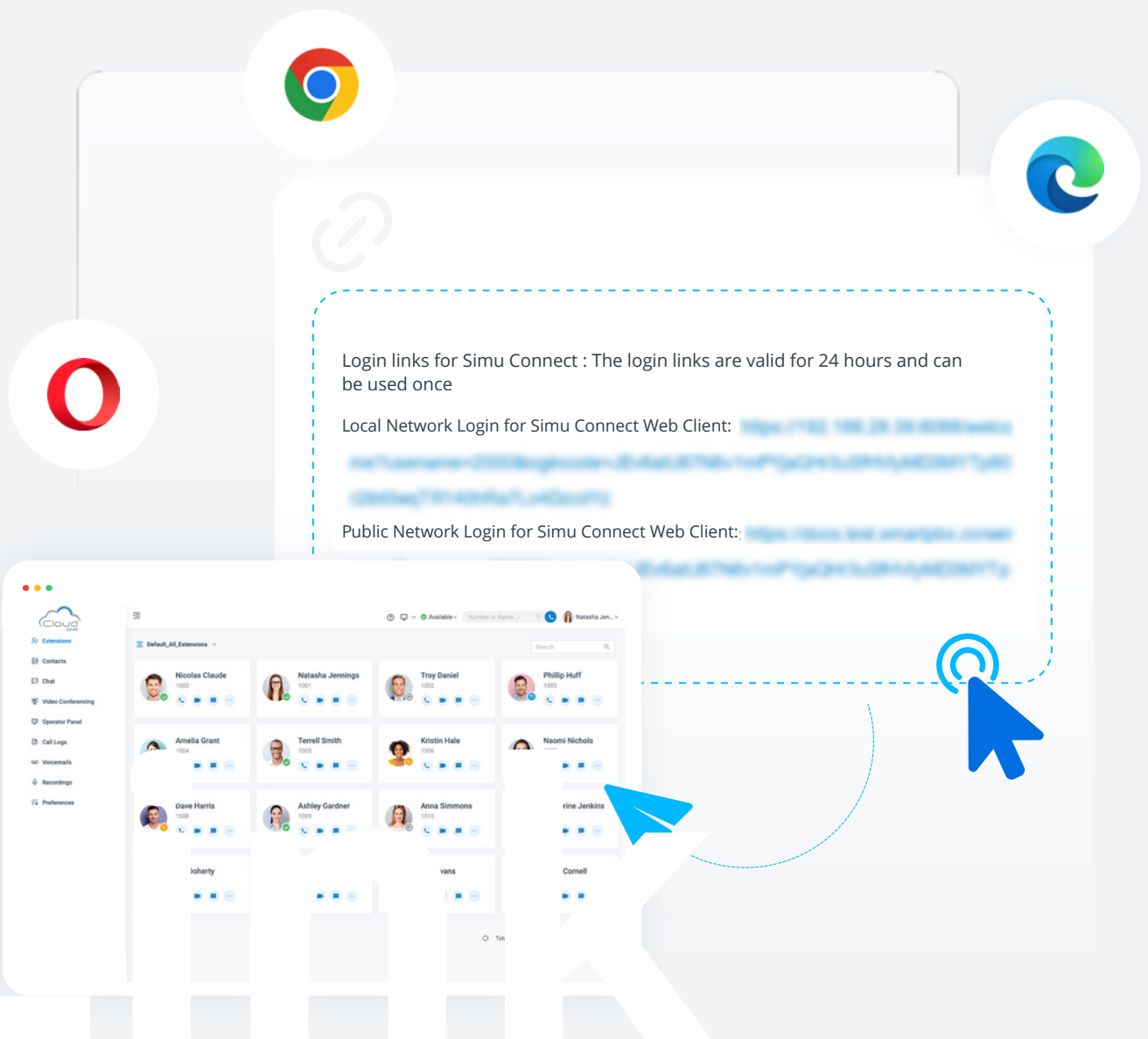# Simu Connect

Web Client

Access Simu Connect Web Client

Built for Cloud One Business Communication Suite, Simu Connect Web Client is a browser-based communication tool that combines calling, queue management, virtual meeting, collaboration and more in one place.

To access the Simu Connect Web Client, you can use the unique Login Link from the Simu Connect welcome email to access the system quickly.

> **TIP:** Next time you want to access the Simu Connect Web Client, open your browser, enter the address of Simu Connect Web Client and your extension credentials to log in.
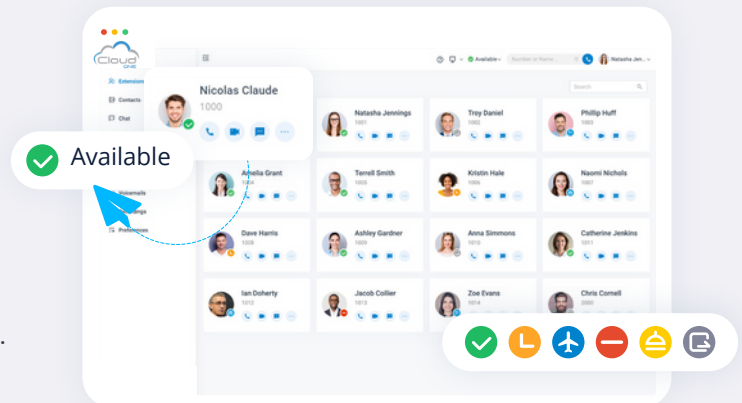
Login links for Simu Connect : The login links are valid for 24 hours and can be used once

Local Network Login for Simu Connect Web Client:

Public Network Login for Simu Connect Web Client:

Unified Contacts Directory

Extensions Directory

The Extensions directory synchronizes your colleagues' extension information from the PBX server.

See whether your colleague is available intuitively via the extension presence, and collaborate with them by making calls or sending instant messages.
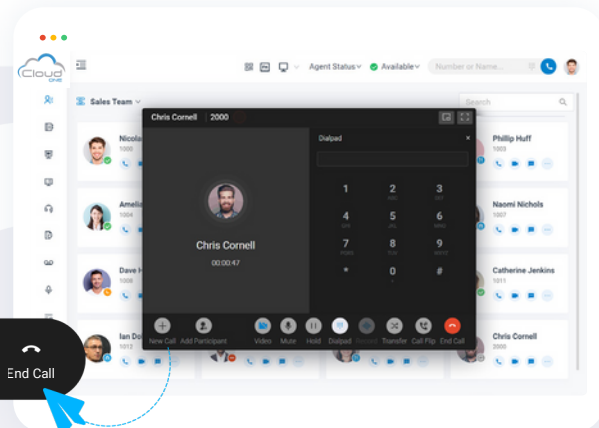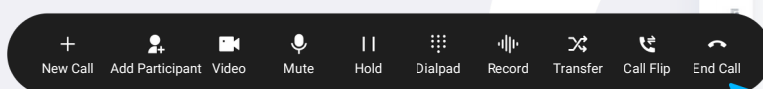

Available

Contacts Directory

The Contacts directory displays the external contacts that are stored on or synced to the PBX server.

Phonebooks

Personal Contacts
Company Contacts
Hubspot CRM Contacts
Sales Contacts

Add

- Share contact information with authorized colleagues using the **Company Contacts** directory.
- Use the exclusive **Personal Contacts** directory that is only visible to yourself to store your own external contacts.
- Sync contacts from 3rd-party **CRM** or **helpdesk** with integration.

Rich Call Features

Call Control

Make, receive, transfer, hold, or mute your calls in clicks.

New Call   Add Participant   Video   Mute   Hold   Dialpad   Record   Transfer   Call Flip   End Call
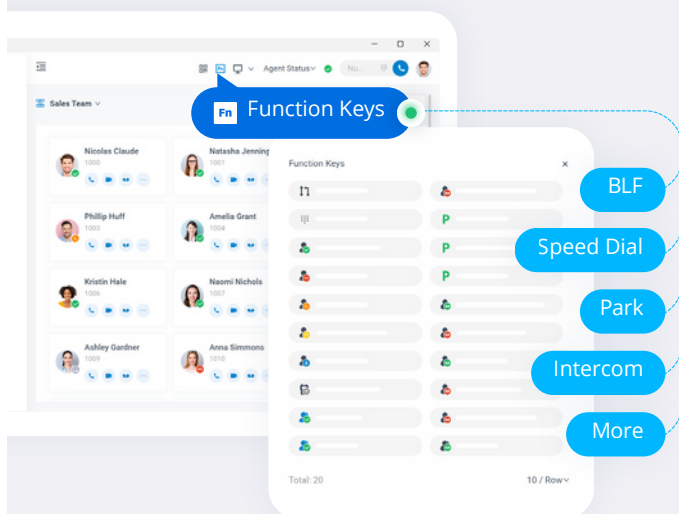
Audio Conference

Invite other participants to an ongoing call to instantly convert a 1:1 call into an audio conference.

Call Flip & Switch

Flip an active call seamlessly between your device without any interruption. Continue your conversation everywhere.
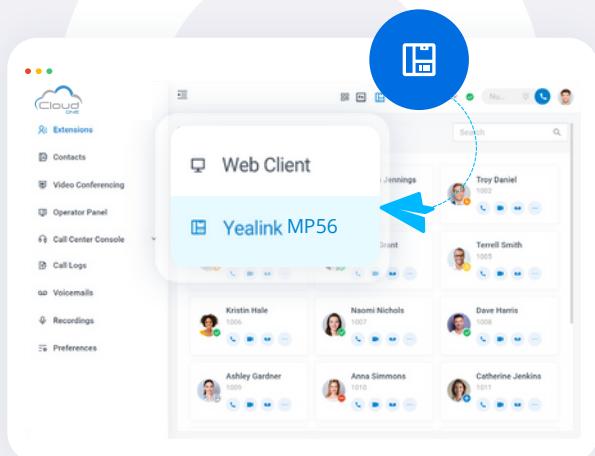

Function Keys

Customizable function keys to achieve one-click operation of often-used features, including speed dial, extension status monitoring, call parking, etc.
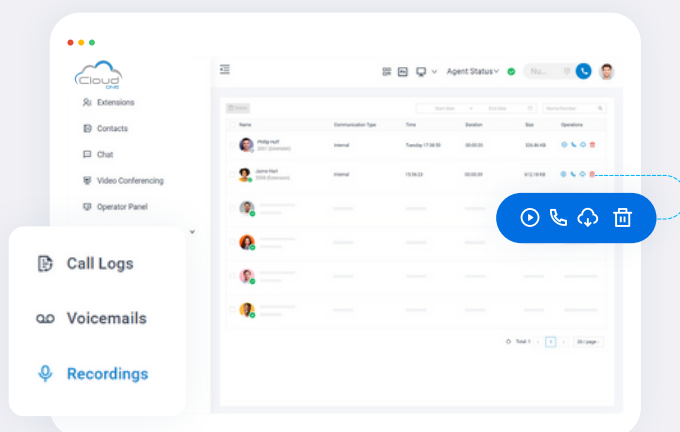
CTI Mode

Link Simu Connect Web Client with your desk phone. Click to dial and control calls from your Web client while using the desk phone for communications.
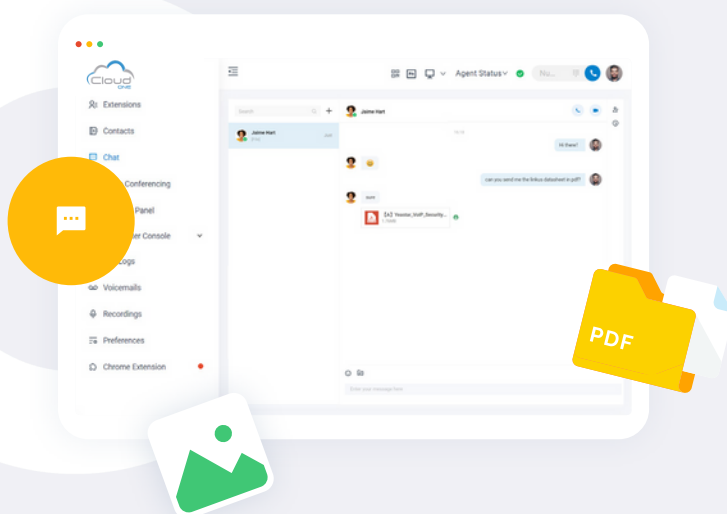
Voicemails & Recordings & Call Logs

In clear list view, check your call logs, voicemails, and call recordings. Listen to what was left and call back to your contact in one simple click.

Instant Messaging

Start a personal or group chat with colleagues and have an instant sharing of emojis, pictures, or any other types of files.
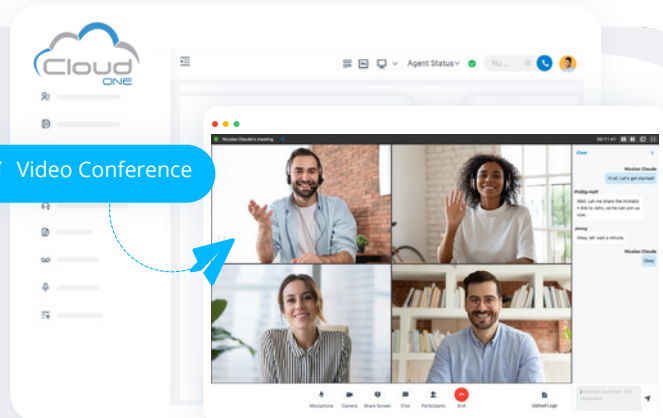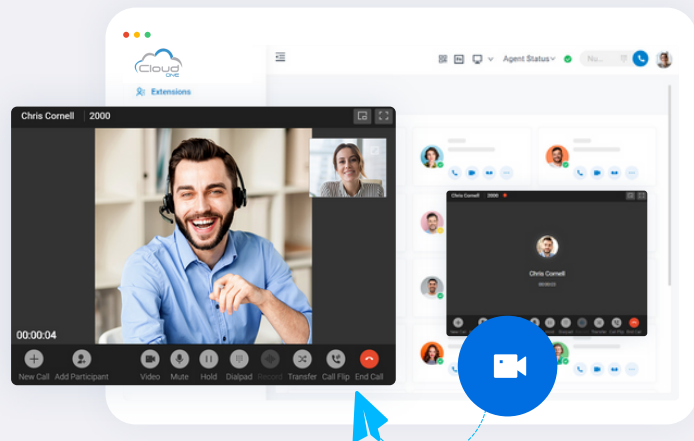
Video Communications

Video Conference

Start or schedule a web-based video conference in clicks. Participants can join the meeting via a unique meeting link.

Video Conference

Video Call

Initiate a 1:1 video call or switch an audio call to a video call for face-to-face communication.

Call Queues & Call Center Wallboard

Answer customer calls, speed up support, and track your call agent's performance with ease.

Queue Panel

Visualize your call queues. Drag and drop to distribute calls to individuals or groups & use call barge/monitor/whisper to coach agents.
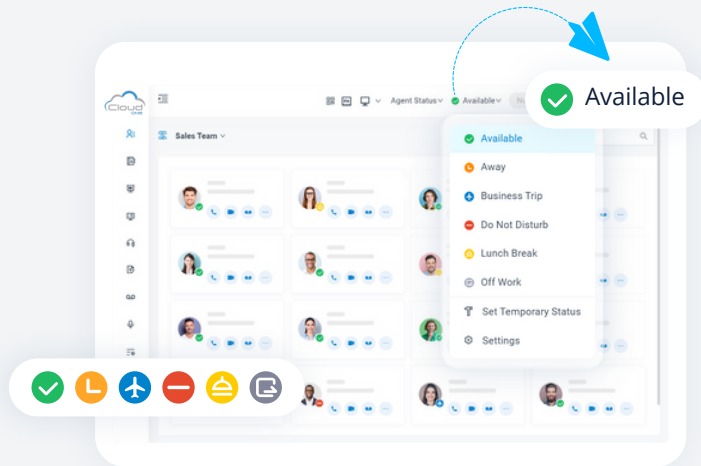
Wallboard

Track and display your call center performance data in real-time, including total waiting calls, call missed rate, SLA, etc.

Wallboard

Queue Panel

Customizable Presence

Select a presence to let your colleagues know if you are currently available.

Setupthe presence auto-switch basedon business hoursand holidays to easeyour work.

Simu Connect

Web Client