

## Hybrid Cloud Communications for the Way You Work



Ooma Enterprise helps organizations communicate and collaborate using a cloud solution designed around the way you do business. Our experts customize solutions to suit your unique business needs instead of force-fitting an off-the-shelf package.

### Holistic process, best outcomes.

Ooma evaluates each customer's technology and infrastructure to provide solutions that meet specific business models and communications objectives.

Our proven 8-step discovery, planning and project management process enables us to implement solutions that others can't; we go well beyond standard UCaaS.

### Flexible deployment with better value.

Ooma Enterprise offers flexible deployment with customized support models and pricing so we can:

- Transition companies to 100% cloud or mixed environments
- Reuse existing equipment and infrastructure
- Drive greater efficiencies, cost control, and business value
- Deploy Direct Routing for MS Teams with the clearest calls and lowest rates

### All-inclusive, flexible, predictable pricing.

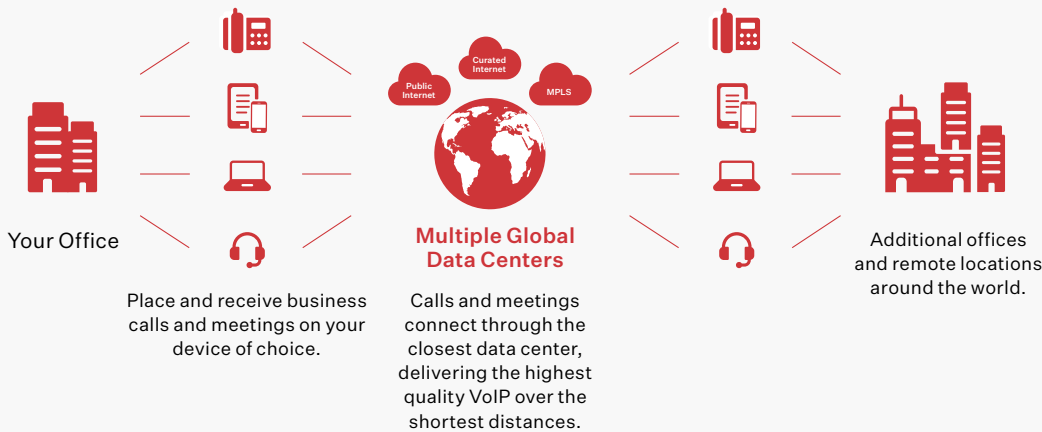
Eliminate the worry about paying extra for the things you really need. Our flexible, all-inclusive pricing packages provide excellent value and predictability for your budget. You can mix and match packages to get the specific seats and capabilities that meet business needs. All service, support, and capability enhancements are included in the monthly subscription.

### Best customer success team in the business.

Ooma provides all customers access to a North America-based Customer Success Team that adapts and tailors communications systems to meet specific business needs. It's like having your own 24x7 UCaaS concierge included in the affordable monthly rate.

# Ooma Enterprise Network Difference

With most vendors, organizations are limited to connecting via the public internet or Multiprotocol Label Switching (MPLS). Ooma Enterprise supports both connection methods at a lower cost Internet connection that provides enhanced connectivity and superior voice quality.



## Platform/Datacenter Architecture

- Our architecture is fully redundant, with data centers all over the world.
- Our infrastructure provides real time synchronized failover to points of presence around the globe.
- Your Ooma Enterprise service is always available, no matter where you or your employees are located.
- PCI compliant deployment environments available
- Industry-leading 99.999% system availability

# Ooma Enterprise Capability Overview



## Basic Telephony Features

- 3-way calling
- Advanced call logs
- Blind transfer
- Call forwarding
- Call forward on device offline
- Call forward on no answer
- Call hold
- Call recording
- Call waiting
- Emergency calling
- Extension dialing
- Follow me find me
- One DID per user
- Supervised transfer
- Virtual fax
- Voicemail to email
- Voicemail transcription



## Call Management

- Advanced Call Reporting
- Hunt/Ring Groups
- Outbound caller ID flexibility
- Virtual Receptionist
- Multi-level menus
- Dial by name
- Company Directory
- Music on Hold
- Music on Transfer
- Text-to-speech prompts



## Advanced Call Management Features

- Advanced custom call flows
- Attended transfer
- Barge, whisper & eavesdrop / silent monitor
- Custom star codes
- Data/Analytics dashboards
- Full time / ad hoc call recording
- Hot desking
- Shared line appearances
- CRM integration
- Caller Info Match



## Inter-Office Communications

- Intercom
- Paging: overhead & multi-cast
- Visual Call park / retrieve



## Collaboration

- Audio conference bridge
- Internal messaging/chat
- Video meetings (chat, screenshare, ad hoc, flexible scheduling)



## Company Administration

- Admin portal
- Business name caller ID
- Call permissions
- Company number
- Extension monitoring
- Flexible numbering plan
- Multisite support
- Number porting
- Shared speed dial
- Toll-free number



## Mobility Features

- Desktop app
- Mobile app for iOS and Android



## Call Blocking Features

- Anonymous call rejection
- Automated robocall blocking
- Custom block lists



## Calling Features

- Free number transfer
- Low international rates
- Main line company number
- One direct dial number per user
- One free toll-free number
- Unlimited calling in U.S., Canada, Mexico and Puerto Rico



## Customer Service

- 24/7 North American customer support
- Dedicated Customer Success Managers
- SLAs
- White glove onboarding



## Enterprise Options

- Bandwidth/connectivity options
- Managed security options
- Pure cloud and Hybrid cloud solutions
- Open and documented APIs
- SD/WAN options
- SIP trunking



## Call Center Add-On

- Abandon call counter (admin portal & Qstats reporting)
- Estimated wait time (queue based)
- Graphical IVR & call flow builder
- Multiple call distributions (intelligent call routing)
- Position in queue (queue based)
- Time of day routing (via call flows)



## Communicate and collaborate on your device of choice.

Easily make and receive calls, send a fax, chat, pick up voicemails, and host / join a video meeting from your Android or iOS device or your Windows or Mac PC.

From the desktop app, you can make quick and easy updates to your outgoing voice message and virtual receptionist, access your company directory, and check call history for accurate client billing.

Call center agents and managers enjoy My Day real time reporting that helps them identify and track areas for improved call resolution and enhanced efficiencies.

## Always be in control of your phone system.

Our intuitive web-based interface makes configuration, ongoing management and reporting easier. Fast and simple drag-and-drop call flow design enables anyone to custom-fit the system to support specific business needs.

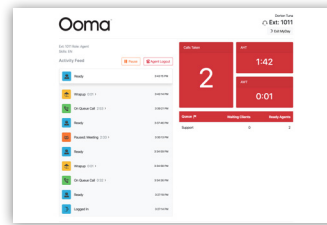
Fully API integrated, our IP phones provide hot-desking functionality, simplified provisioning and on-phone applications that control conferencing, park, intercom, follow-me, directory, speed dial and call center agent management.



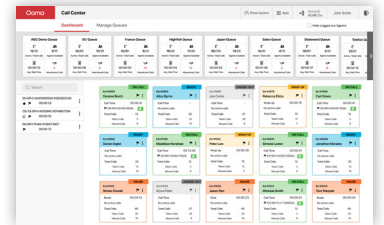
Desktop Client



My Day Agent and Manager Dashboards



Call Center Dashboard

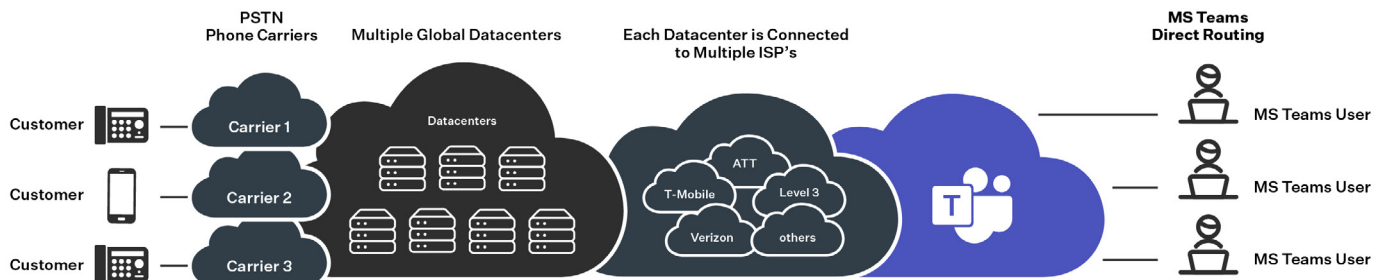


## Direct Routing for Microsoft Teams



Over 270 million workers use Microsoft Teams. And with Ooma they can enhance their experience by connecting it to a business-class voice solution.

- Top voice quality at low rates
- Place/receive calls from any device
- Unlimited domestic calling
- Calling to nearly 30 countries for as low as a penny/minute
- Tier 1 global carrier services
- All Teams business features available including chat, video calls, screen sharing and more
- Dedicated North American Customer Success Team provides 24x7x365 support
- Consolidate apps and place crystal clear calls right from Teams over Ooma's redundant voice network



## Call Center

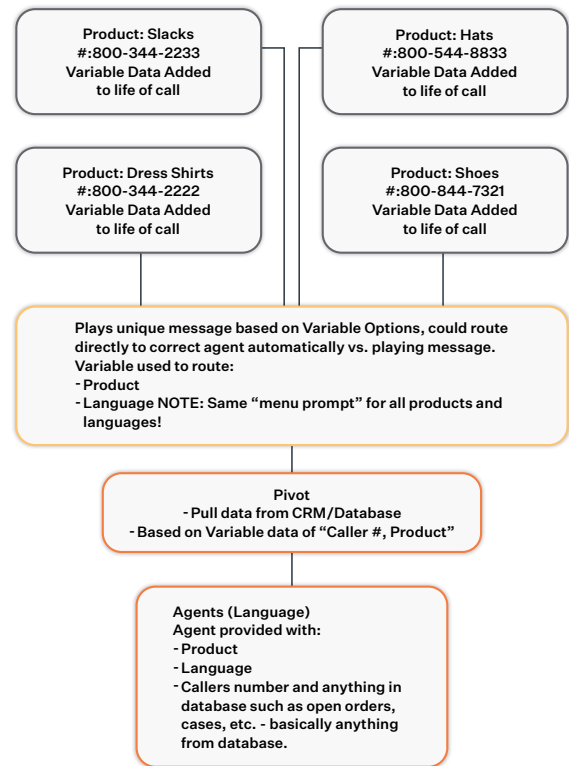
Ooma's Call Center capabilities enable organizations to deliver the experience customers deserve. Speed resolution times and boost satisfaction with intelligent call routing that is quick and easy to customize.

### Features

- Dynamic Call Flows (based on webhooks and API pivots)
- Multiple Ringing Strategies
  - Skills Based
  - Round Robin
  - Longest Idle
- Unlimited Number Of Queues
- Advanced Time Of Day Routing
- On Phone Agent Applications
  - Managed Queue Memberships
  - Queue Favorites
- Multiple Agent States
- Reporting
- Callbacks
  - Standard Callbacks
  - Forced Queue Entry Callbacks
  - Forced Callbacks Based On Wait Time
- Skills Based Routing With Priority
- Support For Multiple Languages
- Support For Multiple Datacenter Locations
- Unlimited DIDs
- Graphical IVR And Call Flow Builder

## Sophisticated Custom Call Flows

A financial technology company needed call center capabilities that support remote agents so they know which of 400+ brands to represent when answering each call. Ooma delivered a tailored call flow system with a sophisticated structure that meets multilayer needs with ultimate continuity and customer satisfaction.



These menus are entirely customizable for each of the 400+ customer brands.

## SIP Trunking

Companies are migrating in droves from old on-premises PBX systems and expensive local phone carriers to more flexible, economical UCaaS solutions. SIP trunking enables these companies to support agile, mobile cloud communications without ripping and replacing existing, older phones in multiple locations.

### Benefits:

**Low maintenance:** SIP trunking replaces hardware communication servers or facilitators with flexible, agile software solutions that are updated automatically.

**Better scaling while saving time and money:** You can add or delete lines without spending extra time or money on installing new hardware, so your system can easily scale and evolve as your business grows.

Ooma provides much more than basic SIP trunking. Ooma Customer Success experts evaluate, consult, and implement core routing that enables IT managers to move key functions to the cloud such as customized time of day routing, ring groups, chat, video conferencing, and other communications features without replacing the legacy IPBX. This moves the key functions and management of the system to the cloud while still using the old PBX. Companies receive enhanced flexibility, mobility, and efficiencies that IT and employees want, plus enhanced features like virtual receptionists that route calls quickly to the right department or person – or to an in-house or 3rd party call center / contact center.