

HUD, Your New Operator

Heads Up! Chances are you've already heard about Fonality's market-leading presence and communication management application, HUD®. Like a Head's Up Display, HUD empowers its users with company-wide visibility and the "presence" of every colleague making it easy to interact with one another via a single, simple interface.

When PBXtra™ is coupled with HUD, businesses not only get the enterprise-class features and benefits of PBXtra, but one touch control over their phone system and real time visibility and access to the users using it. HUD and PBXtra together redefine what a company should expect from their business phone system.



"HUD Pro is an efficiency tool that fits well with our corporate mission, and helps us serve our customers better. The ability with HUD to just click and automatically call an employee's cell phone is a very popular feature with our employees."

- PREMGroup, Portland, OR



HUD Lets You:

Take Control of Your Communications

With HUD, no one needs an operator to screen calls. HUD matches inbound Caller-ID to Outlook contacts so everyone know exactly who's calling.

Find and Reach People – Anytime, Anywhere

HUD's user-friendly interface allows employees to find contacts quickly and effortlessly, view the status and availability of co-workers, and initiate communications with a single click from any desktop computer.

Save Time with Instant Voice, Chat, and E-mail Tools

Communication happens on many levels; from phone calls to chat sessions to e-mails, HUD reduces time spent in meetings and on conference calls and enables effective communication.

Easily Manage Call Center Queues and Agents

Create and manage sales and call centers easily. Supervisors act faster when they use HUD to log in-and-out of queues, keep an eye on agent availability, monitor or barge calls, and record calls on the fly.

Train and Coach Agents in Real-Time

Also useful for training employees or managing agents, HUD lets supervisors monitor, train, and barge calls with a single click and with private enterprise chat, they can easily guide agents in real-time.

CRM and Internet/Web Launcher

When calls are made or received, HUD uses call information to launch and search web pages in Google, Salesforce.com, Sugar CRM, or virtually any website. This allows every employee to have knowledgeable and professional conversations with contacts.

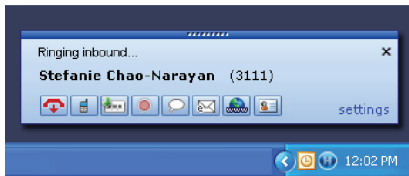
At a Glance :: HUD

HUD Features

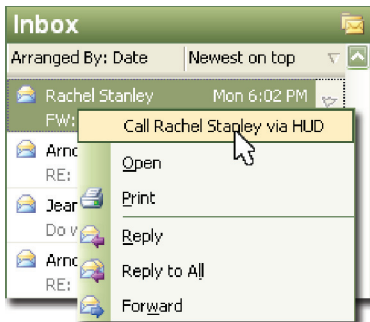
HUD Personal - Free w/PBXtra	HUD Team - \$995	HUD Agent - \$1,995
Desktop Alerts	All HUD Personal Features	All HUD Personal Features
Outlook Integration	Operator Panel	All HUD Team Features
Drag-and-Drop Calling	Private Enterprise Chat	Queue Status *
Easy Dialer	Click-to-Email	Agent Login/Logout *
Call Transfer to Voicemail (self)	Click-to-Call Mobile Phone	On-the-Fly Call Recording *
Call Transfer to Hold	Extension Sorting	Call Barge *
Color-Coded Call Status	Drag-and-Drop Call Transfer	Call Monitor *
	Call Parking	Web Launcher/CRM Integration
	Extension Groups	

* Requires PBXtra Call Center Edition

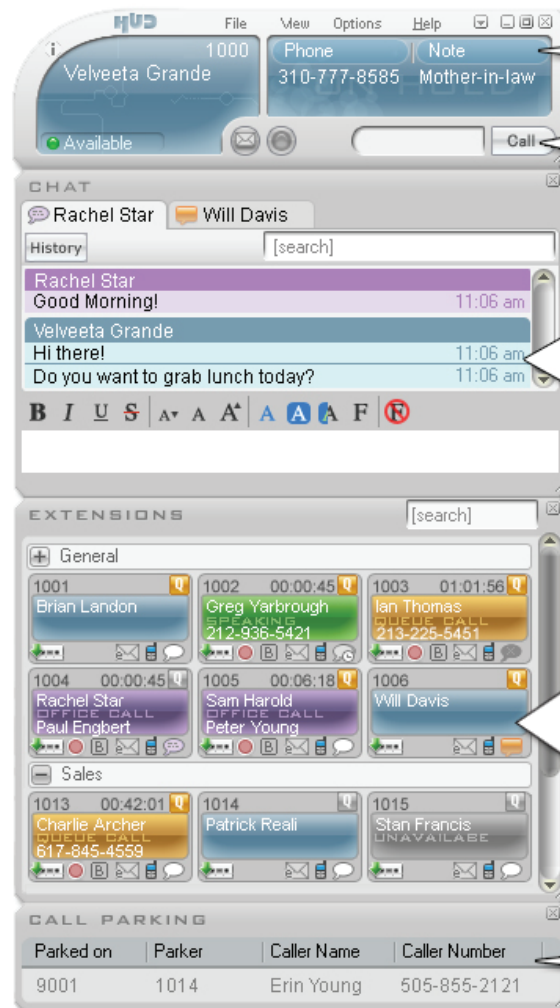
- Disconnect call
- Call mobile phones
- Send to voicemail
- Initiate call recording
- Launch web query
- Initiate chat
- Send e-mail
- Manage Outlook contact



Incoming Call



Call contact via HUD



Hold area with custom note field

Dial any number by typing it here
Outlook Integration

HUD Instant Messaging

- Tabbed chatting
- Live chat filter
- Chat history
- Presence management
- Chat status:
 - Available
 - Unavailable
 - Away
 - Active chat
 - Incoming chat

Live Extension View

- Extension Search
- Extension Grouping
- Green is inbound/outbound
- Orange is a queue call
- Purple is intraoffice
- Grey is unregistered
- Voicemail
- Click-to-email
- Record call
- Barge/monitor call
- Call mobile phone
- Agent Status

Company wide call parking

HUD User Interface