

Universe Features





Universe is the unified communications product of Firstcom Europe. This document provides a list of features in Universe and explanations about these

Feature	About the Feature
1. Universe for Business Phones and Self Care	
Language	English, German, Polish, Danish
One number	One number that rings across all your devices means that you will never miss a call again. It is easier to remember for customers and colleagues.
One voice mail	One mailbox for all your messages received across all your devices
Multiple devices	Fixed phone, tablets, computers and mobile phones can all be part of the one universe subscription
Multiple Numbers	One user can share multiple telephone numbers between all their devices
Phone system management (IVR)	Universe uses a graphical drag and drop system for (IVR) Intelligent Voice Routing - no code needs to be written
Conference calling (outbound)	Add extra callers to your call while on the phone
Conference calling (inbound)	Give a phone number to your callers and a PIN
Auto Attendant (IVR)	A digital receptionist helps the customer to reach the right person or department in your company by choosing from a range of options
Call Recording on Demand	Each user can store their own recordings from their business phone
Call Recording Pro	This option allows company-wide recordings, or you may select only those agents whose calls should be recorded. Stereo lets you listen to each participant separately
Greetings	Professional greetings to welcome your customers with a range of text to speech options
Opening and closing hours	Route incoming calls based on time of day. After hours calls can be sent to a mobile phone for emergencies

Feature	About the Feature
Calendar	Route incoming calls based on the day of year - useful for holiday periods
PIN	Give customers access to services based on PIN access. For example, after-hours access
Text to speech	Type in what you want to say, and Universe will read it out loud. Universe has a text to speech feature for announcements in the IVR
Sound file	Upload a sound file and let Universe play it for your greeting
Divert Calls	Divert your calls before they reach the IVR and send to a different number. Good to have in case of company emergencies
International but appearing to be local	If you have an overseas office in say Germany, and you want to answer your German customers in the UK, you can have a German telephone number on Universe so that your customer service appears to be in Germany for your German customers. You can even change the language of your IVR to German
Online usage statistics	No more looking for paper printouts that have been filed away. Instead, you can see all your usage stored online in the Selfcare portal
Music on hold	It is your choice. Royalty-free music or your own.
Phone book	Company and private which can be modified by each user
DND	Do not disturb for you and your device, when you need a little silence
Call notification	Universe will let you know if someone left you a message or if you have missed a call
Rights	Set rights of access to different features on the Universe product for each user. For example access to company call records, or the ability to change the IVR on a per-user basis
Timeline for user	List of your last 25 events in a simple timeline for each user
Visual Voice mail	No need to fight your way through endless star commands.
Universe with Teams	Use Microsoft Teams for collaboration and Universe for calls, advanced features and IVR
Door entry control	Either use an ATA or set as a SIP telephone device.
Many brands of handset can be used	Universe supports Cisco, Yealink and Poly in the UK
Fax	You no longer have to walk all the way to the storage room to send a fax. Now, you just send it from your PC.
Call Encryption	When you need privacy calls can be encrypted.

Feature	About the Feature
Voice mail as an attachment	Get your voicemail messages sent to your email inbox and click on the file to hear them.
Voice mail notification	Notifications on SMS or email that a voicemail has arrived
Adjust the time before voice mail starts	Set the time before your voice mail kicks in so you have time to answer.
Short code dialling – or call the extension number only	Call any extension number or an assigned short code
User presence	See the presence of all your selected colleagues on your softphone.
Visual voice mail	Scroll through your voice mails, press to listen, swipe to delete or call back.
in/out of queues	Quick logging in and out of queues. You can do while traveling.
Change call flows	As an admin you control the company's call flow for your IVR from your mobile.
Call forward	Redirect calls "Always" and "No Answer" (includes busy)
Call transfer	Transfer call with notifications to transferred party "Attended" and without notification "Unattended".
Mute	Mute the call so that no one can hear you.
Pause	When paused the other party listens to music on hold
Call History	See who has called and when
Set caller ID	Pick any number on your list for called parties to see
CLIR	Be anonymous when calling, do not show your Caller ID

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2. IVR (Intelligent Voice Response)	
Graphical User Interface	Universe uses drag and drop technology for its IVR, making it easy and quick to create new IVRs for a business
Text to Speech	By the use of text to speech, along with a range of voices available, creating a new IVR call flow can be created to a professional standard in minutes
Time of Day Routing	Route incoming calls based on the time of the incoming call. Automatically direct calls to an out of hours number for calls received after the business has closed.
Forward IVR to an external number	Send your customers to the destination of your choice.
Jump to new IVR	If you have several call flow strategies, IVRs, you can link your call flows together.
Branch IVR	Split your IVR into several different tracks and manage your entire company's incoming telephony from your mobile app.
Receive an email from IVR	Receive an email if a customer wants to be called back or if you want an alert.
Receive an SMS from IVR	Receive a text if a customer wants to be called back or if you want an alert.
Prefix Routing	Route incoming calls based on the number that is calling.

3. Contact Centre Applications	
Statistics	Download reports of max wait time, total wait time, answered calls, average wait time, lost calls and average talk time for each agent group.
Hunt groups	Choose between Ring All, Round Robin or Random for agents to answer incoming customer calls
Group pick-up	Agents can help each other answer calls by instantly putting themselves into a ring group when one agent is not able to answer a call
Queues	A way to handle customers while they wait for an agent to answer their call
Queue Announcement	A function that tells customers what number they are in the queue
Wall Display	Overview and real-time status of all your queues right in your browser

Feature	About the Feature
4. Softphone for Android and iOS (mobile phones)	
Phones	Android and iOS are supported by Universe.
Range of Universe features	The range of features available from mobile phones is very similar to that of fixed business phones including the ability to access the Selfcare portal, Phonebook, voicemail and advanced call features.
One number	Your softphone can be a part of your one number solution alongside your desktop phones. You can control your one number from the mobile application.
History	You can call without use of a dial pad by clicking on past numbers.
Call forward	Always and no answer (includes busy)
Call transfer	Drag and drop the call to transfer.
Short code dialling	Call any extension number within your office by dialling the last 4 digits or an assigned short code
3-way conference	By following the instructions on the screen it is easy to add extra callers to a conversation
Click to dial	Select a phone number online, click it and make the call automatically
Set caller id	Pick any number provided on your list for your called party to see
Easy answer	One click and you have answered the call
Language	English, German, Danish, Polish

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5. Softphone for Windows and Mac (computers)

Computers	Your computer can become your phone (softphone). Works with Windows and Apple computers
Range of Universe features	The range of features available from computer softphones is very similar to that of fixed business phones including the ability to access the Selfcare portal, Phonebook, change settings, voicemail and advanced call features
One number	Your softphone for your computer can be a part of your one number solution together with your desktop phones and your mobile phone.
Login to Universe Self-care	Login to Universe Self-care account directly from the desktop application. That gives you easy access to all your settings.
User presence	See the presence of all your colleagues on your softphone.
Phone book	Full Universe phone book integration.
Visual voice mail	Scroll through your voice mails, press to listen, swipe to delete or call back.
Language	English, German, Danish, Polish
Set caller id	Pick any number provided on your list for your called party to see
Auto start-up	Start your computer and your application can be set to automatically start. You are ready to receive your first call of the day.
Easy Call	You can call by a range of methods; copying numbers onto the dial pad, by using click to dial, using your dial pad with or your mouse, or your computer's keyboard.
History	You can call without use of a dial pad by clicking on past numbers.
Call forward	Always and no answer (includes busy)
Call transfer	Drag and drop the call to transfer.
Short code dialling	Call any extension number within your office by dialling the last 4 digits
3-way conference	By following the instructions on the screen it is easy to add extra callers to a conversation
Click to dial	Select a phone number on a website, click it and make the call automatically

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7. SIP	
Purchase Channels individually and only pay for what you need	Flexible alternative to ISDN. You can have multiple channels connecting to the network via your PBX giving high quality VoIP.
Emergency fall back number	If disaster strikes, you will have a back-up number that will receive all incoming calls and keep your business running.
Registration	Use dynamic registration or set your own.
Authentication	An outbound call must contain Username and Password for authentication.
CLIP-SA	Display the outgoing telephone numbers that you purchase
Codecs	G.711 a/u.law, G.722, T-38
Speech bundles	Select from a number of options for subscriptions for all your usage to cover monthly line rental and minutes usage
CLIR	Calling Line Identification restriction – allows calling numbers to be withheld
Call encryption	Keep calls private with the Call Encryption option
Bulk assign numbers	Easy assignment of numbers in Universe.