

Market Communications UCaaS Platform

The Modern Cloud Communications Features Remote Workforces Need

MARKET COMMUNICATIONS UCAAS PLATFORM: FEATURES OVERVIEW

As businesses evolve and modernize, transition to remote work environments, and seek to leverage the scalability and reach of cloud-based communication technology, the Market Communications Unified Communications as a Service (UCaaS) platform provides an all-in-one solution that equips organizations of any size with the innovative and reliable features they need.

This document provides an exhaustive breakdown of the platform's features and capabilities by Market Communications' core product and solution offerings. This extended feature list is continuously updated as new features are released and existing features are enhanced — let us know if there's something you need but can't find.



Market Communications Platform Products Overview

Market Communications Voice & Unified Communications Solutions

Market Communications Hosted PBX & VoIP

Market Communications UC & Mobile Application (desktop Unified Communications client & fully integrated mobile application)

Market Communications SMS

Market Communications SIP Trunking

Market Communications SD-WAN

Market Communications Voice to Text

Market Communications Contact Center Solutions

Market Communications Contact Center (CC)

Market Communications Interactive Voice Response (IVR)

Market Communications Workforce Management

Market Communications Account Manager API & Integrated Solutions

ConnectWise Integration & Plugin
Salesforce Integration

Microsoft Teams Integration
(in Beta, coming soon!)

Click-to-Dial Plugin for:

- Chrome
- Safari
- Internet Explorer

Hosted PBX & VoIP

Call Conferencing

- Conference Bridges
- 3-Way Conference Call

Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Park
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID
- Caller ID Blocking
- Caller ID Routing
- Cloud Extensions
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing



Success Starts Here

Hosted PBX & VoIP (cont)

Call Management (cont)

- Find Me (Digital Assistant)
- Forward Calls Locally or Remotely (via Phone or Web)
- Incoming Call Blocking
- Incoming Call Identification
- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering
- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Premium Call Reporting
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended Transfer
- Voicemail
- Visual Voicemail
- Voicemail to Text

Music on Hold

- Commercials on Hold (by Phone Number)
- Music on Hold (Custom or Default)

Origination and Termination

- Domestic Origination
- Domestic Termination
- E911 Support
- Endpoint Templates
- International Termination
- Shared Line Appearance
- Toll Free Numbers

Reporting

- Accounting and Billing Reports
- Activity Reports
- Call Center Reports
- Call Detail Records
- Call Traffic by Extension
- Call Volume Graphs

Virtual Auto Attendants

- Multiple Top-level Auto Attendants
- Sub-level Auto Attendants
- Top-level Auto Attendants (Always On or Time-based)

Market Communications UC & Mobile App

Market Communications UC

- Call History
- Call Recording
- Calling
- Chat
- Enterprise Contacts
- Meetings
- Visual Voicemail
- Zero Configuration
- Presence
- Notifications
- Extension Settings

Market Communications Mobile App

- Calling
- Call History
- Call Recording
- Conference Calls
- Enterprise Contacts
- Mobile Office Extensions
- Visual Voicemail with Voice to Text
- Settings

Market Communications SMS

- Send/Receive SMS/MMS
- List View
- Detailed Message View
- Contact Matching
- Create New/Add to Existing Contact from within a Conversation
- Delivery/Failed Delivery Receipts
- Name 1-to-1 / Group Conversations
- Message Notifications
- Search Capabilities
- Leave a Conversation
- Mute a Conversation
- Click-to-Dial Within Messages

Market Communications Voice-to-Text

- Voicemail Transcription

Market Communications SIP Trunking

- Enhanced SIP Trunking
- Standard SIP Trunking



Success Starts Here

Market Communications' Contact Center as a Service (CCaaS) Solutions

Market Communications Contact Center (CC)

- Agent Console
- ACD (Automatic Call Distributions) Routing Feature Set:
 - Agents
 - Pause & Unpause
 - Queues
 - Reason Codes
 - Tally Codes
 - Zero Out
- Call Back In Queue
- Call Routing
- Omni-channel Communications
- Reporting
- Screen Pops
- Supervisor Console
- Third-Party & Custom Database Integration
- Workforce Management (WFM – see also separate WFM Feature section)

Market Communications Interactive Voice Response (IVR)

- Inbound IVR
- Outbound IVR

Market Communications Workforce Management (WFM)

- Advanced Agent Scheduling
- Fast Scheduler
- Multi-Location Support
- Multi-Shift Support
- User-defined Task/Schedule Types
- Adherence Tracking
- Time Management Tracking
- Adherence Dashboard
- Historical Reporting
- Fast Forecasting

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Success Starts Here

Market Communications Administrative & Integrated Solutions

Market Communications Account Manager

- Account Management
- Automatic Billing System
- Case Management / LNP
- Click-to-Dial for the following browsers:
 - Microsoft Internet Explorer
 - Google
 - Chrome
 - Safari
 - Mozilla Firefox
- Detailed Accounting
- Endpoint Template Management
- Message Center
- Operator Console
- Phone Rebooter
- Shared Line Appearance Hunt Group
- Tax Automation
- Test My Connection
- URL Agent
- User Dashboard

Market Communications APIs & Integrations

- API Suite
- Hosted Fax
- CoreNexa + ConnectWise Integration
- CoreNexa + ConnectWise Plugin
- Microsoft Outlook Plugin
- Microsoft Teams Integration: (in Beta, coming soon!)
- Salesforce.com Plugin
- Screen Pops

***Account Manager
provides you with
everything required to
run a successful cloud
communications
business, including
industry-leading
integrations with
ConnectWise & tax
automation software.***



Success Starts Here