



# Simplicity

*Remote Working & Business Continuity*  
*March 26, 2020*

# Agenda

- ▶ Welcome
- ▶ Benefits of a cloud based PBX platform
- ▶ Essentials to work from home
- ▶ *SimplicityWeb* - soft phone application
- ▶ *SimplicityGo* - mobile phone app
- ▶ Other tools for Collaboration
- ▶ Other tools for Business Continuity
- ▶ Q&A

# Presenters



Ben Humphreys  
CEO & Founder of Simplicity VoIP



Mike Martin  
Sales Engineer

# A Simplicity “Snow Day” - BAU



# Benefits of Cloud Based PBX Platform

- ▶ Stable
- ▶ Flexible
- ▶ Changes can be made in minutes - not days - by you if desired
- ▶ Scalable
- ▶ Feature rich
- ▶ Supports remote work environments
- ▶ Integrations are available
- ▶ Supports business continuity planning - anytime/anywhere work

# Essentials to work from home

- ▶ Connectivity
- ▶ Equipment & E911
- ▶ Support

# Connectivity

- ▶ Most environments run on a public connection - office and home
- ▶ VoIP calls require 100kb of bandwidth
- ▶ Quality is dependent on Internet Service Provider's prioritization of VoIP
- ▶ WIFI signal is impacted by connection strength and distance from device
- ▶ Common call quality issues - jitter, packet loss and latency - we can help document MOS scores so you can contact ISP
- ▶ "Best effort" service for remote users because of diverse network environments - better control in an office situation with QoS prioritization (switches, routers, etc.)

# Equipment & E911

- ▶ Options:
  - ▶ Take your desk phone from office
    - ▶ Power source (at office POE switch)
    - ▶ Ethernet - can you plug into modem/router or into wired ethernet - cable available upon request
    - ▶ VLAN ID configuration - need to remove for home deployment
  - ▶ Use computer (SimplicityWeb)
    - ▶ Wired or wireless
    - ▶ Ethernet - cable available upon request
    - ▶ WIFI - 2.4 GHz versus 5.0 GHz
    - ▶ Microphone/speakers - *won't work without this*
    - ▶ Browsers - Use Google Chrome and allow access to microphone/speakers



# Equipment & E911

- ▶ Options (cont.):
  - ▶ Use cellular device - phone or iPad - (SimplicityGO)
    - ▶ Download App
    - ▶ Allow permissions to access phone
    - ▶ WIFI
    - ▶ Cellular signal - app will ask for permission to access data when connected to cellular - minimal (remote policy consideration for reimbursement)
  - ▶ E911

# Support & Simplicity VoIP

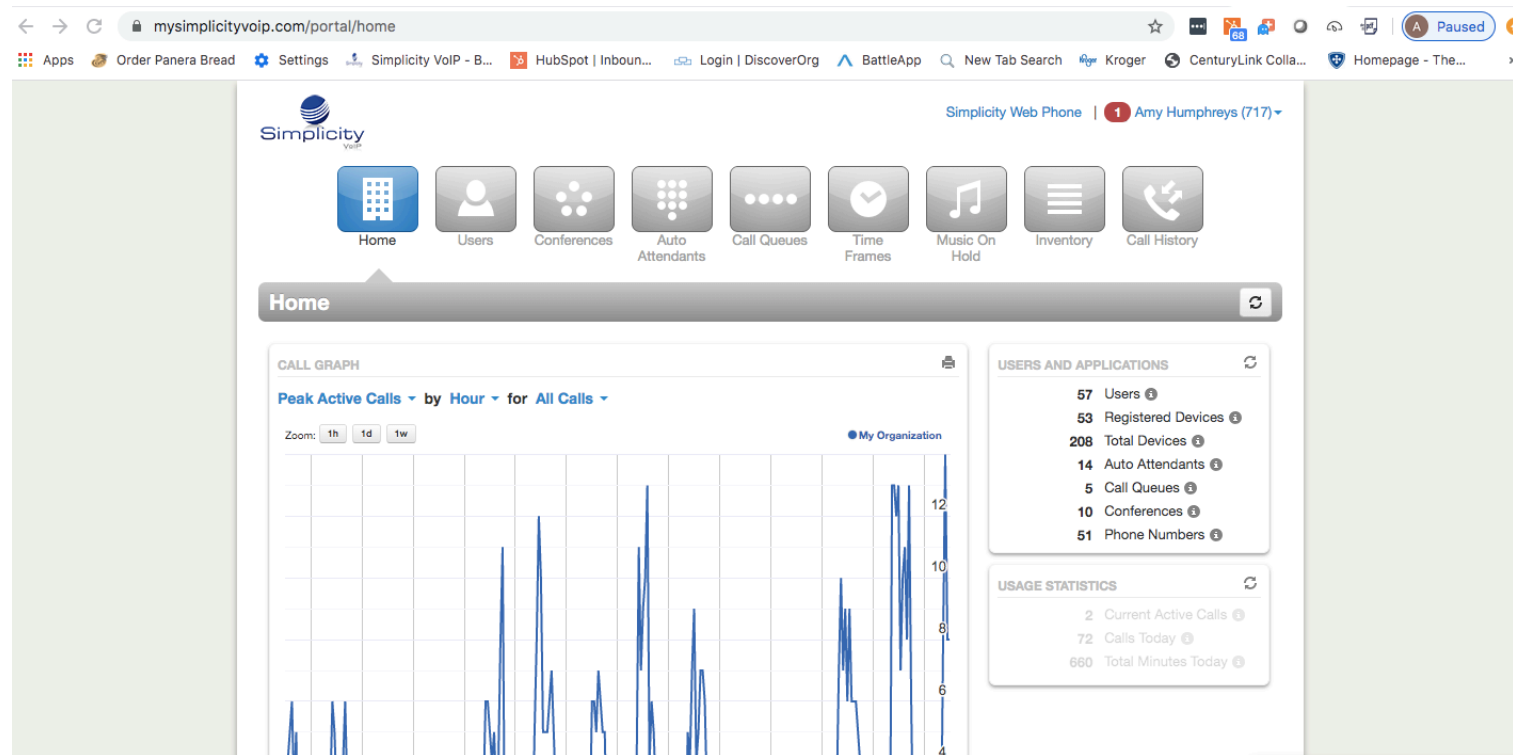
- ▶ Simplicity VoIP - a provider you can count on
- ▶ Network reliability - georedundant and running a capacity of 38% (not oversubscribed)
- ▶ Client Services team - experienced, US based, have been working remotely using a 100% streamlined business process, familiar with your account and staff
- ▶ Sales Engineering support upon request for business continuity planning
- ▶ Developed tools - videos, Knowledgebase, user guides
- ▶ Flexible - customized responses to client requests

# SimplicityWeb

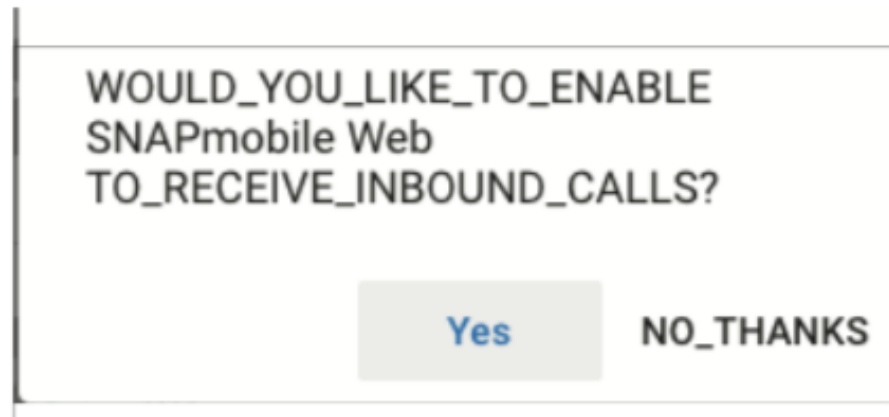
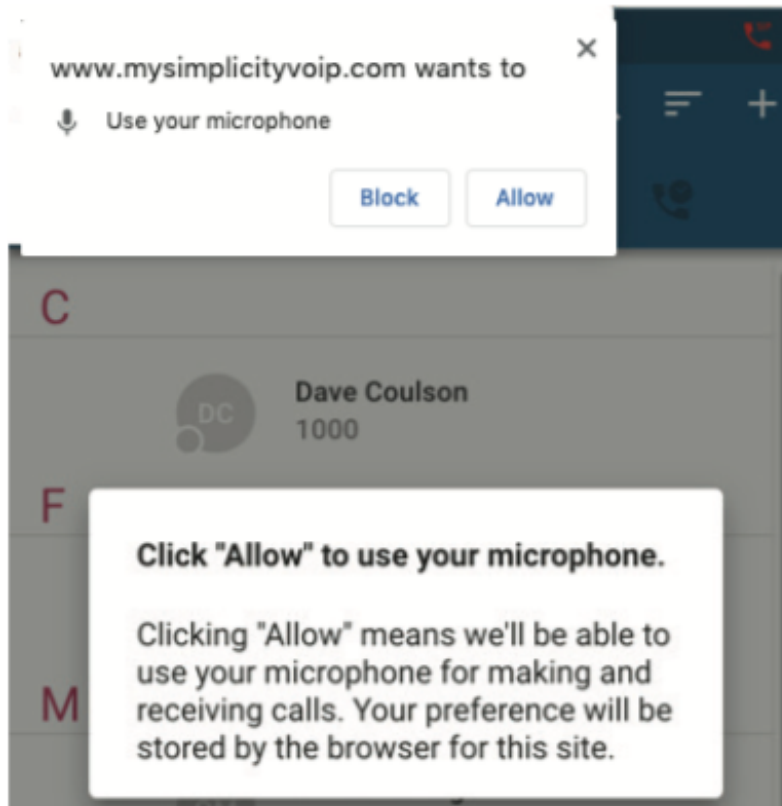
- ▶ Soft phone application that allows your computer to be used as a phone
- ▶ FREE
- ▶ Extends VoIP functionality and features of the Simplicity platform to your computer delivering a full Unified Communications solution
- ▶ Allows you to make and receive phone calls on your computer
- ▶ “Best effort” service and is dependent on the user’s connectivity (Wi-Fi, cellular, internet, etc.) and Internet Service Provider’s prioritization of VoIP traffic

# SimplicityWeb - Getting Started

[www.mysimplicityvoip.com](http://www.mysimplicityvoip.com) or [www.simplicityvoip.net](http://www.simplicityvoip.net), User Login, Client Portal



# SimplicityWeb - Granting Permissions

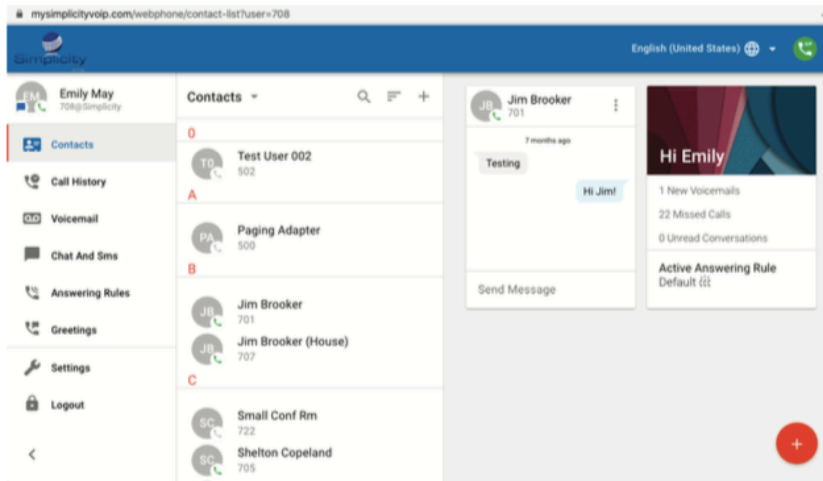


# SimplicityWeb - Views

## Expanded View

In the expanded view the navigation menu will show along left side of screen:

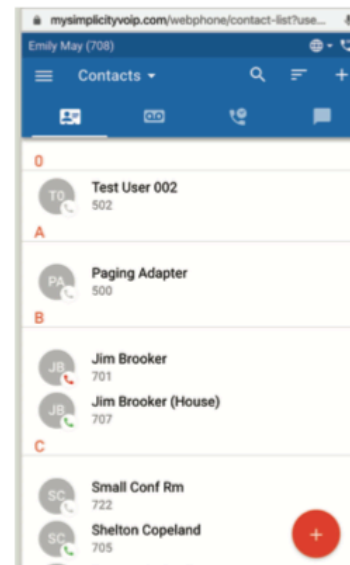
- Contacts
- Call History
- Voicemail
- Chat and SMS
- Answering Rules
- Greetings
- Settings
- Logout



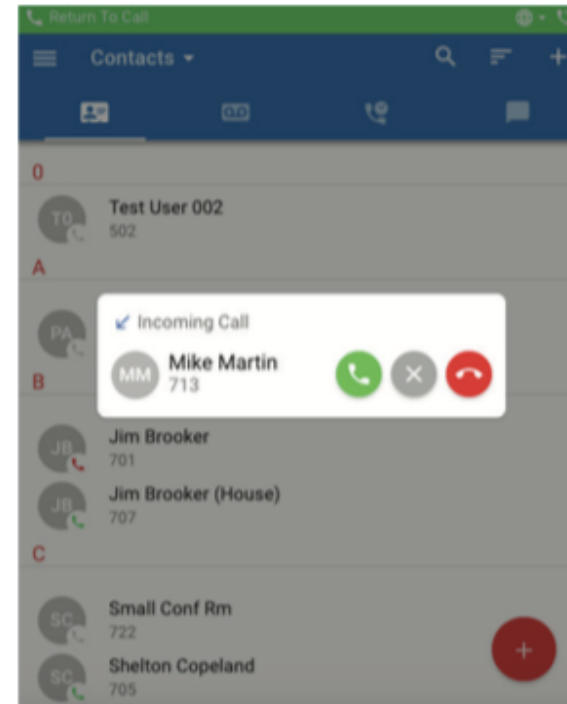
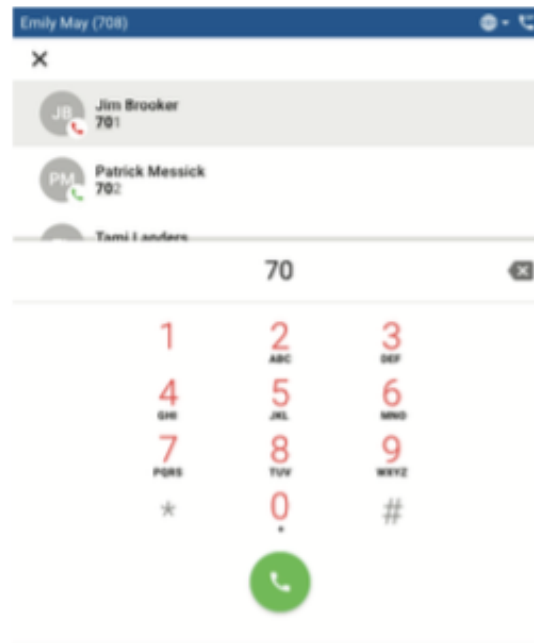
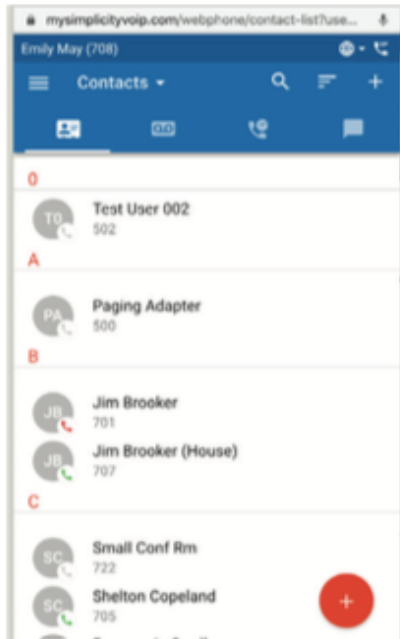
## Compact View

In the compact view the navigation menu will appear along the top blue bar  
From left to right

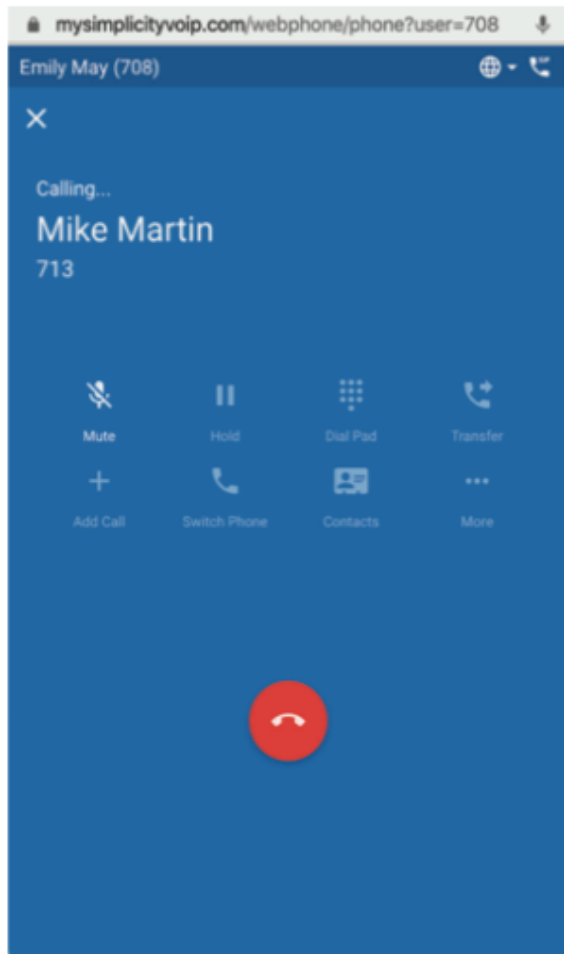
- Contacts
- Voice Mail
- Call History
- Chat and SMS



# SimplicityWeb - Making & Receiving Calls



# SimplicityWeb - Call Handling



- Mute** This will disable the microphone
- Hold** This will place the other party on hold
- Dialpad** This will show the dial pad. It can be used for entering numbers for auto attendants
- Transfer** A call can be transferred to a contact or a dialed number
- Add Call** This creates the second call and puts the first call on hold. Once the second call has been added this button will become a "Swap Call" button to allow for switching between calls when two are active
- Switch Call** This moves the call to another device associated with the same user
- Contacts** This displays the user's contacts. Additionally, while the user is on a call, by clicking on another contact, the user can create a second call
- More** Additional options are:
  - Record Call** This will record the call. (As long as on demand recording is configured.)
  - Hide Call** This hides the call view and returns to the main view while keeping the call active

*Note: When the call is hidden a "Return to Call" bar will appear at the top of the screen*



# SimplicityGo

- ▶ Mobile App for iOS and Android devices
- ▶ FREE
- ▶ Extends VoIP functionality and features of the Simplicity platform to your mobile device delivering a full Unified Communications solution
- ▶ Protects privacy, replicates your office phone identity when making or receiving calls from your mobile device
- ▶ “Best effort” service and is dependent on the user’s connectivity (Wi-Fi, cellular, internet, etc.) and Internet Service Provider’s prioritization of VoIP traffic

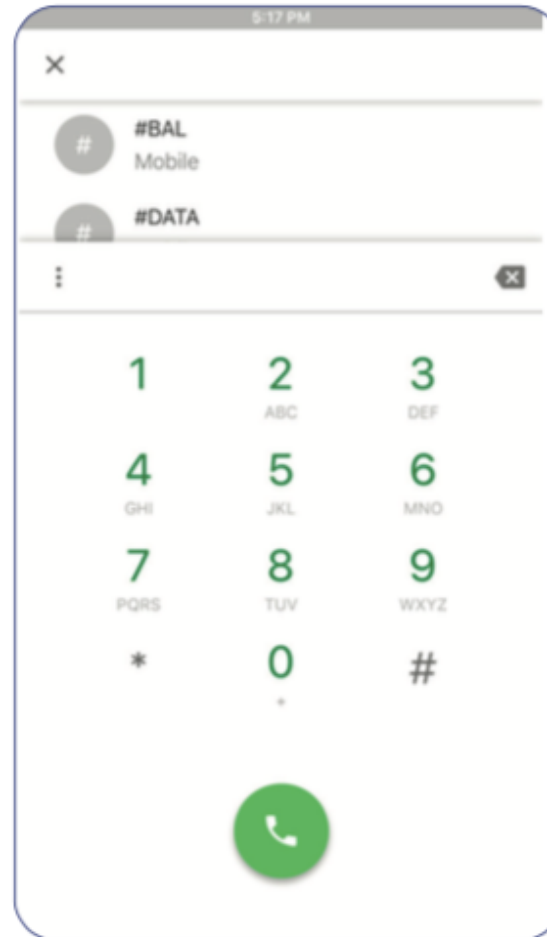
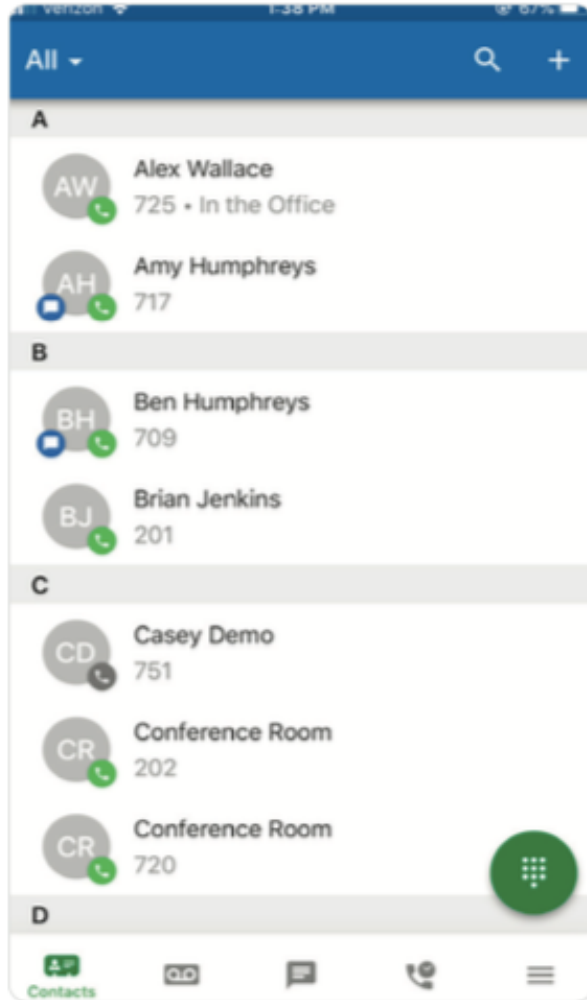
# SimplicityGo - Getting Started

Scan with your phone to download the SimplicityGo App from the iOS App Store or Android Google Play.

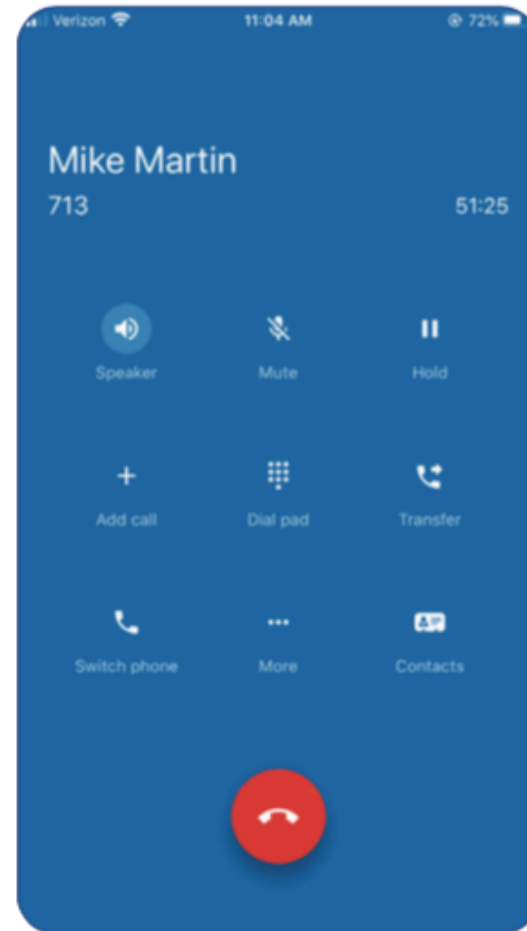
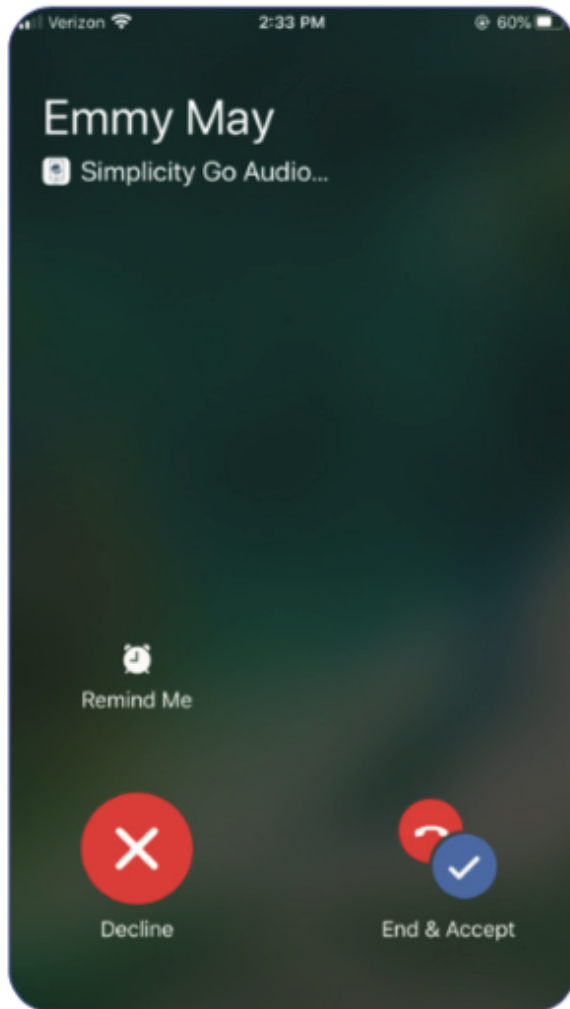


*Note: Once you have downloaded the app on your phone, the app will ask for your permission to access your phone's microphone, select "Yes." (Otherwise you will not be able to hear on your phone.)*

# SimplicityGo - Making Calls



# SimplicityGo - Receiving Calls



Speaker

Mute

Hold

Add Call

Dial Pad

Transfer

Switch Phone

More

Contacts

# Collaboration

- ▶ Audio & Video Conferencing
  - ▶ Built into Simplicity platform
  - ▶ Small add-on fee
  - ▶ Audio - Number of participants vary (2 - 99+)
  - ▶ Video - up to 16 participants with screen sharing and conference room chat capabilities
- ▶ Chat & SMS
  - ▶ Built into Simplicity platform
  - ▶ Small add-on fee
  - ▶ SimplicityWeb
  - ▶ SimplicityGO
  - ▶ Internal Chat; external SMS
- ▶ Running version 40, enhanced features *coming soon* with version 41

# Business Continuity

- ▶ Auto Attendants
  - ▶ Re-recording or changing greetings
- ▶ Time Frames
  - ▶ Changes to operation hours
- ▶ Call Queues
  - ▶ Add users - *SimplicityWeb/SimplicityGo*
  - ▶ Remove users - *SimplicityWeb/SimplicityGo*
- ▶ Answering Rules
  - ▶ Simultaneous rings
  - ▶ Staggered ring
  - ▶ Based on time frames

# Business Continuity - Auto Attendants

Simplicity Web Phone | 8 Mike Martin (713)

Home Users Conferences **Auto Attendants** Call Queues Time Frames Music On Hold Route Profiles Inventory Call History

### Auto Attendants

Auto Attendant Name:

Extension:

Intro Greetings:

Menu Prompt:

Dial Pad Menu

1 2 3 4 5 6 7 8 9 0 \*

ABC DEF GHI JKL MNO PQRS TUV WXYZ

Simplicity Web Phone | 8 Mike Martin (713)

### Manage Audio

Description:

Length:

Modify Greeting: ☐ Upload ☒ Record

Call me at:

Star Code to Record:

# Business Continuity - Time Frames

## Time Frames / Simplicity

Find a user's time frames



Add Time Frame

Name	Description	Owner
After Hours	Days and Times ⓘ	Simplicity
Business Hours	Days and Times ⓘ	Simplicity

### Edit After Hours



Name After Hours

Note: Name cannot be changed

When ☐ Always ☒ Days of the week and times ☐ Specific dates or ranges

☒ Sunday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

☒ Monday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

☒ Tuesday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

☒ Wednesday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

☒ Thursday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm


☒ Friday 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Cancel

Save



# Business Continuity - Call Queues



Simplicity Web Phone | 8 Mike Martin (713) ▾

Home

Users

Conferences

Auto Attendants

Call Queues

Time Frames

Music On Hold








Route Profiles

Inventory

















































Call History

Call Queues

Add Call Queue

Name ▴	Extension	Department	Site	Type	Callers in Queue	Agents (Available)	
call park	7002			Call Park	0	-	  
Client Services	400	All		Ring All	0	12 (7)	   

Edit Agents in Client Services

Agent	Phone	Auto Answer	Wrap-up Time	Max Calls	Max SMS	
 Patrick Messick	702	No	-	6	0	  
 Patrick Messick	702m	No	-	6	0	  
 Tami Landers	703	No	-	6	0	  
 Lenada Crabb	712	No	-	6	0	  
 Lenada Crabb	712m	No	-	1	0	  
 Lenada Crabb	712wp	No	-	6	0	  
 Darian Ricks	714	No	-	6	0	  
 Darian Ricks	714m	No	-	1	0	  
 Krissy Hopkins	718	No	-	6	0	  
 Krissy Hopkins	718m	No	-	6	0	  
 Krissy Hopkins	718wp	No	-	6	0	  
	User	No	-	1	0	  

Add AgentDone

Edit Agents in Client Services

Agent Phone

713

Status

713 (Mike Martin)

713m (Mike Martin)

713s (Mike Martin)

Wrap up time (sec)

0

300

600

Max Simultaneous Calls

1

6

























Max SMS Sessions

0

5

Cancel

Save Agent

Agent	Phone	Auto Answer	Wrap-up Time	Max Calls	Max SMS	
 Patrick Messick	702	No	-	6	0	  
 Patrick Messick	702m	No	-	6	0	  
 Tami Landers	703	No	-	6	0	  
 Lenada Crabb	712	No	-	6	0	  
 Lenada Crabb	712m	No	-	1	0	  
 Lenada Crabb	712wp	No	-	6	0	  

Add AgentDone

# Business Continuity - Answering Rules

Home

Users

Conferences

Auto Attendants

Call Queues

Time Frames

Music On Hold

Route Profiles

Inventory

Call History

Users / Mike Martin (713)

Profile

Answering Rules

Vicemail

Phones

Advanced

Call Center

Ring for 25 seconds

Allow / Block

Add Rule

Time Frame	Description
Default <b>Active</b>	Ring x713
After Hours	Forward always to 80440000674

Edit Answering Rule

Time Frame

Default

This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

Call Forwarding

☐ Always

Extension, number or phone

☐ On Active

Extension, number or phone

☐ When busy

Extension, number or phone

☐ When unanswered

Extension, number or phone

☐ When offline

Extension, number or phone

☐ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones☐ Answer confirmation for offnet numbers

Extension, number or phone 00 +

☒ Just ring user's extension

Cancel

Save



Simplicity

*Q & A*



Simplicity

*We are here to help!*

**804-412-7283 or 855-247-8686**

[clientservices@simplicityvoip.net](mailto:clientservices@simplicityvoip.net)