible from a web browser. • Ergonomic design that follows the natural work “flow” of a call from the left to the right of the screen • Professional call handling; critical information is available “real time” Accurate delivery of messages through a one-step process when people are unavailable.
Vocie Portal	The voice portal provides an interactive voice response (IVR) application that can be called by members of the group from any phone, to manage their services and voice mailbox, or to change their passcode.
UC Desktop Add-In for Skype for Business	Integration of UC One functionalities into an existing Skype for Business installation: A location can use either the normal UC One Desktop Communicator Client or have the UC One Add-In for Skype for Business enabled in the MyPhone Portal. A mixed operation of both variants, UC One Desktop Communicator and UC One Desktop Skype for Business, is not possible within one location. Multiple locations within one customer account can use different variants of the UC One Desktop Client.

3. Technical parameter

3.1 Voice coding and bandwidth requirements

The following audio codecs are supported.

- G.711 a-law (approx. 100 kbps per call)

Please note that video bandwidth depends greatly on the resolutions in which the videos are transmitted and the proportion of desktop sharing and presentations.

3.2 Fax

The transmission of fax based on the G.711 codec and T.38 fax relay is supported.

3.3 NAT/Firewall

Basically the operation for VoIP components behind firewalls is supported with and without NAT (Network Address Translation). In both cases inbound and outbound connections must be allowed on the ports and IPs listed below. If NAT is used, it is also important to ensure that inbound connections are accordingly passed through to the VoIP component via port forwarding (according to „BroadCloud Service Customer Firewall Requirements“).

4. Tariffs

4.1 Setup fee

toplink charges a one time setup fee for the provision of service.

4.2 Basic monthly charge

toplink charges monthly provision fee depending on the selected configuration level of the IP system connection. Phone calls are charged separately according to the current connection price list.

4.3 Tariff changes

toplink is entitled to change service content and charges with reasonable notice and to make improvement. In such a case the customer will receive a written notice. The amendments are approved if the customer does not object in writing within one month of the notification of change. toplink advises its customers in writing that this option is available.

5. Hardware/Approved devices

toplink offers IP phones and headsets for UC One. Devices purchased and approved by toplink are supported by toplink support in the event of faults. The connection of any certified end devices is possible, however, toplink will not support these in the event of malfunctions, use in production environments is not recommended. For further information on configuring the approved devices, please refer to the hardware price list and the respective configuration guides. This equipment is not subject of this contract.

6. Customer responsibilities

6.1 Adherence to specifications

Data must only be transmitted via the use and legal recognition of the standardised communication protocol stated in the technical specifications. The technical specifications may be adjusted by toplink. Only standardised interfaces and components (or interfaces and components provided by toplink) in accordance to the technical specifications may be used. Other interfaces may only be used with explicit written consent from toplink. No device, systems, software or data may be used that can cause changes to the physical or logical structure of the network or the provided terminal device. The access information for services provided by toplink and the services themselves must not be abused. In particular, networks belonging to toplink or other parties may not be modified.

6.2 Reseller

The resale of toplink products to third parties is not permitted without written permission of toplink.

6.3 Liability

The customer is liable for any damage to the connection system or other parts of the toplink infrastructure or the systems of its „third party customers“ caused by him or by their „third parties“. If the customer complains about an error in a system administered by toplink, toplink shall check the functionality of the system and restores the original configuration. If the device is defective or cannot be put back into operation with the original configuration, toplink provides a pre-configured replacement system. If the system was functional at the time of delivery for verification with the original configuration and if the customer culpably caused such an error, toplink is entitled to charge the customer for the costs incurred by the verification or repair according to the applicable rates in accordance with toplink's price list.

7. Closing provisions

7.1 General terms and conditions

The general terms and conditions by toplink GmbH, hereinafter referred to as toplink, apply to all and any services used.

7.2 Hotline and support

Customer receive support via the toplink support hotline on workdays (Mo-Fr) between 8:00 AM and 6:00 PM, except on regional and national holidays. The technical support hotline is available to our customers 24/7 on 365 days a year. In case of problems that are not a fault of toplink, charges are incurred in accordance with the price list `tpl_service`.

7.3 Service levels

This service is initially implemented as a standard service level. A detailed description of this service level and further service levels (expanded and platinum) is attached in the form of the toplink service level definition „Service Level Agreement of voice and access“. Extended service levels can be applied for an extra charge.

7.4 Minimum contract term and cancellation periode

Contract term and cancellation periods are set in accordance with the order form and/or terms and conditions of toplink GmbH.