Ubity Management Portal

OVERVIEW

Developed by Ubity, the Studio management portal is a web interface that allows you to manage your cloud telephony service. Studio, simple and intuitive, is the ideal tool to access the features included in your Ubity telephony solution from anywhere via the Internet.

KEY BENEFITS

✓ **Autonomy**

Stay in control of your phone system thanks to autonomous administration and management of your business communications using cutting-edge telecommunications technology

✓ **Simplicity**

Manage your communications in a few clicks via this powerful management portal, whose intuitive interface requires no technological certification

✓ **Flexibility**

Access all the telephony tools and features available with Ubity, and add, remove and modify them easily and quickly according to your needs

✓ **Productivity**

Revolutionize the management of your communications and reduce your efforts by at least 60% by taking advantage of centralized administration that increases your productivity tenfold and redistributes your calls efficiently

✓ **Business Intelligence**

Enjoy real-time business intelligence with the overview generated by Studio, as well as its tools such as contact center, call handling, and detailed dashboards and reports

Did you know

92 % of consumers now expect a brand or organization to offer an online, self-service customer portal!

KEY FEATURES

The Ubity management portal is your phone system management tool; Studio is powerful and easy to use, for optimal administration of your business communications.

ACCOUNT MANAGEMENT

✓ Creation, modification and removal of extensions and their functions

✓ Management of phone numbers (DIDs) and their behaviour

✓ User management

✓ Personal and company phone directory

✓ Advanced E911 function and management physical addresses

✓ Management and invoice of services

COMMUNICATION TOOLS

✓ Administration of audio conferences

✓ Configuration of the fax service

✓ Voicemail management

✓ Configuration of on-hold music

✓ Personal phone directory

✓ Management of call groups

CONTACT CENTER

✓ Real-time dashboard and agent supervision

✓ Detailed and in-depth call reports

✓ Alert system for call queues

✓ Dashboard, management and configuration of call queues

✓ Priority assignment to the various registered agents

CALL PROCESSING

✓ Graphic visualizer of call processing behaviors

✓ Configuration of on-hold music

✓ Configuration of business opening and closing hours

✓ Configuration of the welcome menu (IVR)

CALL REPORTING

✓ Statistics of your calls

✓ Activity statistics by extension

✓ Graphic of lines "on demand" usage

✓ Call recording and downloading

NOTIFICATION SYSTEM

✓ Alerts related to your account

✓ Notification of scheduled maintenances

✓ Publication of recent updates, news releases and news

ABOUT UBITY

With offices in Montreal, Quebec City, Toronto and Vancouver, Ubity empowers its business customers by providing them with a complete range of communication tools based on IP technology since 2007. With our broad technical expertise and ability to adapt to new technologies, we connect the economic powerhouses of today and tomorrow to the benefits of cloud communications and collaboration.

Let's start talking!

For more information about Ubity's management portal, Studio, contact a Ubity representative at **1 877 315-1920**, option **1**.

For technical support regarding the administration of Ubity's management portal, visit the **Studio Interface** category of our online support site via **support.ubity.com**, or contact a customer service representative at **1 877 315-1920**, option **2**.