AXIATP ™
YOUR TECHNOLOGY SOLUTIONS PARTNER

⚡Kerauno.®

Unified Communications Software provides your company with tools to integrate discrete business activities into everyday workflows. Wouldn't it be great to pick up the phone and instantly see customer data on your computer screen during the call, or be able to review your sales team's call history for the week? If you're a consultant, wouldn't it save you time and money to directly log billable phone time? Well, now you can.

Kerauno is more than just a phone system — it's a way of doing business.

Whatever business you're in, Kerauno provides the features and functions to optimize your business workflows.

- **Anytime, Anywhere, Any Device** — Login to Kerauno 24x7x365 from any browser to retrieve voicemails, change settings, view call reports, and more.

- **User-driven interface** — Drag & drop functionality, easy-to-understand icons, and an intuitive interface design enable you to become productive from the moment you plug in your phone.

- **Call Management** — Kerauno Presence provides total control over your call environment with interactive dashboards, call routing, and drag & drop functionality.

- **Analytics & Call Reporting** — Get real-time reporting for all of the KPIs that affect your bottom line.

- **CRM Integration** — Quickly integrate any CRM software using the Kerauno API, or take advantage of Salesforce.com integration right out of the box.

- **Completely Scalable** — Kerauno software is extensible to meet the needs of your growing business.

- **Fully Featured for Both Hosted and On-Premise Solutions** — Kerauno's robust features are available for both hosted and on-premise installations, so don't worry about losing functionality just because you want a hosted solution.

Mobility Features

AD-HOC CONFERENCE CENTER
Create "always live" conference bridges that support up to 20 participants.

SOFTPHONE CLIENT SUPPORT
Make calls from desktop computers using a USB headset, or from a softphone app on an iOS or Android device.

REMOTE AGENT
Telecommuters can use all of Kerauno's features from their home using a browser and a compatible VoIP phone.

HOT DESKING
Enables multiple employees to utilize the same phone and share resources while still operating independently.

**VOICEMAIL IVR (INTERACTIVE VOICE RESPONSE) LOCATOR**
Provides multiple call routing options for callers reaching a voicemail box, including leaving a message, dialing an administrative assistant, or forwarding to another phone.

REMOTE OFFICE SUPPORT
Enables the configuring, monitoring, and troubleshooting of phones remotely for off-site support.

FAX TO EMAIL
Send and receive faxes directly from the Kerauno interface. No need for a separate phone number or fax machine.
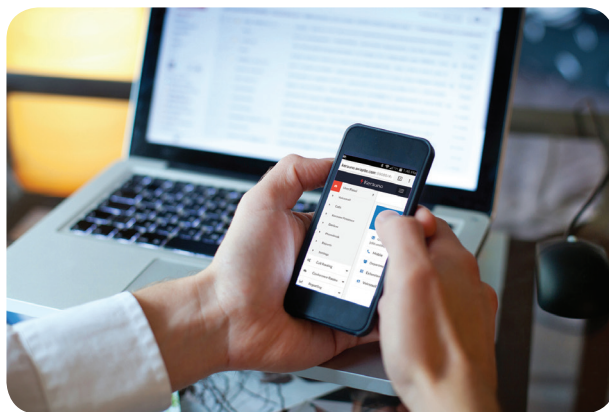
Personal Call Features

CLICK-TO-DIAL PHONEBOOK
Initiate phone calls with a just a click of the mouse via the online phonebook.

CALL SCREENING
Displays inbound Caller ID name and number to easily see who is calling.

DIAL BY NAME
Search the phonebook by first or last name using the directory and then simply clicking to call.

DO NOT DISTURB
Enables you to send callers directly to voicemail during those important calls and meetings.

FIND ME / FOLLOW ME
Enables you to automatically forward calls to an alternate phone after a set number of rings, and then back to your voicemail if there is no answer. Great for people who need to be in two places at one time.

SYSTEM SPEED DIAL
Customizable speed dials enable you to quickly dial your most frequently contacted extensions and telephone numbers.

VISUAL VOICEMAIL
Displays a list of voicemail messages so that you can easy manage your voicemail inbox.

VOICEMAIL TO EMAIL
Audio voicemails are delivered directly to your email inbox to review and listen.

Not all features are available on all versions of Kerauno.

Call Management

DRAG & DROP FUNCTIONALITY
View and manipulate calls within the phone system interface using a simple drag and & functionality.

REAL-TIME USER STATUS DISPLAY
Heads-up display enables you to see at the status of everyone on the system, including who's available to take calls, who's in a meeting, who can't be disturbed, and who's out to lunch.

UNIVERSAL CRM SUPPORT
Integrate any CRM software using the Kerauno API, or take advantage of Salesforce.com right out of the box.

CALL PARKING LOTS
Place a call on hold from one phone, and then pick up the call from any phone on the system.

CALL RECORDING & ARCHIVING
Allows you to record and archive calls for training or other purposes, and makes listening to, and downloading call recordings easy.

CUSTOMIZABLE OUTBOUND CALLER ID
Customize the information others see in their Caller ID when you call them.

CUSTOMIZABLE MUSIC ON HOLD
Create customizable Music on Hold that can include anything from classical music, to company announcements and sales commercials.

HOLIDAY SETTINGS
Set up to automatically change call routing when your office is closed for holidays.

PAGING
Enables a two-way intercom channel between phones.

UPLOAD PRE-RECORDED MESSAGES
Upload pre-recorded messages to use in caller announcements, IVRs, and company voicemail boxes.

Call Distribution

AUTOMATED IVR (INTERACTIVE VOICE RESPONSE)
Get customers to the right person quickly by using automated virtual receptionists (e.g. "Press 1 for Sales, 2 for Support").

CALL FLOW WIZARD
A simple drag & drop interface makes configuring call routing intuitive and easy.

CALL FORWARDING
Forward calls to mobile phones, other extensions within the system, or even external telephone numbers.

RING GROUPS
Set up the system so that multiple phones can be rung at the same time, enabling calls to be answered by whomever is available. Combine with call queuing for a robust customer service feature.

TIME-BASED CALL ROUTING
Enables you to inform customers of your business hours and leave voice messages when the office is closed.

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Call Center Support

CALL QUEUING
Enables you to organize groups of employees to systematically answer calls. Callers remain on hold until an agent is available.

CUSTOMER DETAIL POP-UP
Create tie-ins to your company's CRM system so that incoming calls automatically display details about the customer who is calling.

REAL-TIME USER STATUS DISPLAY
Presence management enables you to see at a glance who is available to take calls and who is not.

CALL BARGING
Enables managers to listen in on calls and bring themselves in as a third party if the caller has an escalating issue.

CALL WHISPERING
Enables managers to listen in on calls and speak directly to the employee handling the caller. Only the employee is able to hear the manager, and the caller is not aware that the manager is on the line.

RING BACK TIMERS
Any call placed on park will eventually dial back to the original extension if on park for an extended period of time.

CALL DETAIL RECORDS (CDR)
Provides comprehensive details for any call made on the system including duration, time of call, and all parties involved.

System & Security

LOCAL BACKUP
Call logs, voicemails, and configuration details are all part of a standard local backup.

BUILT-IN FIREWALL
A built-in firewall ensures the security of the phone system while still allowing administrators to easily make changes to it.

EMERGENCY CALL NOTIFICATIONS
An alert is automatically emailed to a designated contact such as a security company or property manager whenever an emergency call to 911 is made.

MULTI-LOCATION E911 SUPPORT
Cross-location Emergency 911 support ensures that the correct address information is sent to the 911 operator.

REMOTE ADMINISTRATION ACCESS
The web-based administration portal is accessible from anywhere, ensuring that administrators can make changes to the system and troubleshoot issues while out of the office.

REAL-TIME SYSTEM HEALTH DASHBOARD
Displays statistics about the current status of PBX hardware such as CPU utilization and data storage statistics.

SYSTEM THRESHOLD ALERTS
Enables administrators to send notifications when system health metrics reach a certain level. For example, administrators are instantly alerted via email if CPU utilization is too high or if the system is running out of disk space.

Get more information at *www.AxiaTP.com/Kerauno*