

Universe Features



This document provides a list of features in Universe and explanations about these

| Feature | About the Feature |
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| 1. Universe for Business Phones and Self Care | |
| Language | English, German, Polish, Danish |
| One number | One number that rings across all your devices means that you will never miss a call again. It is easier to remember for customers and colleagues. |
| One voice mail | One mailbox for all your messages received across all your devices |
| Multiple devices | Fixed phone, tablets, computers and mobile phones can all be part of the one universe subscription |
| Multiple Numbers | One user can share multiple telephone numbers between all their devices |
| Phone system management (IVR) | Universe uses a graphical drag and drop system for (IVR) Intelligent Voice Routing - no code needs to be written |
| Conference calling (outbound) | Add extra callers to your call while on the phone |
| Conference calling (inbound) | Give a phone number to your callers and a PIN |
| Auto Attendant (IVR) | A digital receptionist helps the customer to reach the right person or department in your company by choosing from a range of options |
| Call Recording on Demand | Each user can store their own recordings from their business phone |
| Call Recording Pro | This option allows company-wide recordings, or you may select only those agents whose calls should be recorded. Stereo lets you listen to each participant separately |
| Greetings | Professional greetings to welcome your customers with a range of text to speech options |
| Opening and closing hours | Route incoming calls based on time of day. After hours calls can be sent to a mobile phone for emergencies |

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| Calendar | Route incoming calls based on the day of year - useful for holiday periods |
| PIN | Give customers access to services based on PIN access. For example, after-hours access |
| Text to speech | Type in what you want to say, and Universe will read it out loud. Universe has a text to speech feature for announcements in the IVR |
| Sound file | Upload a sound file and let Universe play it for your greeting |
| Divert Calls | Divert your calls before they reach the IVR and send to a different number. Good to have in case of company emergencies |
| International but appearing to be local | If you have an overseas office in say Germany, and you want to answer your German customers in the UK, you can have a German telephone number on Universe so that your customer service appears to be in Germany for your German customers. You can even change the language of your IVR to German |
| Online usage statistics | No more looking for paper printouts that have been filed away. Instead, you can see all your usage stored online in the Selfcare portal |
| Music on hold | It is your choice. Royalty-free music or your own. |
| Phone book | Company and private which can be modified by each user |
| DND | Do not disturb for you and your device, when you need a little silence |
| Call notification | Universe will let you know if someone left you a message or if you have missed a call |
| Rights | Set rights of access to different features on the Universe product for each user. For example access to company call records, or the ability to change the IVR on a per-user basis |
| Timeline for user | List of your last 25 events in a simple timeline for each user |
| Visual Voice mail | No need to fight your way through endless star commands. |
| Universe with Teams | Use Microsoft Teams for collaboration and Universe for calls, advanced features and IVR |
| Door entry control | Either use an ATA or set as a SIP telephone device. |
| Many brands of handset can be used | Universe supports Cisco, Yealink and Poly in the UK |
| Fax | You no longer have to walk all the way to the storage room to send a fax. Now, you just send it from your PC. |
| Call Encryption | When you need privacy calls can be encrypted. |

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| Voice mail as an attachment | Get your voicemail messages sent to your email inbox and click on the file to hear them. |
| Voice mail notification | Notifications on SMS or email that a voicemail has arrived |
| Adjust the time before voice mail starts | Set the time before your voice mail kicks in so you have time to answer. |
| Short code dialling – or call the extension number only | Call any extension number or an assigned short code |
| User presence | See the presence of all your selected colleagues on your softphone. |
| Visual voice mail | Scroll through your voice mails, press to listen, swipe to delete or call back. |
| in/out of queues | Quick logging in and out of queues. You can do while traveling. |
| Change call flows | As an admin you control the company's call flow for your IVR from your mobile. |
| Call forward | Redirect calls "Always" and "No Answer" (includes busy) |
| Call transfer | Transfer call with notifications to transferred party "Attended" and without notification "Unattended". |
| Mute | Mute the call so that no one can hear you. |
| Pause | When paused the other party listens to music on hold |
| Call History | See who has called and when |
| Set caller ID | Pick any number on your list for called parties to see |
| CLIR | Be anonymous when calling, do not show your Caller ID |

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| 2. IVR (Intelligent Voice Response) | |
| Graphical User Interface | Universe uses drag and drop technology for its IVR, making it easy and quick to create new IVRs for a business |
| Text to Speech | By the use of text to speech, along with a range of voices available, creating a new IVR call flow can be created to a professional standard in minutes |
| Time of Day Routing | Route incoming calls based on the time of the incoming call. Automatically direct calls to an out of hours number for calls received after the business has closed. |
| Forward IVR to an external number | Send your customers to the destination of your choice. |
| Jump to new IVR | If you have several call flow strategies, IVRs, you can link your call flows together. |
| Branch IVR | Split your IVR into several different tracks and manage your entire company's incoming telephony from your mobile app. |
| Receive an email from IVR | Receive an email if a customer wants to be called back or if you want an alert. |
| Receive an SMS from IVR | Receive a text if a customer wants to be called back or if you want an alert. |
| Prefix Routing | Route incoming calls based on the number that is calling. |

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| 3. Contact Centre Applications | |
| Statistics | Download reports of max wait time, total wait time, answered calls, average wait time, lost calls and average talk time for each agent group. |
| Hunt groups | Choose between Ring All, Round Robin or Random for agents to answer incoming customer calls |
| Group pick-up | Agents can help each other answer calls by instantly putting themselves into a ring group when one agent is not able to answer a call |
| Queues | A way to handle customers while they wait for an agent to answer their call |
| Queue Announcement | A function that tells customers what number they are in the queue |
| Wall Display | Overview and real-time status of all your queues right in your browser |

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| 4. Softphone for Android and iOS (mobile phones) | |
| Phones | Android and iOS are supported by Universe. |
| Range of Universe features | The range of features available from mobile phones is very similar to that of fixed business phones including the ability to access the Selfcare portal, Phonebook, voicemail and advanced call features. |
| One number | Your softphone can be a part of your one number solution alongside your desktop phones. You can control your one number from the mobile application. |
| History | You can call without use of a dial pad by clicking on past numbers. |
| Call forward | Always and no answer (includes busy) |
| Call transfer | Drag and drop the call to transfer. |
| Short code dialling | Call any extension number within your office by dialling the last 4 digits or an assigned short code |
| 3-way conference | By following the instructions on the screen it is easy to add extra callers to a conversation |
| Click to dial | Select a phone number online, click it and make the call automatically |
| Set caller id | Pick any number provided on your list for your called party to see |
| Easy answer | One click and you have answered the call |
| Language | English, German, Danish, Polish |

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5. Softphone for Windows and Mac (computers)

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| Computers | Your computer can become your phone (softphone). Works with Windows and Apple computers |
| Range of Universe features | The range of features available from computer softphones is very similar to that of fixed business phones including the ability to access the Selfcare portal, Phonebook, change settings, voicemail and advanced call features |
| One number | Your softphone for your computer can be a part of your one number solution together with your desktop phones and your mobile phone. |
| Login to Universe Self-care | Login to Universe Self-care account directly from the desktop application. That gives you easy access to all your settings. |
| User presence | See the presence of all your colleagues on your softphone. |
| Phone book | Full Universe phone book integration. |
| Visual voice mail | Scroll through your voice mails, press to listen, swipe to delete or call back. |
| Language | English, German, Danish, Polish |
| Set caller id | Pick any number provided on your list for your called party to see |
| Auto start-up | Start your computer and your application can be set to automatically start. You are ready to receive your first call of the day. |
| Easy Call | You can call by a range of methods; copying numbers onto the dial pad, by using click to dial, using your dial pad with or your mouse, or your computer's keyboard. |
| History | You can call without use of a dial pad by clicking on past numbers. |
| Call forward | Always and no answer (includes busy) |
| Call transfer | Drag and drop the call to transfer. |
| Short code dialling | Call any extension number within your office by dialling the last 4 digits |
| 3-way conference | By following the instructions on the screen it is easy to add extra callers to a conversation |
| Click to dial | Select a phone number on a website, click it and make the call automatically |

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| 6. Meeting Space for video conferences | |
| No need for downloads | Meeting space does not require software to be downloaded onto computers, by participants. They simply select the invitation and can access the meeting. |
| Flexible scheduling of meetings | Ad hoc meetings, one time, and recurring meetings are synced automatically with calendars of participants. Changes to selected participants and timing can be made at any time. |
| Agenda | The initiator of the meeting can include an agenda as part of the invitation |
| Start Up options | All participants can be made to start the meeting hidden, muted or to follow the moderator in the case of a presentation. |
| Join using a mobile app | Download from within the App for access by both Android and iOS |
| Participants may be inter-company and external | To participate in a meeting there is no need for the participant to be a Universe user, or to be a member of the organisation that is holding the meeting |
| Language | English, German, Swedish, Polish, Danish, France, Spanish, and others. |
| Chat | Group and private chat whilst on the video call |
| Microphone and camera bandwidth control | Increase picture quality to match bandwidth |
| Screenshare | Share You tube videos online with both visuals and sound. Share individual screens, or select from all the files that you have open |
| Mute yourself | Click on one button to stop microphone |
| Video on/off | Click on one button to stop camera |
| Mute as moderator | Mute all other participants other than the current speaker. |
| Follow me | Moderator |
| Kick someone out | Moderator |
| Set member rights | The initiator of the meeting can assign moderator's rights to other participants in the meeting |
| Create and edit meeting templates | Set up groups of people you regularly meet with and when another meeting is required with this group, select the relevant template |
| Meeting overview | In Selfcare |

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| 7. SIP | |
| Purchase Channels individually and only pay for what you need | Flexible alternative to ISDN. You can have multiple channels connecting to the network via your PBX giving high quality VoIP. |
| Emergency fall back number | If disaster strikes, you will have a back-up number that will receive all incoming calls and keep your business running. |
| Registration | Use dynamic registration or set your own. |
| Authentication | An outbound call must contain Username and Password for authentication. |
| CLIP-SA | Display the outgoing telephone numbers that you purchase |
| Codecs | G.711 a/u.law, G.722, T-38 |
| Speech bundles | Select from a number of options for subscriptions for all your usage to cover monthly line rental and minutes usage |
| CLIR | Calling Line Identification restriction – allows calling numbers to be withheld |
| Call encryption | Keep calls private with the Call Encryption option |
| Bulk assign numbers | Easy assignment of numbers in Universe. |