

At a Glance :: HUD

DROP YOUR PHONE. PICK UP HUD.

HUD is a powerful application that connects your phone, your desktop, and your organization, consolidating all communication into one easy-to-use interface. Now you can manage calls, status, queues, and much more, all with the click of a mouse.

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 knows 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.

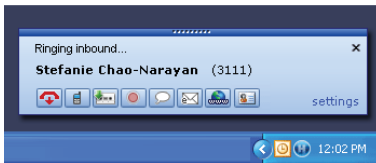
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HUD Features

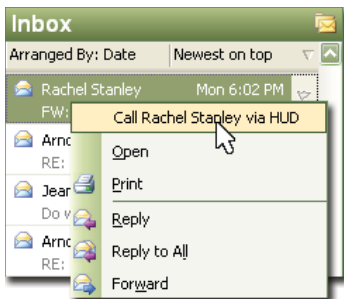
| HUD Personal | HUD Team | HUD Agent | HUD Queues |
|---|----------------------------------|----------------------------------|-------------------------------|
| Desktop Alerts | All HUD Personal Features | All HUD Personal Features | All HUD Agent Features |
| Drag-and-Drop Calling | Operator Panel | All HUD Team Features | Queue Summary Component |
| Call Transfer to Voicemail (self) | Click-to-Email | Queue Status * | Queue Detail Component |
| Call Transfer to Hold | Click-to-Call Mobile Phone | Agent Login/Logout * | No One Is Answering Alert |
| Instant Message | Extension Sorting | On-the-Fly Call Recording * | Abandoned Call Alert |
| Google Contacts  | Drag-and-Drop Call Transfer | Call Barge/Monitor * | Agent Broadcast Alert |
| Photo Caller ID | Call Parking | Web Launcher/CRM Integration | Reset Queue Stats |
| Visual Voicemail | Extension Groups | Server Side Chat Logging | |
| Contact Cards | Outlook Integration | | |
| | Easy Dialer | | |
| | Color Coded Call Status | | |
| | Mobile Presence | | |
| | Busy Ring Back | | |
| | Conference Component | | |
| | Click to SMS | | |
| | Transfer Call to Mobile | | |

* Requires PBXtra Call Center Edition

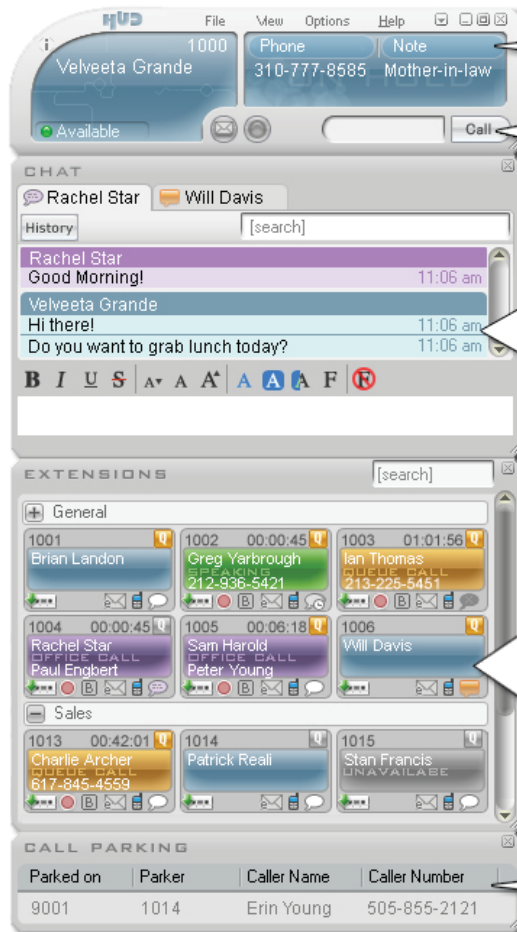
-  - Disconnect call
-  - Call mobile phones
-  - Send to voicemail
-  - Initiate call recording
-  - Launch web query
-  - Initiate chat
-  - Send e-mail
-  - Manage Outlook contact



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