GigTel

Unify all your voice, data, video & chat
into a single, easy-to-use platform.

UCaaS PLATFORM

UCaaS consolidates all communication from anywhere, on any device, in real time. Seamlessly integrate phone, conferencing, chat, SMS and messaging to simplify & streamline your communication organization wide.

Primary features

- Complete call control (forward, logs, monitor, transfer, record, etc.)

- Seamless conferencing (video, voice & screenshare)

- Mobile app and soft phone

- Built-in enterprise class contact center

- Custom integrations

- Security & fraud detection

- Web user portal and much more...

Our benefits

✔ Accelerates business cycle time

✔ Reduces costly legacy system maintenance

✔ Unifies and simplifies management tasks

✔ Optimizes productivity with real time connectivity

✔ Enables 24/7 remote access

✔ Improves collaboration among teams & partners

✔ Streamlines customer communication

✔ Generates innovative work solutions

Why GigTel?

Our technology & telecom roots reach back over 70 years. We consistently help our customers beat the competition.

![Gigtel]

UCaaS PLATFORM FEATURES

General

- Auto-Attendant
  - Dial by Name Directory
  - Intro Greeting
  - Post-Welcome Greeting
  - Dial by Extension
  - Multiple Language Auto Attendant
  - Configurable AA Timeouts

- Call Park
- Call Retrieve
- Park Retrieve

- Call Pick up
  - Directed Call Pickup
  - Group Pickup
  - Site Pickup
  - Domain Pickup

- Call Disposition and Reason
- Hotdesking
- Attendant Console
- Intercom
- Mid-Call Recording Redaction

- Conferencing (Dedicated Bridge)
  - Leader Login
  - Leader PIN
  - Participant PIN
  - Require Leader to Start
  - Begin and End Times
  - Max # of Participants
  - Save Participants
  - Announce Participants
  - Arrive/Depart Tones

- Music on Hold (MOH)

- Paging
  - Handset Paging
  - Overhead Paging

- Transfer
  - Blind Call Transfer
  - Attended Call Transfer
  - Voicemail Transfer

- Multi-Language IVR
- Presence
- Time frames

User

- Answering Rules
  - Ring Time Out
  - Do Not Disturb (DND)
  - Call Screening

- Call Waiting
- Delayed Simultaneous Ring
- Extension Forbid List
- Localization

- Call Forwarding
  - Always
  - When Busy
  - When Unanswered
  - When Offline

- Music on Hold (MOH)
- Operator Forward
- Presence

- Conferencing (Owned Bridge)
  - Leader Login
  - Leader PIN
  - Participant PIN
  - Require Leader to Start
  - Begin and End Time
  - Max # of Participants
  - Save Participants
  - Announce Participants
  - Arrive/Depart Tones

- Voicemail
  - Voicemail to Email
  - Voicemail Distribution List (Deep Copy)

- Ring All
- Simultaneous Ring (Sim Ring)
- Time Frames
- Gravatar Integration

Phone Number Related

- Phone Number Inventory
  - Timed Enable/Disable
  - Localization
  - Enable Language on DID

- Time of Day Routing
- Route Manager
- Alternate Numbers
- Allowed Numbers
- Anonymous Call

- Rejection
  - Blocked Numbers
  - Calling Line ID

- Blocking
  - Configurable Call ID
  - Direct Inward Dialing
  - Normalization of Numbers
  - Privacy

Unified Communications

- WebRTC
  - Video Conference
  - Chat
  - SMS (with PUSH support)

- Softphone (mobileWeb)
  - Three-Way Calling

- Mobile Application
- HD
  - Video Conference
  - Screenshare

Security

- Portal Security
- Secure Passwords
- Forced Password Reset
- Password Set/Reset via Email
- reCAPTCHA (v2, Invisible)

- Masquerade
- User Welcome Emails
- Transport Layer Security (TLS)
- SRTP Audio Encryption

- Dictionary Attack Prevention (S.A.F.E)
- Dial Permissions
- User Limits
- Reject Log

- Alarms
- Authorization Codes
- Call Limits

Your business. Always connected.
We provide the highest quality solutions and a tenacious commitment to our customers.