

iPECS Cloud Frequently Asked Questions

This document outlines the official answer to frequently asked questions that occur from iPECS Cloud dealers. This document's audience is iPECS Cloud dealers. It is not intended to be distributed to prospects or customers.

General

What are the differences between iPECS Cloud and iPECS Premise?

iPECS Cloud offers almost the same features as iPECS Premise because they use the same software. iPECS Cloud is paid for by the customer on a monthly basis rather than being paid for up-front like iPECS Premise or through a lease. iPECS Cloud removes the need for the customer to maintain and support the system as that is part of the service Vertical offers to the customer. This improves peace of mind for the customer and allows them to focus on their business. The customer also stays up to date on the latest telecom technology without having to worry about upgrades and managing the solution. A cloud solution also makes it easier for the customer to scale up or down quickly and right-size cost to scale.

What do I need for a customer order?

Dealers should provide a signed quote from the sales portal for iPECS Cloud. This includes information on recurring charges and one-time costs. There is a section provided in the quote to add Dealer provided hardware/services with pricing that would be billed separately in the special message section of the quote so the Customer will have all costs visible in one document. If the customer is porting phone numbers an LOA and/or toll-free LOA form should be filled out as well. Blanks are available in the Document Section of the Agent Portal.

There's no separate contract as the quote form refers to our comprehensive terms of service for cloud through a link (<http://info.vertical.com/iPECScloudterms>) that they agree to when they sign the document.

Features

What features of iPECS Premise does iPECS Cloud offer?

- **Unified Communications client for desktop and mobile** delivers more efficient communication in the office or while travelling
- **Audio conference bridges** for up to 128 parties support closer collaboration
- **Instant messaging** from UC client or phones ensure faster response times for the entire team

- **Presence management, camp-on extension, and call back** optimizes team communications even for remote teams across the globe
- **Point to point video** offers richer communications on the go
- **Call recording** guarantees a record of all important conversations
- **Web portal** for every extension makes it simple to configure features and functionality
- **Email-enabled voicemail** enables faster response times with a single inbox for your e-mail and voicemail
- **Multi-location management** simplifies large deployments with one console to manage all locations
- **Auto-attendant** answers all inbound calls immediately and efficiently gets callers to their intended destination
- **Deep PBX telephony** includes features like DSS/BLF, ring groups, phone paging, and much more.

iPECS Cloud offers the same security and reliability features as iPECS Premise. Additional features can be added on an individual basis as opposed to being bought in a bundle, which saves the customer the hassle of paying for features they don't need or want.

Are there fraud protections?

Yes, each user has a default calling fraud limit to prevent extreme overages. These can be set by the individual customer if desired.

How is paging handled with iPECS Cloud?

Vertical phones support paging through the phones themselves. If the customer has a local overhead paging system, iPECS can be used with it by interfacing through a local ATA (Cisco SPA112).

What about speakerphones?

Vertical supports Polycom Soundstation and Yealink conference phones to provide customers with a great conference room experience. The customer can reuse existing speakerphone if it is one of the supported models. Available models include:

Speaker phones:

- Polycom Soundstation IP 5000
- Yealink CP860

IP phones:

- Polycom VVX 310,410
- Cisco SPA 502G, 504G

Can customers have an auto-attendant? What does the auto-attendant include?

Customers can have as many auto-attendants (AA) as they would like. There is a monthly charge for each auto-attendant.

AAs include the ability to build different schedules. Multiple schedules are not separate auto-attendants and do not incur additional charges. Each AA has the ability to have informational sub-menus within the AA. Sub-Menus are informational only with no digit translations. If customer needs digit translations or Step down Menu options from the first AA that would be a separate AA and would be charged.

AAs do not include a DID. If the customer wants a phone number pointed directly to an AA, then they need to order a separate DID.

What ACD capabilities are available?

iPECS Cloud offers two options for ACD.

1. Built-in Hunt Groups-

The built-in hunt groups send calls to specific extensions using one of four algorithms (circular, first idle, longest idle, multi ring). A message can be played before the hunt group and there are options to overflow to another number. A schedule can be set for use of the hunt group.

Hunt group calls can be queued to be answered. The number of queued calls is set and an announcement is selected to play.

2. ACD Groups-

ACD Groups require a monthly fee for each agent and a separate fee for each user of the manager web portal. They provide more robust queueing features. ACD Groups use either a longest idle or a skills-based selection algorithm. Up to five different announcements can be played while the caller is queued as well as selecting a comfort tone audio as well (ringback or other audio such as music). The queue can play a pre-recorded announcement before ringing agents. The queue can overflow to an announcement or another number based on number of queued calls or time a call has waited.

The ACD group offers the ability to set up named users that can log in from any phone in the company. Each agent can be assigned a skill level. Agents can control their ability to take calls by setting their phone to Work mode to do paperwork between calls (this can be manual or timed). They can also set to "Not Ready" for breaks and lunch. An agent can be changed to "Not Ready"

or logged off if they don't take calls. Agents can also have a button to request help from a supervisor.

Supervisors have the ability to take help calls (each help request goes to one idle supervisor). The supervisor can monitor help request calls and can also monitor other calls.

The queue has separate Night and Holiday schedules to redirect calls or simply play announcements. This can be automatic or turned on and off manually.

The major advantage of the ACD group is the manager's reporting web portal. This allows a manager to see reporting and real-time stats on the entire queue.

Setting | Close

Call in Queue	Longest Queue	Inbound Calls	Inbound Answered	Inbound Abandoned	Service Level (%)	Login Count	Logout Count
0	00:00:00	0	0	0	0.00	0	3
In Ready	In Busy	In Break	In Wrap-Up	Avg Ringing Time	Avg Ready Time	Avg Busy Time	Avg Break Time
0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Avg Wrap-Up Time	Outgoing Answer	Total Outgoing	Total Ringing Time	Total Ready Time	Total Busy Time	Total Break Time	Total WrapUp Time
00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

1-ACD Dashboard Example

Is the customer charged for long-distance?

No, all user packages include unlimited¹ local and long-distance for outbound calling.

Are toll-free numbers available?

Toll-free numbers can be purchased as needed. There's a recurring monthly charge and then a usage rate (per minute). Toll-free numbers require a toll-free LOA.

Does iPECS Cloud include international calling?

International calling can be turned on for users. This will be billed at applicable rates per country (reference international rate sheet). By default, international calling is disabled for all users to avoid fraud.

¹ Reasonable usage. Excessive usage will be billed.

Packages and Phones

What user packages are available for iPECS Cloud?

Feature	\$10/month	\$16/month	\$22/month
	Extension Only	Basic User	Premium User
Basic Phone Features (call, transfer, conference, page, park)	✓	✓	✓
Advanced Phone Features (forward, DND, speed-dial, camp-on, call-back)	✓	✓	✓
Unlimited Local and Long-Distance Calling	✓	✓	✓
Member of Ring Group/Hunt Group	✓	✓	✓
Web Portal for User Management	✓	✓	✓
Direct Dial Number		✓	✓
Voicemail Box		✓	✓
Conference Room		✓	✓
Call Recording			✓
Unified Communications Client (desktop and mobile)			✓

*With 36 month minimum commitment

What Add-on Options are there?

Each of the items below can be ordered as an add-on to the basic user seats. Each item has a monthly cost and a setup charge.

 Additional Phone Numbers

 CRM Desktop Integration

 Web Fax Mailbox

 Toll-Free Phone Numbers

 Skype Integration

 Stand-Alone Voicemail Box

 ACD Agent Seat

 Additional Auto Attendants

 ACD Manager Seat

Does iPECS Cloud require a term commitment?

Yes, 36 months.

What phones are available?

Edge 9840C
Color Executive
Desk Phone



Edge 9830
Professional
Desk Phone



Edge 9820
Standard Phone



Edge 9802
Basic Phone

How are phones offered?

Phones are available for purchase or lease through normal Vertical Communications channels.

Are third-party phones available?

Yes. However, third-party phones offer a limited feature set.



Polycom VVX
310 & 410



Polycom
Soundstation
IP 5000



Cisco SPA
502G & 504G

Installation Process

How quickly can we deploy the iPECS Cloud solution?

iPECS can deploy within 2 weeks of signing the order for new service. This assumes that there are no concerns with existing phone numbers. When moving existing phone numbers, the time limiting factor is the port process. Worst case, this can take 30-90 days depending on the carrier.

What's the process like?

Vertical provides a professional process that includes consultation with our iPECS Quote Review Team—This ensures the solution is tailored to your needs and the implementation is flawless.

Full Service Resellers should contact ipecsprovisioning@vertical.com or 877-VERTICAL for any questions or concerns during the proposal process.

1. The Full Service Reseller determines customer needs, then:
 - a. Agent generates quote through Agent Web Portal.
 - b. Agent requests Quote Review by changing the Status on the Quote to "Needs iPECS Team Review".
 - c. The Quote Review Team works with Agent if needed and approves Quote by changing Status to "iPECS Quote is Approved", Agent gets email notification.
 - d. Agent proposes and notifies iPECS team by changing Status on Quote in the Agent Portal to "Customer Approved Quote". iPECS Order Team gets notification to create the Order and Provision.
2. Vertical iPECS Team will email an invitation to the end customer to enroll in Auto Pay and make down payments online at www.verticalipecs.billcenter.net.
3. The order group processes when the customer enrolls in Auto Debit and makes down payment, then:
 - a. Reseller fills out required forms (in Agent Portal under Dashboard/Documents) Project Info Sheet required. LOA if applicable, Toll Free LOA if applicable.
 - b. Order is entered.
 - c. Dealer should order Phones through their normal Distribution Channels and notify ipecsprovisioning@vertical.com with MAC addresses of Devices to be used.
 - d. DID's ordered (includes LNP's and web fax, toll-free). Reseller should state port date needed in project info worksheet available in agent portal Dashboard/Documents
 - *Carrier Services will notify Full Service Reseller directly on Port Dates, New Numbers and/or LNP issues, if any.
4. Full Service Reseller programs system, then:
 - a. Reseller gathers programming info from End Customer (users, call flow, etc.)
 - b. Reseller programs iPECS System, assigns devices to users, DID's and call flows.
 - *Contacts ipecsprovisioning@vertical.com if there are any questions in this process.
 - c. End customer go live date:
 - a. Customer has received phones.
 - b. Phone numbers port as scheduled with Vertical Carrier Svcs.
 - c. Full Service Reseller trains the customer.
 - d. Issues are identified and resolved.
 - d. Full Service Reseller completes project.
 - a. Notifies ipecsprovisioning@vertical.com that the install is complete.
 - e. Vertical iPECS Team:
 - a. Completes order in the system
 - b. Notes contract start/end date
 - c. Sets customer to begin billing on the 1st of the next month to include partial prorated month and next month in full on first bill.

For questions on programming, call flows and end user provisioning, email ipecsprovisioning@vertical.com or call 833-225-6831.



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For Tier 2 Service after install, Resellers will call the normal Tech Support Line at 877-Vertical, follow prompts to iPECS Cloud Support.