CORENEXA™

HOSTED CLOUD

BUSINESS COMMUNICATIONS SYSTEM

Brought to you by

ACC Telecom

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www.acctelecom.com

CORENEXA 7.0

CoreNexa 7.0 is a next-gen voice, video, messaging, and collaboration solution that will transform the way you work today, tomorrow, and well into the future. With automatic software and feature updates you'll always have the latest and greatest cloud communications system without lifting a finger, or paying extra.

CoreNexa unleashes the power of the modern workforce by eliminating the barriers that are typically associated with remote, hybrid, and on-premise teams. Every CoreNexa user is entitled to remote working tools, such as 100-particpant video-conferencing, persistent and group chat, softphones, mobile apps, and more for no extra cost.

2021 UC Product of the Year

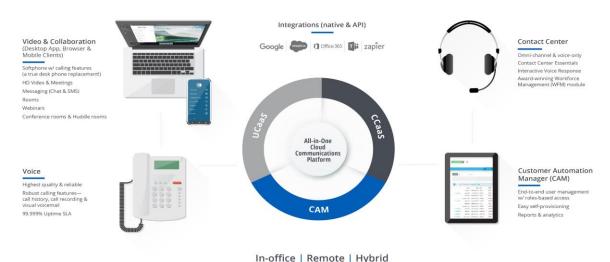### Awarded by TMC

99.999%
Industry-leading Uptime SLA

450,000+

Active Users

CoreNexa 7.0 offers productivity like you've never seen before with next generation collaboration solutions such as award-winning unified communications (UC), virtual room technology, built-in Lightboards, web and desktop clients, mobile apps, contact center capabilities, HIPAA-compliant video conferencing, and so much more.

Backed by an industry-leading 99.999% SLA, CoreNexa's state-of-the-art Oracle backbone voice platform makes its unique feature set work seamlessly and reliably so you can focus on your company and what you do best.

Next-gen tools for the modern workforce

Video & Collaboration
(Desktop App, Browser & Mobile Clients)

Softphone w/ calling features
(a true desk phone replacement!)
HD Video & Meetings
Messaging (Chat & SMS)
Rooms
Webinars
Conference rooms & Huddle rooms

Integrations (native & API)

Google salesforce Office 365 zapier

Contact Center
Omni-channel & voice-only
Contact Center Essentials
Interactive Voice Response
Award-winning Workforce
Management (WFM) module

Voice

Highest quality & reliable
Robust calling features—
call history, call recording &
visual voicemail
99.999% Uptime SLA

UCaaS CCaaS

All-in-One Cloud Communications Platform

CAM

Customer Automation Manager (CAM)
End-to-end user management
w/ roles-based access
Easy self-provisioning
Reports & analytics

In-office | Remote | Hybrid

All-in-one voice, video, messaging & collaboration for the highest-performing teams

CORENEXA Features

Call Management

- Advanced Call Forwarding Options
- Auto Attendant
- Attended & Unattended Transfer
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Move
- Call Park/Unpark
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID (Inbound/Outbound)
- Caller ID Blocking
- Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb
- Find-me Follow-me (Digital Assistant)
- Incoming Call Blocking
- Incoming Call Identification
- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering
- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Ring Groups
- Shared Virtual Call Paths across Multiple Locations
- SMS Text Messaging
- Softphones
- Speed Dial
- Video Calling (Extension to Extension)
- Virtual Attendant
- Voicemail
- Voicemail-to-Email
- Voicemail-to-Text Transcription
- Web & Desktop Clients

Contact Center / IVR / ACD

- Advanced & Standard Versions
- Automatic Call Distribution (ACD)
- ACD Email, SMS, Web Chat
- Agents/Supervisor
- Barge, Whisper, etc.
- Call Recording
- IVR- 24/7 Self-serve, Broadcasting
- Queues
- Reason Codes, Tally Codes
- SMS Text Messaging
- Zero Out & More

Video Conferencing

- HD Video Meetings (up to 100 Participants)
- Lightboard Mode
- Private Sidebar Conversation w/ Audio & Video
- Simultaneous Screen Sharing
- Video Recording
- Virtual "Always-on" Rooms

Music on Hold

- Commercials/Message on Hold (By Phone Number)
- Music on Hold (Custom or Default)

Origination & Termination

- Disaster Recovery
- Domestic & International Terminations
- E911 Support
- Endpoint Templates
- Shared Line Appearance
- SMS Text Messaging
- Toll Free Numbers

Integrated Solutions

- API
- CRM Integrations
- Microsoft Team Integration

Virtual Auto Attendants

- Multiple Top-Level AAs
- Top Level AAs (Always On or Time Based)
- Sub-Level & Mobile Auto Attendants

Mobility

- Chat w/ Presence
- Cloud Extensions
- Desktop & Web Clients
- Mobile App for Smartphones
- Softphones
- Virtual Attendant & Meetings from Apps

Customer Portal

- Account Management
- Automated Billing System
- Case Management/LNP
- Click-to-Dial Plug-in
- Desktop & Web Clients
- Detailed Accounting
- Endpoint Template Management
- Message Center
- Operator Console
- Shared Line Appearance Hunt Grp
- SMS Text Messaging
- Test My Connection & more!

Reporting

- Accounts & Billing Reports
- Activity Reports
- Call Detail Reports
- Call Traffic by Extension
- Call Volume Graphs
- Concurrent Call Paths Graphs
- Call Center Reports
- SMS Text Messaging Reports

SIP Trunking

- Standard & Enhanced SIP Trunking
- Direct Inward Dial (DID)
- Disaster Recovery

ACC Telecom

Your partner in building a future of communications for your business.

ACC Telecom, a certified CoreNexa Hosted PBX and SIP Trunk partner, was recently named in the top 10% of CoreNexa SIP partners nationwide.

With over 450,000 active users, CoreNexa is one of the fastest-growing Hosted PBX companies in the United States. And it's easy to see why.

CoreNexa's next generation cloud solution delivers high quality voice, video, messaging, collaboration, mobility, web-based management, and more, in a single Enterprise-grade PBX solution.

40+ Years
Since 1979

Top 10%
CoreNexa Partners Nationwide

CoreNexa 7.0 is guaranteed to give you the power to attract new clients, increase productivity, save money, enhance your image, stay competitive, and improve customer satisfaction.

About ACC

Established in 1979, ACC Telecom is an award-winning telecommunications equipment and service provider specializing in Business Communications and Surveillance solutions including but not limited to Cloud/Voice over IP phone systems, IP surveillance camera systems, teleworking solutions, Contact Center environments, video conferencing, overhead paging systems, carriers services such as SIP Trunks, Voice over IP (VoIP) calling services, business SMS, & virtual faxing, mass emergency notifications, infrastructure cabling, and more. Learn more about our inclusive services at www.acctelecom.com.