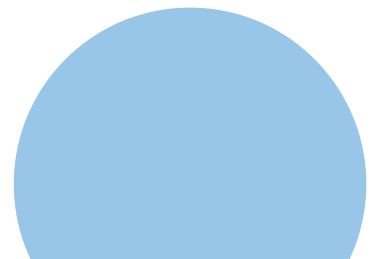
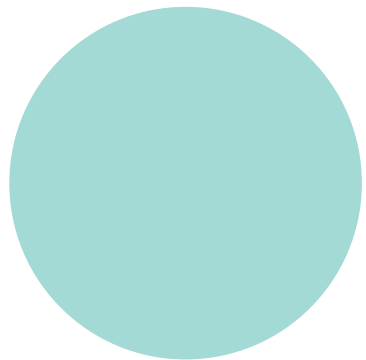




netfuse

SYNTHESIS FOR BUSINESS



# SYNTHESIS FOR BUSINESS

The Synthesis platform from Netfuse allows subscribers to benefit from the feature set and reliability of a continually improving, feature-rich, robust and scalable telecoms service without investing heavily in infrastructure or development.

Synthesis subscriptions come with the following functionality as standard:



## GLOBAL ORIGINATION AND TERMINATION

Synthesis licensees benefit from access to Netfuse's global numbering services, with inbound numbers in over 50 countries hosted on a global fibre backbone; and resilient global termination over high quality CLI routes.



## CONFIGURATION AND DELIVERY TO SIP DEVICES

Synthesis is able to deliver inbound calls to any SIP-capable desk phone or PBX either by registration or IP-based delivery.



## INSTANT ROUTING UPDATES

Configuration changes made at the application level are implemented on switches immediately.



## INTERACTIVE DIGITAL RECEPTIONIST (IVR) MENUS

Built into Synthesis is a simple to use IVR builder, which allows users to quickly deploy interactive voice menus which help get callers to the right people quickly.



## WEB / API CALL CONTROL

The Synthesis call control feature adds intelligence to call routing by querying a web address or API whenever a call comes in; and routing the call according to the response. This feature enables integration with anything that has a web endpoint or API.



## SOPHISTICATED CALL GROUPS

Our call queuing facility supports delivery of calls to any type of destination - for instance mobile, landline, or SIP device, and supports ring strategies. There is also the option to "confirm" calls to mobiles, which will help ensure callers don't accidentally get transferred to the wrong voice mailboxes.



## NUMBER TRANSLATION / CALL DIVERT

The Synthesis platform provides quick and easy number translation capabilities, allowing you to route inbound numbers direct to landlines and mobiles.



### **DELIVERY TO ASTERISK COMPATIBLE DEVICES**

The Synthesis platform is able to support IAX (Asterisk-based) call delivery including encryption and trunking facilities.



### **HOSTED VOICEMAIL**

Our hosted Voicemail accounts allow you to forward inbound voicemails to an email account of your choice, as well as being able to associate voice mailboxes with SIP handsets.



### **TIME-BASED ROUTING**

Synthesis has a flexible time-based routing system which will allow you to base your call routing around your office opening hours or staff availability. Calls can be routed by time of day, day of week or by date.



### **FAX TO EMAIL**

Inbound faxes received on your numbers are delivered to an email account of your choice by email in industry-standard PDF format.



### **AUDIO MANAGEMENT**

A fully-featured audio management system allows you to easily record or upload audio prompts to the Synthesis platform, which you can use as introductory audio for callers or music on hold.



### **DISA (REMOTE DIAL TONE)**

Synthesis provides a CLID based remote dialtone service, meaning users are able to dial-in remotely to make onward calls with the correct Caller ID, and pass the billing on to a corporate account.