







Corebridge Solutions



BENEFITS	FEATURES	CoreClick	Corebridge Mobility	Monitoring & Reporting	Corebridge	Corebridge Enterprise
Productivity		Phone-enable your applications and increase work efficiency				
	Convert any signature block into a contact	✓	✓	✓	✓	✓
	Click-to-Dial: click on any on-screen number and call	✓	-	-	✓	✓
	Instant search for contacts from all directories and applications	-	✓	-	✓	✓
	Email integration: retrieve callers' emails, set up caller appointments, tasks...	-	-	-	✓	✓
	Application integration: display records from any application (databases, web pages, documents...) relevant to the caller (one application included)	●	-	-	●	✓
Communications Management		Manage your calls, email your callers and make calls from your emails				
	Automatically identify incoming and outgoing calls with caller's name	-	✓	-	✓	✓
	Incoming call routing according to caller ID, PC status, user presence, location, time...	-	-	-	-	✓
	Missed call notification with caller identity and scheduled call-back function	-	-	-	✓	✓
	Organise conference calls and transfer calls with the click of a mouse	-	-	-	✓	✓
	Complete call log linked to each user identity	-	-	-	✓	✓
	Least Cost Routing (LCR): automatically select cheaper operators and/or IP networks based on outgoing call destination	-	-	-	-	✓
	Block unauthorised outgoing calls according to time, number called, PC status...	-	-	-	-	✓
	Email integration: make calls from emails, generate emails from callers, receive missed call notifications by email/SMS/fax... (SMS and fax gateway required)	-	-	-	✓	✓
Unified Communications		Integration of voicemail, email, SMS and fax				
	Voicemail server with email integration, multiple greetings, call log integration...	-	-	-	●	●
	Integration with third party SMS and fax gateways and voicemail server	-	-	-	●	●
	Display caller name for incoming calls and missed calls on your phone display (depending on phone model)	-	-	-	●	●
	Interactive Voice Response (IVR)	-	-	-	●	●
Volume Call Management		Identify, route and manage high volume and queuing calls				
Automatic Call Distribution (ACD) required. Dependent on telephony configuration.	Corebridge Call Dispatching: route calls according to caller ID, language, VIP status, skills base, call queuing...	-	-	-	-	✓
	Identify calls in queue and abandoned calls by caller name and/or company	-	-	-	-	✓
	Abandoned call notification with caller identity and time stamp	-	-	-	-	✓
Teamwork & Supervision		Monitor, track and increase team efforts				
	Shared call logs for supervisors and teams	-	-	-	●	✓
	Overview of team activity and presence	-	-	-	●	✓
	Call pick up for team members	-	-	-	●	✓
	Make an internal video call just like any regular call	-	-	-	●	✓

continued overleaf/...

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Monitoring & Reporting	Produce detailed reports to show phone usage					
	Real-time dashboard showing team presence, status, average phone usage, and statistics for the whole team (ACD required)	-	●	✓	●	●
	Update existing and historical call logs with caller ID (enables retrospective analysis)	-	●	✓	●	●
	Customise detailed reports to show phone usage with customers, internal calls...	-	●	✓	●	●
	Report on how often and with whom your customers talk to within your organisation	-	●	✓	●	●
	Set up alerts based on number of incoming calls, caller queue, hold time... (ACD required)	-	●	✓	●	●
Mobility	Manage calls remotely on any device with Instant Messenger or web browser					
	Instant search for contacts from all company directories	-	✓	●	●	●
	Incoming call notification and call logs updated with all calls made remotely	-	✓	●	●	●
	Make calls remotely with Least Cost Routing	-	✓	●	●	●
	Pick up calls remotely on any device and at any location	-	✓	●	●	●
	Missed call notification with caller identity and time stamp	-	✓	●	●	●
Voice Recording	Record calls at the click of a button					
	Record calls when relevant simply by clicking on the voice record button on the desktop toolbar	-	-	●	●	●
	Call recording capability to capture the whole call even when recording is initiated towards the end of the call	-	-	●	●	●
	Call log integration with voice recordings, enabling rapid recording and secure retrieval from your desktop	-	-	●	●	●
	Record mobile calls and integrate them within call logs when calling remotely	-	●	●	-	●
Consultancy	Pre and post sales consultancy	-	●	●	●	●
Customisation	Customer requested solution customisation	-	●	●	●	●
Installation	Installation services and basic training	-	■	■	■	■
Training	Personalised advanced training programmes	-	●	●	●	●
Maintenance and Support	Post installation support and maintenance	■	■	■	■	■

Legend	
Included within product	✓
Option available with product	●
Services priced separately	■
Not available with product	-



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