

# COMunIQ ONE

All-in-ONE telephone system from the cloud.



- Add new users at any time, freely scalable and can be cancelled monthly.
- Optimum routing of calls according to predefined enquiry criteria thanks to system extensions.
- AI-supported Smart IVR saves time and personnel costs.
- Autoprovisioning of our COMfortel D-Series and M-Series.

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## Your advantages in detail

COMunIQ ONE is an all-in-one telephone system based on a public cloud model. The number of users is freely scalable and can be canceled at the end of the month. Numerous functions and add-ons complete the future-oriented cloud platform and meet the demands of a modern and flexible communication system. Low investment costs with monthly billing make it easier to switch to the PBX cloud. The provi-

sioning of the Auerswald COMfortel D-series and M-series has already been implemented. Thanks to the clients for all common operating systems, users receive a consistent user experience. Whether in the office, home office or when traveling – you can connect to the telephone system with your mobile phone, notebook and PC.

# Features at a glance

## SYSTEM FUNCTIONS

- Best voice quality – thanks to high-end VoIP platform
- Platform supports SIP Secure and Secure RTP (SIPS/SRTP)
- Security by entering the IP address of the internet access used (white list)
- Different dial plans for different locations and departments can be activated manually or time-controlled
- Different system extensions for routing calls by area code, zip code, time or PIN entry
- Voicemail box including e-mail notification

## COMUNIQ ONE WHATSAPP CALL DEFLECTOR

- Transfer of a call from the SmartIVR to WhatsApp
- Relief at peak times through delayed replies
- Use of a mobile or landline number possible
- Access to chat via WEB portal
- Chat history is archived and can be viewed later
- Up to three agents monitor one WhatsApp channel

## COMUNIQ ONE SMART IVR<sup>1</sup>

- AI-supported IVR
- Freely configurable. Suitable for all sectors
- Several languages available: German, English, French, Spanish, Italian, Dutch, Danish, Swedish, Finnish
- Different voices (Google) are available to choose from
- Calls can be forwarded to extensions, sent as an e-mail message or transferred to a chat (WhatsApp).

## ACD FUNCTIONS

- Log in and log out via telephone or client
- Various distribution schemes available
- Announcement of the waiting position
- Own music on hold (wav and mp3)
- Live overview of up to 6 waiting areas

## E-FAX FUNCTIONS<sup>1</sup>

- Sending incoming faxes as a PDF to an e-mail address
- Upload documents via the WEB portal and send them by fax
- Send documents by e-mail to a server and send them automatically by fax<sup>2</sup>

## COMUNIQ ONE LIGHT USER

- One channel for external telephone or DECT handset included
- Blocking calls for various destinations (e.g. abroad, information, chargeable services)
- Forwarding to another phone number<sup>3</sup>
- Picking up calls for other extensions
- Transferring a call to another subscriber with or without prior query

## COMUNIQ ONE BUSINESS USER

- Supports the same functions as a COMuniq ONE Light User and additionally:
- Use of the landline number on the mobile device
- Flexible caller identification (CLIP no Screening)
- 5G SIM card or eSIM incl. mobile phone number included
- Various statuses can be selected and dependent actions can be programmed
- Meetings with up to 5, 15 or 25 participants<sup>4</sup>
- Chat function
- Log in and log out in ACD via desktop or mobile app<sup>5</sup>
- MS Teams integration of COMuniq ONE Desktop<sup>1</sup>
- MS Teams connection via direct routing<sup>6,1</sup>
- Make calls from customer applications with one click<sup>5</sup>
- Connection of ERP/CRM systems to identify callers and display additional information<sup>5</sup>

## COMUNIQ ONE PROFESSIONAL USER

- Supports the same functions as a COMuniq ONE Business User and additionally:
- AllnetFlat for calls from the PBX to the national and EU landline network and national mobile network included
- AllnetFlat with data volume (5, 10 or 25 Gbyte) and SMS flat rate can be booked for the SIM card<sup>1</sup>
- Live overview (QBoard) for up to 6 ACDs

## COMUNIQ ONE EXPERT USER

- Supports the same functions as a COMuniq ONE Professional User and additionally:
- Report for queues
- Switchboard/reception desk included in the monthly price

## COMUNIQ ONE DESKTOP

- Desktop App for Windows and macOS
- Change presence status and dial plans<sup>7</sup>
- Comfortably activate various settings using the slide switch or drop-down menu.
- Integration of external contacts (Google, Outlook, CRM) possible<sup>4</sup>

## COMUNIQ ONE MOBILE

- COMuniq ONE Mobile for Android and iOS<sup>8</sup>
- Change presence status
- Access to personal, local contacts

## MEETING FUNCTIONS

- Online video conference via browser
- Dial-in by telephone possible<sup>3</sup>
- Chat function
- Screen sharing and file transfer are supported

- Recording of the video conference available

## TELEPHONE INTEGRATION

- Auto-provisioning for Auerswald D-Series and M-Series telephones
- Manual configuration of SIP telephones from other manufacturers possible

## COMPATIBLE PRODUCTS

- 90277 / COMfortel® D-110
- 90278 / COMfortel® D-210
- 90262 / COMfortel® D-400
- 90263 / COMfortel® D-600
- 90686 / COMfortel® WS-500S
- 90687 / COMfortel® WS-500M
- 90241 / COMfortel® M-710
- 90242 / COMfortel® M-720
- 90243 / COMfortel® M-730

<sup>1</sup> Chargeable add-on option

<sup>2</sup> E-mail server with fixed IP address required

<sup>3</sup> May cause additional costs

<sup>4</sup> The scope of the option depends on the booked user

<sup>5</sup> The scope and costs of this option depend on the user booked

<sup>6</sup> Option requires a Microsoft telephone license (additional costs)

<sup>7</sup> Function is only available to authorized users

<sup>8</sup> System requirements: Android 10 or iOS 15

### INFORMATION

Designation: **COMuniq ONE**

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