

HUD Features

Fonality PBXtra on its own has the power to transform the way you do business and give you a competitive edge over your competition. Add the rich features of HUD, and you have an all-powerful business communication solution that can take your organization to the next level and beyond.

Improve Productivity

[Click-to-Call](#)

Initiate a call with just one click.

[Drag-And-Drop Call Control](#)

Use your mouse to make, transfer, or put a call on hold.

[Enterprise Chat](#)

Sometimes chat is the most efficient, non-obtrusive means of intra-office communication.

[Outlook Integration](#)

Know who's calling and screen unknown callers.

Agent Features

[Call Status](#)

Know when coworkers are available, on the phone, or away from their desks.

[Call Parking](#)

Operators can drag a call to parking, and leave the agent a note about the caller.

[Call Recording](#)

Record calls with a click.

[Call Monitor/Barge](#)

Train and mentor employees with call monitor and barge features.

[CRM Integration](#)

Know who's calling and what the deal size is before you pick up the phone.

Queue Features

[Queue Components](#)

Get a summary and detailed views of key queue metrics such as call holding, abandon rate, completion rate, and agent status for all queues.

[Queue Call Alerts](#)

Find out when a queue call is incoming, if a call has been holding unanswered, or when a call has been abandoned.

[Agent Broadcast Alerts](#)

Congratulate agents for a good job, or motivate them to work harder. Managers have the ability to broadcast messages to all agents in a queue.