



OVERVIEW

CONNECTYOU

May 2018



OVERVIEW

Today's integrated phone systems are all about leveraging cutting-edge technology to deliver a state-of-the-art service. BlueReef Connects ConnectYou product is a next-level system that's changing the way businesses run their essential phone networks.

As our premier product, ConnectYou is underpinned by Voice over Internet Protocol (VoIP) technology – a must-have platform that delivers tier-one telephone service, and conferencing tools, packaged in affordable solutions.

Using a web-based portal, ConnectYou offers the flexibility needed to scale and manage your system, minus the hassle. Through the user-friendly portal, you can make real-time changes to the number of users, call routing, customise essential features and even modify the layout of your phone.

ConnectYou offers a more collaborative, efficient, and secure way to communicate anytime, anywhere. From a user perspective, we offer click to dial integration with Outlook and supported browsers that allow for calls to be made through a simple click. Voicemail messages can also be received via email, creating instantaneous business communication which is needed in today's workplace.

Lightning fast and ultra-reliable, ConnectYou frees you from the need of an on-premise phone system, replacing it with a premium on-boarding platform that's brilliantly backed by local 24/7 support.

How ConnectYou works

By now you may have heard of VoIP technology – a system that utilises the internet to route phone calls between two endpoints. Essentially your internet router streamlines voice traffic through it, then the ConnectYou steps in and directs it to-and-from any landline or mobile phone number on the Public Switched Telephone network (PSTN).

Reliability underlines the ConnectYou offering, so BlueReef Connect uses industry Standard Session Initiation Protocol (SIP) to set up calls between phones. It supports the G.729 and G.711 codecs to deliver high-quality voice calls.

Furthermore, our services are provided through redundant, high availability infrastructure (e.g. No single point of failure) and are hosted in top-tier, with a minimum N + 1 redundancy datacentres. All the datacentres are made up of redundant cooling and electrical infrastructure that are used for backup power. So you're in good hands.

For further assurance, our primary and redundant solution is connected to the internet by leveraging carrier grade dedicated pipes. This redundancy guarantees service consistency and availability to the customer in the event of an unexpected backbone issue.

ConnectYou Services

ConnectYou offers enterprise-level calling features and customer-specific call routing. One of the key benefits is that various components run on redundant Linux servers using a VMware hardware platform that ensures high scalability and availability of the platform.

You can finally say goodbye to outage dramas too, as ConnectYou can restore PBX services from our redundant infrastructure after an unexpected storage network or hardware failure thanks to high-availability hardware.

ConnectYou connects to the PSTN (Public Switched Telephone Network) through our upstream providers, enabling it to deliver voice traffic uninterrupted if the connectivity to the telephone network is lost.

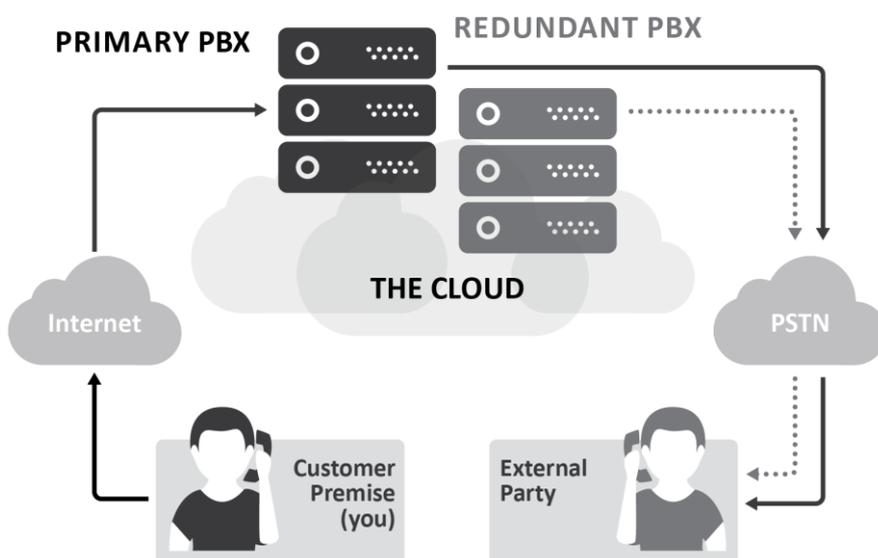
Services also use high-availability hardware and network components for interconnectivity, with automatic failover to secondary network connections in the case of an outage. This highly-redundant, geographically diverse architecture enables ConnectYou to deliver voice traffic uninterrupted if the connectivity to the telephone network is lost.

Call quality

When quality is everything, our ConnectYou delivers a service that ensures high quality.

This is ensured by:

- ConnectYou's main components being positioned in the most efficient/effective locations on the network. (reducing latency on calls as the VoIP packets have to travel through fewer steps.)
- A large-pipe network that results in greater capacity for your VoIP calls.
- ConnectYou utilises an over-provisioned network with sufficient bandwidth for rapid changes in demand



When quality is everything, our ConnectYou delivers a service that ensures high

BlueReef Connects Network Readiness Guide

We're ready to wow you with BlueReef Connects ConnectYou Solution. However, to ensure your current infrastructure is ready for this ground-breaking service, BlueReef Connect recommends adopting one of the following steps:

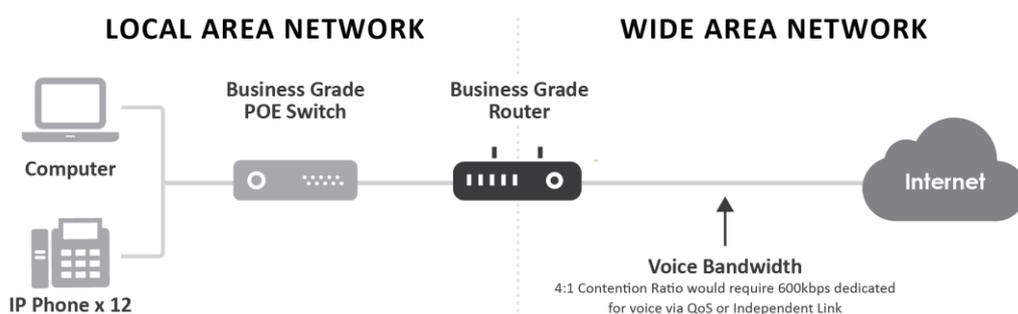
1. Implement a separate connection for both data traffic & VoIP, as this will reduce conflict of resources and at the same time ensure the highest level of bandwidth for your voice traffic. This will provide users with consistent call quality.
2. If the previous step is not an option, your business should install a router that supports voice Quality of Service (QoS) options. The QoS enabled router will provide a higher priority to voice packets, which provides the best level of call quality available.
 - a. For both previous options stated above, please ensure that upstream and downstream bandwidth are sufficient for the maximum number of simultaneous voice calls. Ensure that your bandwidth is sufficient to handle your maximum practical demand.
 - b. To estimate the required bandwidth needed for your site, simply multiply the maximum number of phones in your office that would be on a call simultaneously. Then allow 200Kbps for per handset.
 - c. For example, 12 users equate to 2400Kbps that would be required to handle voice in both the upstream as well as the downstream direction.

It's a good idea to review your current Internet service plan's bandwidth to ensure it can handle the data traffic on your shared voice and data connections. Keep in mind that BlueReef Connect offers competitive business-grade connectivity services, so if you need to upgrade we can assist!

If your VoIP traffic cannot be prioritised via your router, it will offer bandwidth to any application that requests it. If there is more demand for bandwidth from the LAN than is available on the WAN, the router will randomly discard or buffer packets it is receiving. Keep in mind that packet loss or delay can degrade voice call quality.

The diagram below demonstrates a standard 12 user customer environment, each phone in the below example would require 200kbps to hold an HD voice call simultaneously, but in most cases dedicating bandwidth for every user may not be required. Typically, a small to medium business should allow for 200kbps for every four phones in their network. While this isn't an exact science, but it is an industry standard that should ensure available bandwidth on the Wide Area Network side of the network for your HD voice calls. The best way forward is to discuss your internet options with your Service provider or ask us about our cost-effective business-grade network solutions.

Typical Customer Network (12 users)



Speak to us
about business
grade data



Feature Summary

Our ConnectYou Portal (access levels vary)

- Simplified PBX creation
- User-friendly portal for change, adds and moves.
- Real-time, visualised call flow.

Provisioning

- Auto-provisioning of Yealink Phones via Zero Touch Provisioning Process
- No technical knowledge required to register any of the phones
- Registration Guides to assist users with the auto-provisioning of phones
- Phone features can be controlled remotely via the PBX
- Updating settings on the PBX will update ALL phones that are auto-provisioned

ConnectYou

- Softphone Client for Available on Windows, Mac, IOS and Android
- Hardware Agnostic, leverage your smartphone, tablet or desktop
- Calls can be made using 3G and 4G connections.

Multi registration

- More than one phone can be registered to a single account on the PBX
- This allows users to have more than one phone at various places that will ring at the same time when they are called. Eg; Office, home, another country etc.

Click to dial features

- Using our client click on a number from a website and the system will dial that number.
- No need to manually punch in the number on your phone, improving efficiency.

High Definition Voice

- Tier 1 Carrier grade codec's leveraged.
- Quality Assured Hardware (QA)
- Large range of QA hardware list, ranging from low-cost simple setup to more feature rich hardware to complement any company's criteria.
- In-house development Cycle, we closely work with partners to QA as many popular products as possible

3-tiered access controls to the PBX

- System Administrator
- Domain Administrator
- User

PBX Call Routing

- Extensions
- Auto Attendants
- Agent Groups
- Hunt Groups
- Paging Groups
- IVR Nodes
- Park Orbits
- Conference Rooms
- Service Flags

PBX Voice features

- Add Black List Address book
- Add White List Address Book
- Attended Call Transfer

- Agent Groups / Call Queuing
- Barge in / listen in/ teach mode
- BLF / Presence
- Block Anonymous Calls
- Block Caller ID
- Call back
- Call mobile phone of an extension
- Call Twinning
- Call Forward always
- Call Forward Not Reachable
- Call Forward on Busy
- Call Forward on No Answer
- Call Forward remotely via web portal
- Call ID Blocking on a per call basis
- Call Group Pickup
- Call Park/Pickup
- Call Redial
- Call Return
- Call transfer recall
- Call Transfer with Third Party consultation
- Call waiting Activate / Deactivate
- Caller ID
- Simple Conference Rooms - Adhoc
- Configurable calling line ID
- Configurable Time Format
- Configurable User ID
- Music on Hold
- Custom Buttons creations for auto-provisioned phones
- Direct Inward/outward Dialling
- Directed call park
- Directed call pick-up
- Directed call pickup with barge in

CONNECTYOU: Overview



- Distinct Alert / Ringing
- Distinct call waiting ring back
- Do Not Disturb (DND)
- Email on Missed Call
- Enterprise-wide directory
- Extension Dialling
- Simple Call Recording
- G.711 Support
- Go To Voice Mail
- Immediate Voice Mail
- IVR Nodes - Customize Call Flows
- Last number redial
- Listen to automatic recordings
- Loudspeaker paging
- Move current call to user mobile phone
- Paging Groups
- Personalized Name recording
- Phone List – Personal

- Phone List – Group
- Priority Alert/ ringing
- Push to talk
- Record Off
- Record On
- Remote Office
- Residential call restrictions
- Ring Period
- Ring Timer
- Sequential Ring
- Shared call appearance
- Simultaneous ring
- Send Voicemails as Emails
- Service Flags - Time of Day Routing
- User (Adhoc) Recording
- Voicemail (Mailbox)
- Voicemail to Email

Road Map Features

- Plug & Play (PNP)- Polycom,

- Snom and Grandstream
- Load address book in bulk using CSV file
- LDAP Directory Integration - Roadmap
- ACD Agent Call Connect
- ACD Agent Manager
- ACD Live Status Reporting
- ACD Music on Hold (MOH)
- ACD SOAP Agent Available - use with Predictive dialer
- ACD SOAP Status Mechanism
- ACD Status Reporting
- ACD Supervisor Monitoring
- Agent Console (Wallboard)
- Agent Groups (ACD)
- Agent Login to Agent groups
- Call centre enhancement – append caller ID prefix for call identification

We're easy to deal with, and we're here to help you implement and manage an effective ConnectYou solution