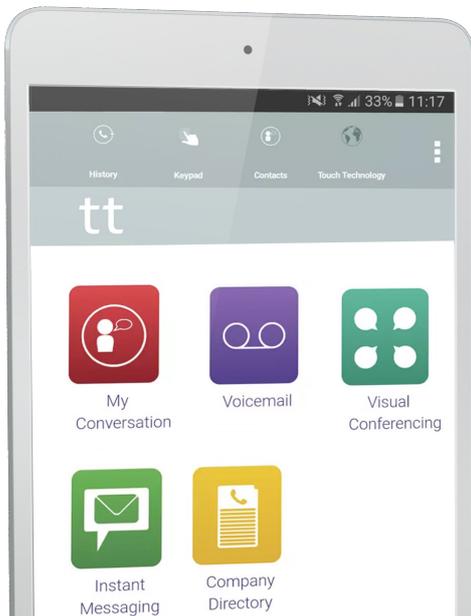# Touch Technology Features Overview

With Touch Technology as your business phone system you will get the following features:

End User Management

- Web/Audio conferencing
- Conference recording
- Shared directory
- Move calls seamlessly from one device to another
- Instant messaging
- Presence
- Voicemail to email
- WebRTC extension for browser-based working

- Personal Ring Group
- Instant Messaging
- Screen sharing
- Switchboard / Reception Console
- Touch Call functionality
- Hot desking
- Pick-up groups
- Call recording

Call Service

- Free on-net calls
- Geographic and non-geographic inbound numbers
- Local numbers in international destinations

Integration

- Touch Call integration for Sales Cloud from Salesforce
- Touch Call integration for Microsoft Dynamics®
- Touch Technology API

Devices

- Polycom IP Phones (VVX 401 / VVX 501 / VVX 601)
- Polycom Conference Phones (IP 5000 / IP 7000)
- Gigaset DECT handsets
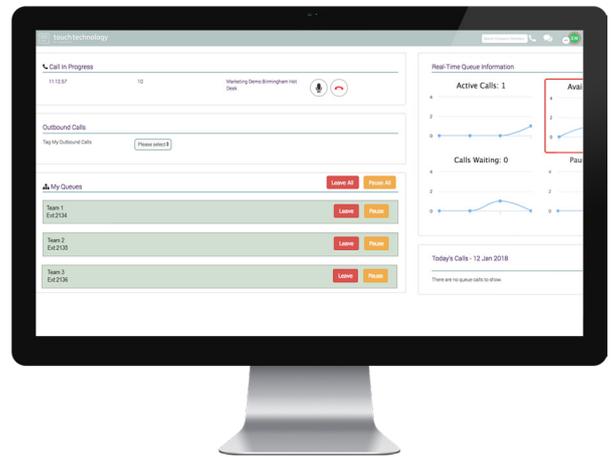
IT Manager/Admin Management

- Manage extensions and conference rooms
- Wallboards
- Ability to build and manage IVRs
- Manage inbound number routing, including time of day, public holiday and over-ride routing
- Create and manage Ring Groups
- Manage User Accounts
- Dashboards for monitoring
- Call Reporting and Usage Status
- Call Recording settings and retrieval

Contact Centre
(Additional licence required)

- Customisable auto attendant and IVR
- Call queues with call delivery options & overflow routing
- Configurable ring time & wrap-up time per queue
- Customizable lists, incl. agent skills rating and pause reasons
- Admin & agent-level user access
- Specify allowed extensions/DDI's per agent
- Agent view of their queue statistics
- Reporting – specify KPIs and monitor real-time performance

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: **intercity.technology/accreditations**

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Work together   **Work anywhere**   **Work securely**

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