



## **2talk+ Release Notes**

The release of 2talk+ later this year will include some all new features at no additional cost that may interest you! Below, check out what features you have to look forward to.

### **Queuing/ ACD:**

Enables users to set up a queue on a single 2talk lines. Agents in the queue must be 2talk numbers on the same account. Options available when setting up your queue include:

1. Add 2talk numbers on the account for each of your agents, and place them in queue
2. Add custom music/ messages for on hold callers in the queue
3. Choose from multiple queue strategies including; ring-all, round-robin, round-robin with memory, random user, least recently answered and fewest total calls
4. Set up customizable ring durations, timeouts, retry levels and wrap-up timers
5. Set up announcements including hold times, queue positions
6. Set a maximum number of callers able to be in queue/on-hold at once
7. Set the queue identifier /text displayed in front of the Caller ID information when the call is delivered to an agent via this queue

### **Hunt Groups:**

Enables you to create a traditional hunt group on any number. You can select up to 10 numbers to hunt through for incoming calls and specify different timeouts for each hunt attempt.

### **Call Forward Unreachable or Network Call Forward:**

Allows users to set a call forward number for when their device is unreachable or unregistered - for example in the event of a power or DSL outage. This is in addition to our Call forward always, busy and no answer services.

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## ***2talk+ Release Notes cont.***

### **TCP SIP:**

Users can now choose between UDP or TCP SIP. TCP SIP offers reliable communication of SIP traffic and support for longer NAT (Network Address Translation) timeouts, it will also enable support of 'TCP only' platforms such as Microsoft Lync/OCS to connect to 2talk and take advantage of our great VoIP packages.

### **TLS Support:**

*2talk+* supports TLS connections from devices that support this protocol. TLS allows for secure encrypted transmission of SIP for deployments that require increased security. You should connect to `tls.2talk.co.nz` as your proxy/host using TCP port 5061. If required, certificate details for 'tls.2talk.co.nz' will be made available.

### **Secure RTP/SRTP**

*2talk+* supports Secure RTP connections from devices that support the protocol. SRTP allows for secure transmission of the media/audio stream for deployments that require increased security.

### **G.722 Wideband 16KHZ**

*2talk+* supports the G.722 Wideband 16kHz codec, which provides high-quality superior audio on calls. G.722 is supported by a number of devices including Polycom. Both devices have to support G.722 and be registered to 2talk+.