

Fidelity SkyTalk Features

Interested in learning how our proven software platform can revitalize your business communications?

With Fidelity SkyTalk, we give you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.

Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help dramatically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services, including:



Hosted PBX & VoIP



Customer Portal



SIP Trunking



Mobile VoIP



Integrated Solutions

Hosted PBX & VoIP

Call Center (Automatic Call Distribution)

Agents

Agents receive incoming calls from a queue. To receive queued calls, they must first be set up as an agent, then assigned to one or more queues.

Pause and Unpause

Ability for a call center agent to pause calls from ringing their phone while they complete a task or take a break.

Queues

If available agents are busy or unavailable, calls can be routed to an intelligent call queue. You can prioritize calls by value, request urgency or customizable rules.

Reason Codes

If an Agent needs to stop receiving calls temporarily, but does not want to log out of the queue, the agent can pause their incoming queue calls and provide a Reason Code to indicate why.

Tally Codes

When an agent receives a queued call and needs to assign it to a specific category for billing or other purposes, he/she can provide a Tally Code to indicate the nature of the call.

Zero Out

Allows a caller to leave the queue by pressing "0" to choose other call routing options, such as voicemail.

Hosted PBX & VoIP (continued)

Call Conferencing

Conference Bridges

Multiple on-site and outside callers can simultaneously participate in password-protected conference calls. Callers can be assigned “talk/listen” or “listen only” status.

3-Way Conference Call

After making or receiving a call, a user may “conference in” any third party for a 3-way call.

Call Management

Attended Transfer

Transfer a call to an extension, group, or phone number after announcing the party to be transferred.

Auto Attendant Answering

Setup a telephone number that dials directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant feature.

Automatic Call Distribution (ACD)

Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.

Barge

Allows you to listen in on a selected extension and speak to the internal caller, but not be heard by the external caller.

Burstable Virtual Call Paths

Call Paths are “burstable”, meaning you can configure your Hosted PBX to give extra call paths “on-demand” to deliver additional calls beyond the number of paths purchased—up to 10 additional paths. The system will automatically track and bill the customers for the extra call paths and they will have use of the additional call paths for the remainder of the billing period.

Busy Call Forwarding

Automatically forwards your calls to an extension, group, or phone number when your phone is busy.

Call Forwarding

Forwards calls via the portal, or via your device or softphone. Calls may be forwarded to any extension or phone number. Note: device or softphone forwarding functionality may vary by manufacturer.

Call Hold

Place calls on hold and play music or a commercial while a caller is on hold.

Call Park

Unlike a call placed on hold, a parked call may be picked up at another extension.

Call Queue

Call Queues are used to route calls on a first-in first-out basis to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where callers hear an announcement such as “Thank you for calling, all available agents are busy, please hold for the next available agent, or press ‘1’ to leave a message”. When the call is ready to be routed, the ACD handles the routing rules.

Call Recording

Selectively record calls for training or documentation purposes. Note: requires a dedicated server in the cloud.

Call Routing Time Frames

Allows routing decisions based on time and date. Multiple schedules can be configured from departments with different hours of operation (e.g. business hours, after hours and holiday hours).

Call Waiting Indicator

Indicates incoming call (and Caller ID if available) while another call is in process.

Caller ID

Customize the appearance of your outgoing Caller ID by outgoing number or extension.

Hosted PBX & VoIP (continued)

Call Management (continued)

Caller ID Blocking

Disable Caller ID for all outbound calls made from your Hosted PBX.

Caller ID Routing

Enables the creation of one or more inbound Call Route tables that route to a particular destination, based on Caller ID. A Caller ID Route matches either a call's Caller ID name or number, and then uses a predetermined Call Route to deliver the call to its destination.

Direct Inward Dialing (DID)

Set up a telephone number to dial directly to a device or extension.

Direct Inward System Access (DISA)

Allows remote users to dial into their hosted PBX from an outside line and make outbound calls that will display Caller ID information from a DID within their office.

Directed Call Pickup

Allows users to dial *8 plus an extension number to answer a call ringing at that extension. Note: this feature does not work with a Group or Queue call.

Disable Outbound Dialing

Disable Outbound Dialing for specific extensions.

Do Not Disturb

A device or softphone feature that simulates a phone being off-the-hook and sends incoming calls directly into voicemail. Other routing options are also available.

Find Me (Digital Assistant)

Set up a personal assistant to find you at up to five locations. This feature is configured per extension and offers multiple options to route calls once they have reached the given extension. Callers are prompted to announce themselves and are given the option to try the next location or to leave a message.

Forward Calls Locally or Remotely via Phone or Web

Call Forwarding is easy to set up and manage from your desktop or on-the-go.

Incoming Call Blocking

"Black list" phone numbers to block them from calling your Hosted PBX.

Incoming Call Identification

Identify incoming calls by modifying the Caller ID to display Call Routing information.

Incoming Caller ID Routing

Route calls based on incoming Caller ID to any Auto Attendant, extension, Ring Group, phone number, ACD, or Call Queue.

Incoming Privacy Screening

Force callers with "No Caller ID" or "Blocked Caller ID" to enter a number that will be presented as their Caller ID.

Listen Live

Allows you to listen in on a selected extension, but not speak.

Live Person Answering

Set up a telephone number to ring a specific extension or a Ring Group - sequentially or simultaneously. This option enables your company to use a live person to answer the caller instead of an Auto Attendant.

Multicast Paging

Dial a Ring Group and make an announcement through the loudspeaker of each phone in the group. Note: phone specific; check per brand or model.

No Answer Call Forwarding

Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.

Office Intercom

Dial another user's extension and activate their phone speaker to make an announcement. Note: phone specific; check per brand or model.

One Button Redial

A device or softphone feature that redials the last number dialed by the extension user. Note: not all phones support this feature.

1-6 Digit Extension Dialing

Hosted PBX extensions can consist of 1-6 digits.

Outbound Dialing Rules

Configure which types of outbound calls users can make.