



Boomea is a business-driven chat application, available across multiple platforms, built from the ground up with Unified Communications in mind. Bringing people and teams together with the ability to chat anytime, anywhere, Boomea provides that often missing chat integration to your business. Ever had to work remotely and the only convenient way to talk to your team would be to call them? Now, you can simply open the Boomea app to chat with your co-workers. With the seamless, easy-to-use ability to send photos, videos, and any other file type, you can feel confident that you'll be prepared in any situation.

Features

Chat

Send chat messages to other users in your account. Emojis are included and file attachments are supported.

Public Channels

- ⊕ Any user can create a public channel
- ⊕ Any user within the account can join a public channel and read the entire chat history within the channel so keep it PG!
- ⊕ Any user can invite any other user within the account to join the channel

Private Channels

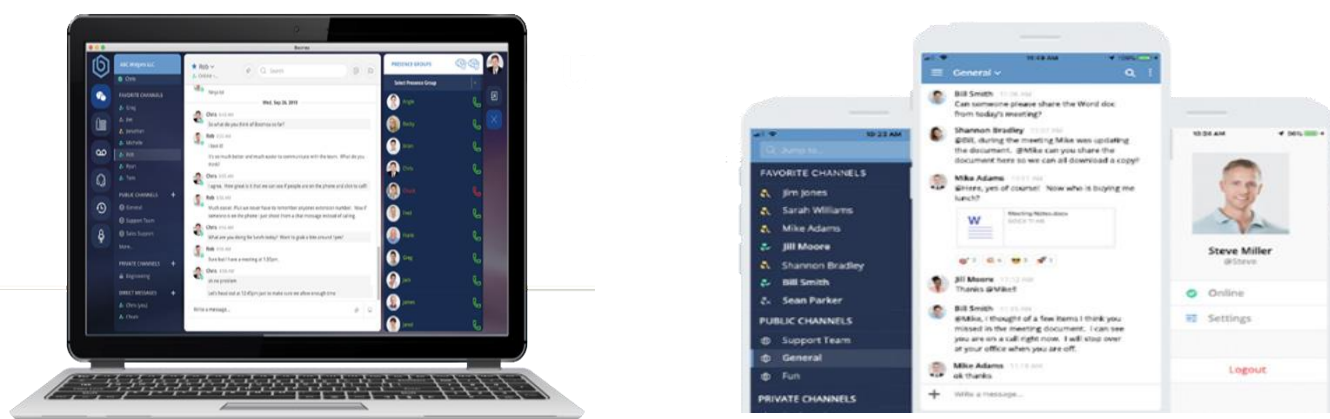
- ⊕ Any user can create a private channel
- ⊕ Only the channel creator can invite other users within the account to join the channel
- ⊕ Only the channel creator can eject other user from the channel

Direct Messages

- ⊕ These messages are between you and your coworkers! Direct messages include one-on-one messages as well as group messages
- ⊕ Mentions
- ⊕ Use the @ symbol followed by the user's name to direct a chat to a singular person when in a group or channel. The user will receive a notification that they have an unread mention and the channel or chat will show a badge of the number of unread messages.

Outside Messages

- ⊕ With contacts integration, Boomea now allows you to chat directly with your contacts who also have the Boomea UC client! When a person outside your account initiates a chat with you, a chat access rule is presented as a question for you to answer regarding whether you want to accept their request to chat, ignore the request for a set period of time, or block the user. This chat access rule is per-person and can be changed at any time in your Boomea account settings. Imagine how this can help by chatting with support!
- ⊕ When communicating with a contact in another Boomea account as an outside message, you may also define whether you wish to share your chat presence with that contact.



Call Routing

A user may manage their own call routing by defining which devices to ring, in which order, and for what duration of time. Other configurable options include:

No Answer Route

- ⊗ This is where to send the call if the user does not answer

Busy Route

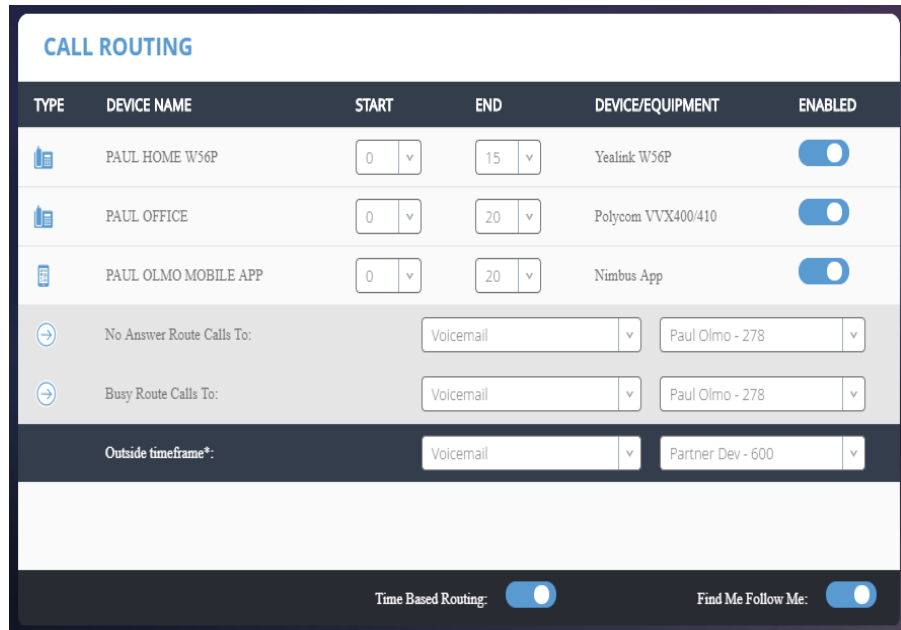
- ⊗ This is where to send the call if the user rejects the call

Outside Timeframe Route

- ⊗ This is where to send the call if the caller attempts to call the user outside their defined time frame

Time Frame Schedule

- ⊗ This is how a user can set the time frames that callers may reach them



TYPE	DEVICE NAME	START	END	DEVICE/EQUIPMENT	ENABLED
	PAUL HOME W56P	0	15	Yealink W56P	<input checked="" type="checkbox"/>
	PAUL OFFICE	0	20	Polycom VVX400/410	<input checked="" type="checkbox"/>
	PAUL OLMO MOBILE APP	0	20	Nimbus App	<input checked="" type="checkbox"/>
	No Answer Route Calls To:			Voicemail	Paul Olmo - 278
	Busy Route Calls To:			Voicemail	Paul Olmo - 278
	Outside timeframe*:			Voicemail	Partner Dev - 600

Time Based Routing: Find Me Follow Me:

Voicemail

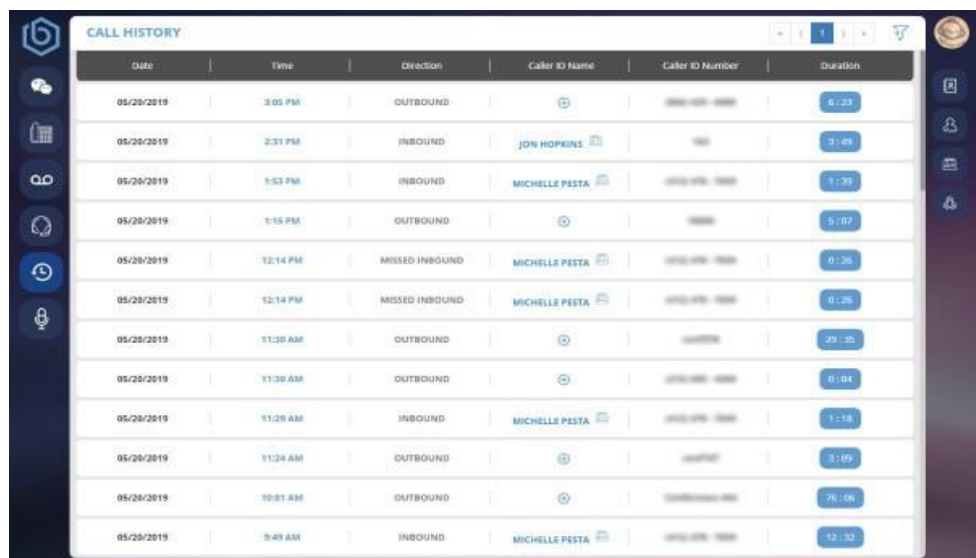


Time	Caller ID Name	Caller ID Number	Message
October 5, 2018 7:46 AM	LAW FIRM	(215) 555-9999	3:09:25
October 3, 2018 11:05 AM	WIRELESS CALLER	(801) 555-3791	3:09:32
October 1, 2018 3:05 AM	PAUL SMITH	(215) 555-9999	3:09:32
September 12, 2018 5:34 AM	VIP CUSTOMER	(312) 555-2800	3:09:35

When the user gets a voicemail on the Atlas platform, the voicemail will be sent to the Boomea application and the record will appear without the need to refresh anything. The user may then listen to the voicemail, download, and/or delete the voicemail. When a voicemail is deleted, it removes it from the user's voicemail in their phone as well for easy voicemail management!

Call History

Call records from the Atlas platform are pushed to the Boomea application in real time so a user can be up-to-date with their calls, both missed and answered! No refresh is necessary as the records will appear as they are created



Date	Time	Direction	Caller ID Name	Caller ID Number	Duration
05/28/2019	3:05 PM	OUTBOUND			6:28
05/28/2019	2:31 PM	INBOUND	JON HOPKINS		1:09
05/28/2019	1:53 PM	INBOUND	MICHELLE PESTA		1:39
05/28/2019	1:15 PM	OUTBOUND			5:02
05/28/2019	12:14 PM	MISSED INBOUND	MICHELLE PESTA		0:26
05/28/2019	12:14 PM	MISSED INBOUND	MICHELLE PESTA		0:26
05/28/2019	11:30 AM	OUTBOUND			25:35
05/28/2019	11:30 AM	OUTBOUND			0:04
05/28/2019	11:29 AM	INBOUND	MICHELLE PESTA		1:18
05/28/2019	11:28 AM	OUTBOUND			3:09
05/28/2019	10:01 AM	OUTBOUND			76:06
05/28/2019	9:49 AM	INBOUND	MICHELLE PESTA		13:52



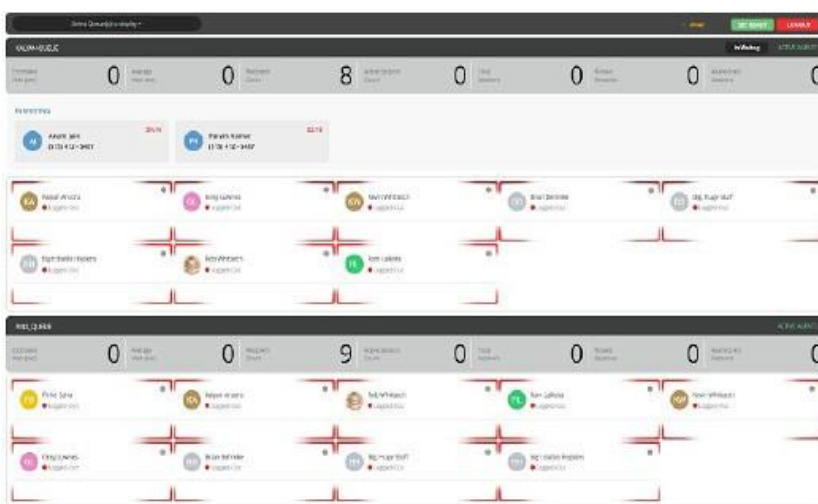
Call Recording

When a user is recorded on the Atlas platform, the recording will be sent to the Boomea application and the record will appear without the need to refresh anything. If the user has access to other user's recordings via management permissions, this user will be able to review, play, download, and/or delete all recordings they have access to. The user may only delete a recording if they are given the delete action specifically by management permissions. Call recordings are ordered by date and time and display the name of the user that was recorded.

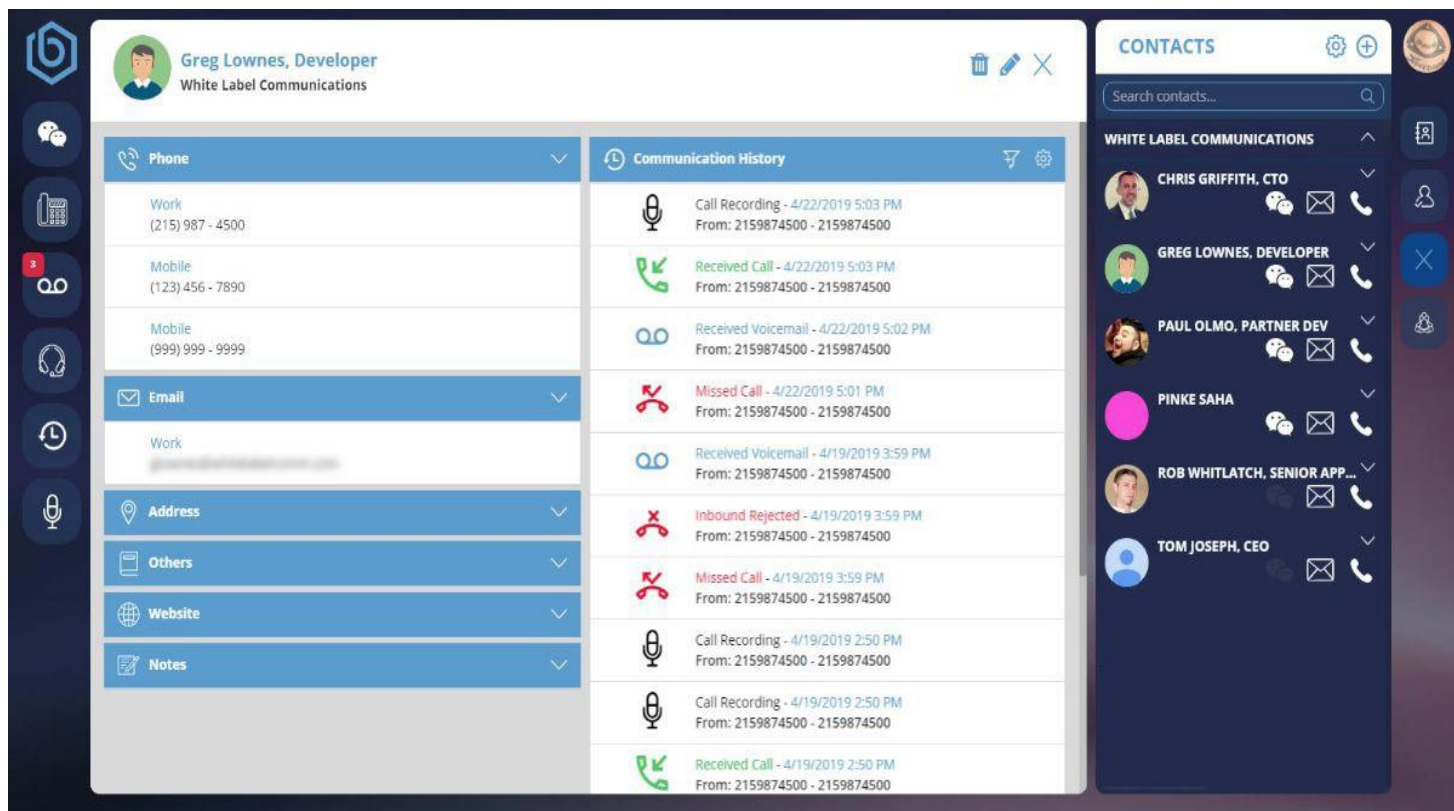
Action	Date/Time	User	Direction	Caller ID Name	Caller ID Number	Duration	Recording	Option
	August 5, 2019 3:50 PM	PAUL OLMO	OUTBOUND		(703) 257 - 5968	36 : 44	Play File	[...]
	August 5, 2019 3:57 PM	PAUL OLMO	OUTBOUND		(215) 695 - 4200	30 : 28	Play File	[...]
	August 5, 2019 3:57 PM	PAUL OLMO	OUTBOUND		(601) 329 - 2122	0 : 39	Play File	[...]
	August 5, 2019 2:39 PM	PAUL OLMO	OUTBOUND	MATTHEW ORFICI	(914) 686 - 7777	1 : 43	Play File	[...]
	August 5, 2019 1:59 PM	PAUL OLMO	OUTBOUND		(215) 695 - 4200	13 : 37	Play File	[...]
	August 5, 2019 1:18 PM	PAUL OLMO	OUTBOUND	MATTHEW BOONE	276	0 : 12	Play File	[...]
	August 5, 2019 12:58 PM	PAUL OLMO	OUTBOUND		(215) 695 - 4200	46 : 40	Play File	[...]
	August 5, 2019 12:56 PM	PAUL OLMO	OUTBOUND		(301) 237 - 6524	2 : 04	Play File	[...]
	August 2, 2019 4:09 PM	PAUL OLMO	INBOUND	JEFF CRAMMER	(484) 772 - 8666	47 : 04	Play File	[...]
	August 2, 2019 4:03 PM	PAUL OLMO	OUTBOUND		(610) 378 - 0102	1 : 02	Play File	[...]
	August 2, 2019 3:50 PM	PAUL OLMO	OUTBOUND		(215) 695 - 4200	23 : 54	Play File	[...]
	August 2, 2019 2:01 PM	PAUL OLMO	OUTBOUND		CONFERENCE 2156954200	34 : 43	Play File	[...]
	August 2, 2019 12:18 PM	PAUL OLMO	INBOUND	DANIEL MOWERY	(864) 434 - 0550	1 : 23	Play File	[...]
	August 2, 2019 12:10 PM	PAUL OLMO	OUTBOUND		(864) 248 - 6316	1 : 04	Play File	[...]
	August 2, 2019 11:58 AM	PAUL OLMO	OUTBOUND		(215) 695 - 4200	10 : 50	Play File	[...]

Call Center Console

A user can access the Atlas platform call center console from the Boomea application. This enables a user to monitor the status of their queues and agents in real time. The interactive display allows the user to click on an agent and see their specific queue statistics. User can login, logout and set themselves away on the application. Admins can login, logout, and set agents away and ready in the application. Agent and admin can also see callers waiting in the queue.




Contacts Integration



Boomea Contacts the first milestone in our goal to provide the most robust UC product on the market. Contacts was the center point of all our communications, and this new feature integrates your contacts with Boomea. Current integrations are with the following providers:

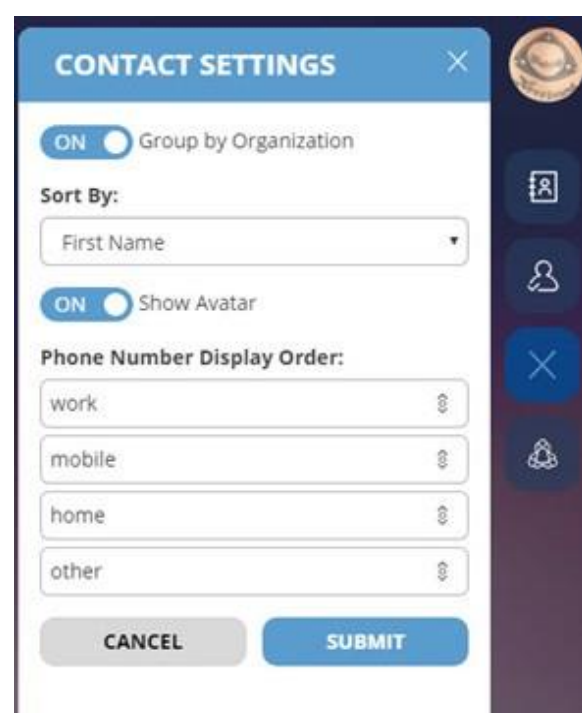
-  G-Suite (Google)
-  Office365

This integration includes avatar images and contact sync between Boomea and your integration point. You may also choose not to integrate at all. In that situation, we provide the user the ability to upload a CSV file with their contacts and they may manage that list within the Boomea interface. Integrating your contacts with Boomea provides a variety of new features and enhancements to Contact Management

-  Click-2-Call your contacts
-  Click-2-Email your contacts
-  Outside Chat Messages
-  Communication History

Contact Management

Boomea Contacts allows you to view and manage your contacts by syncing your contacts with your integration point. The integration includes avatar syncing. Any updates made to contacts in Boomea will be pushed up to your integration point. The converse also applies any changes made to the contacts in your integration point will be pushed down to Boomea

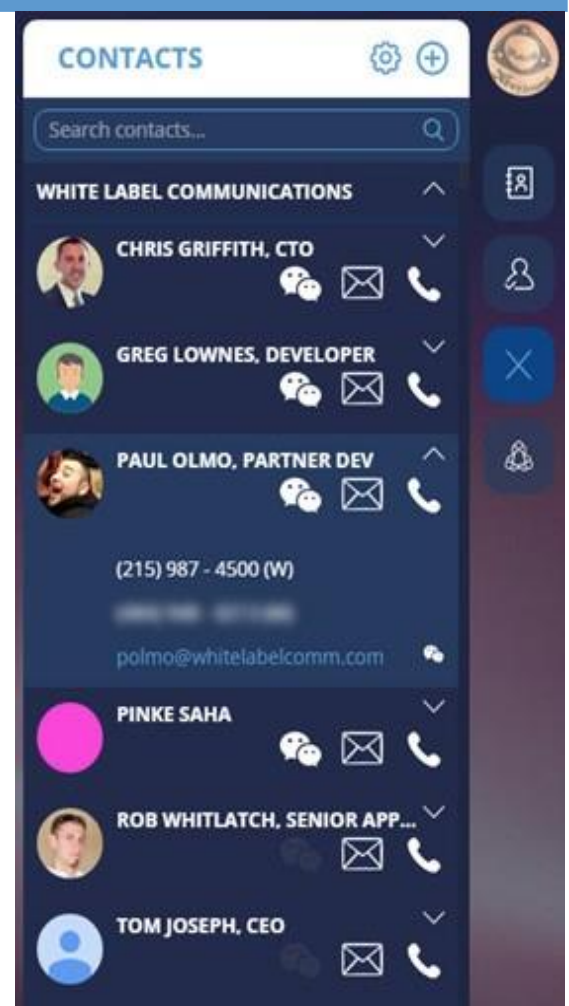




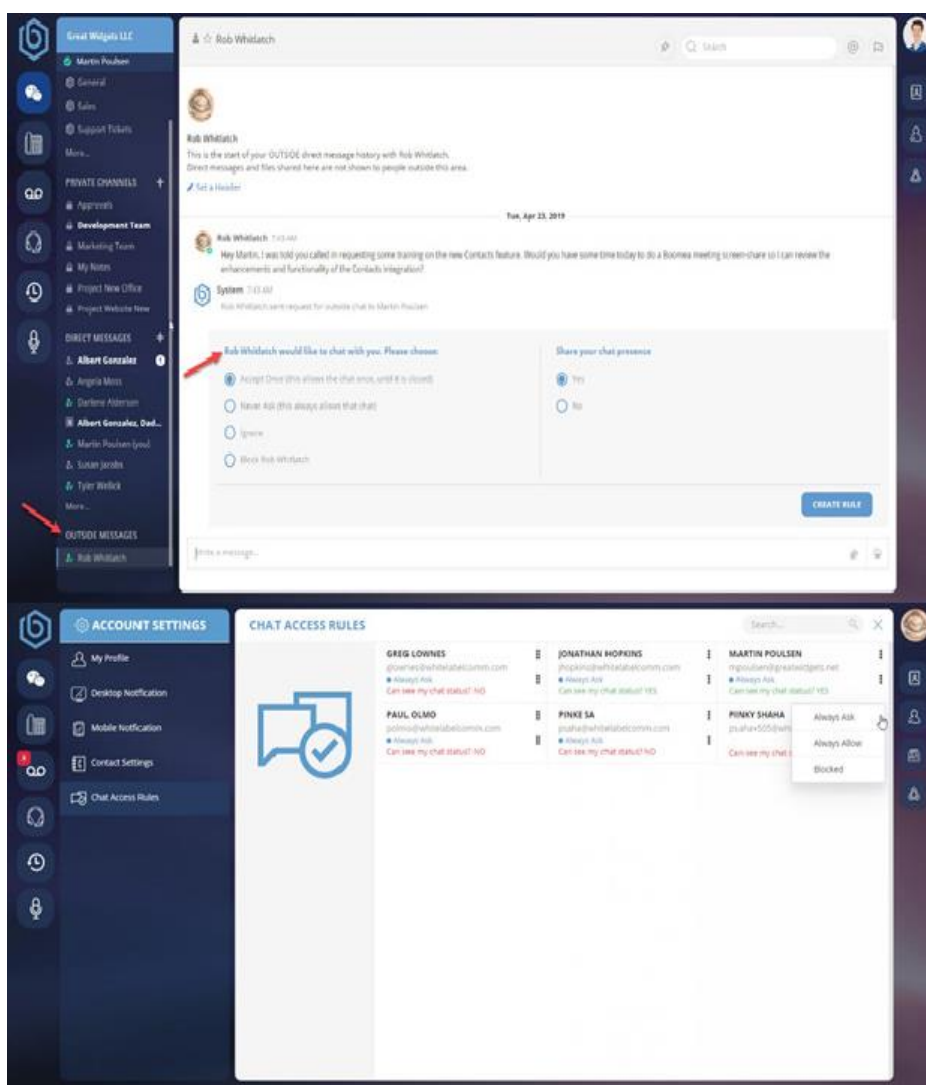
Click-2-Call and Email

Using the contacts list, any contact that you have a telephone number assigned to, you can click the phone icon to initiate a call to that phone number. If the contact has more than one telephone associated to them, the contact information is expanded downwards to show you all their numbers and allow you to click on a specific number to call.

Click-2-Email the contact's email address. If the contact has more than one email address associated to them, the contact information is expanded downwards to show you all their email addresses and allow you to click on a specific email. The Boomea application will then



Outside

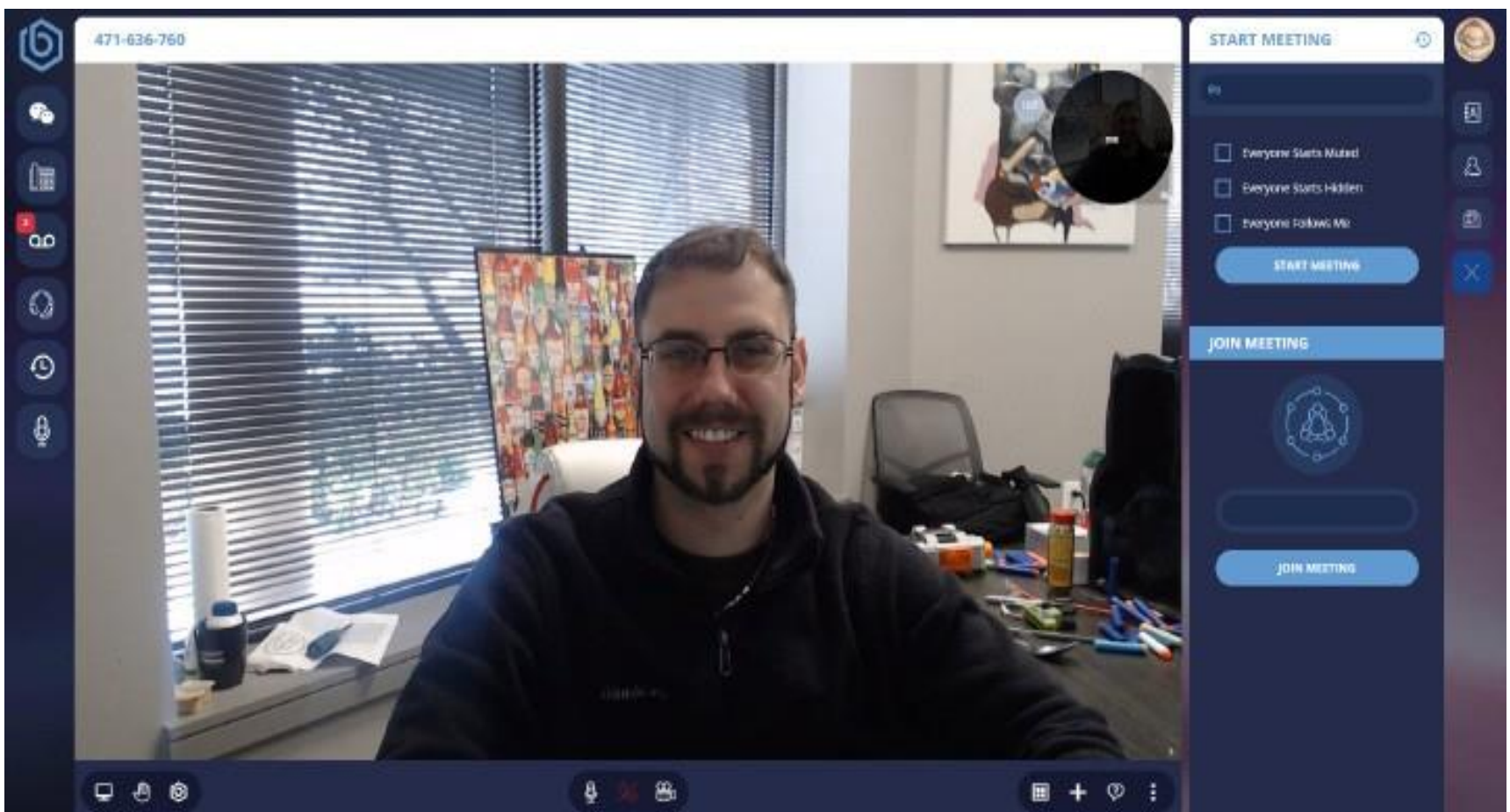


With contacts integration, Boomea now allows you to chat directly with your contacts who also have the Boomea UC client! When a person outside your account initiates a chat with you, a chat access rule is presented as a question for you to answer regarding whether you want to accept their request to chat, ignore the request for a set period of time, or block the user. This chat access rule is per-person and can be changed at any time in your Boomea account settings. Imagine how this can help by chatting with support!

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Meetings



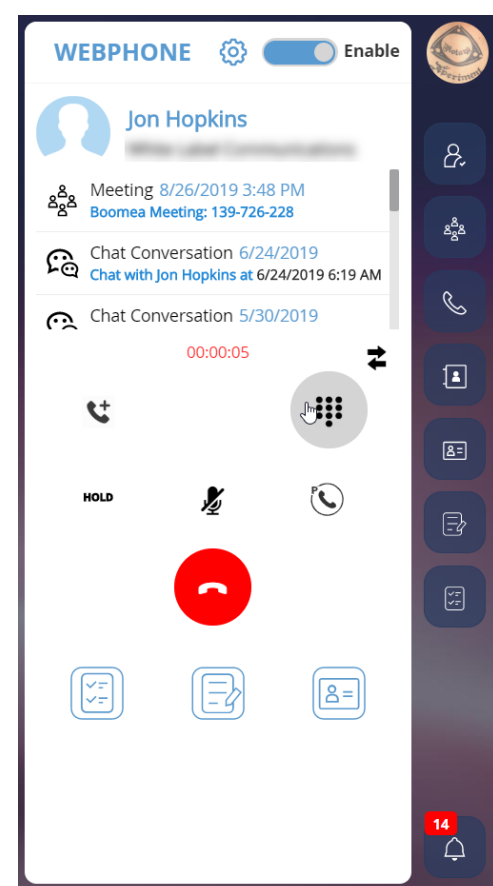
With Boomea Meeting you can now take your company farther than ever than before. Features include:

- Screen Sharing
- Video Conference
- Start, Join, and Schedule Meeting

Webphone

Never worry again about mobility. If you have access to a computer, you have access to your office phone system! The webphone enables users to make and receive calls right to their desktop app or browser! If you have access to a computer, you have access to your office phone system!

- Multiple concurrent calls
- Hold / Unhold
- Input and output settings
- Display contact communication history
- Mute / Unmute
- Call Park
- Recent calls
- Plantronics (Poly) headset support
- Create tasks and/or notes while on the webphone.

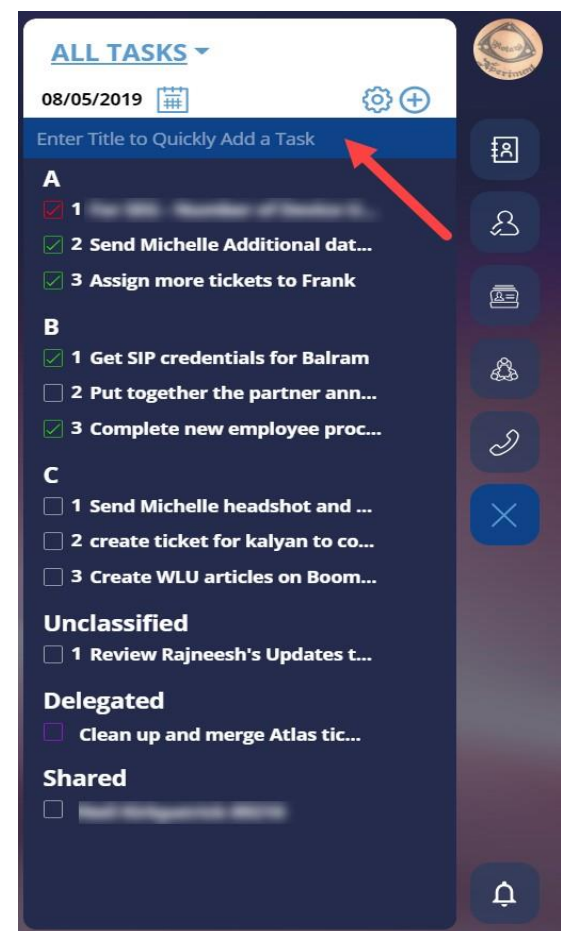
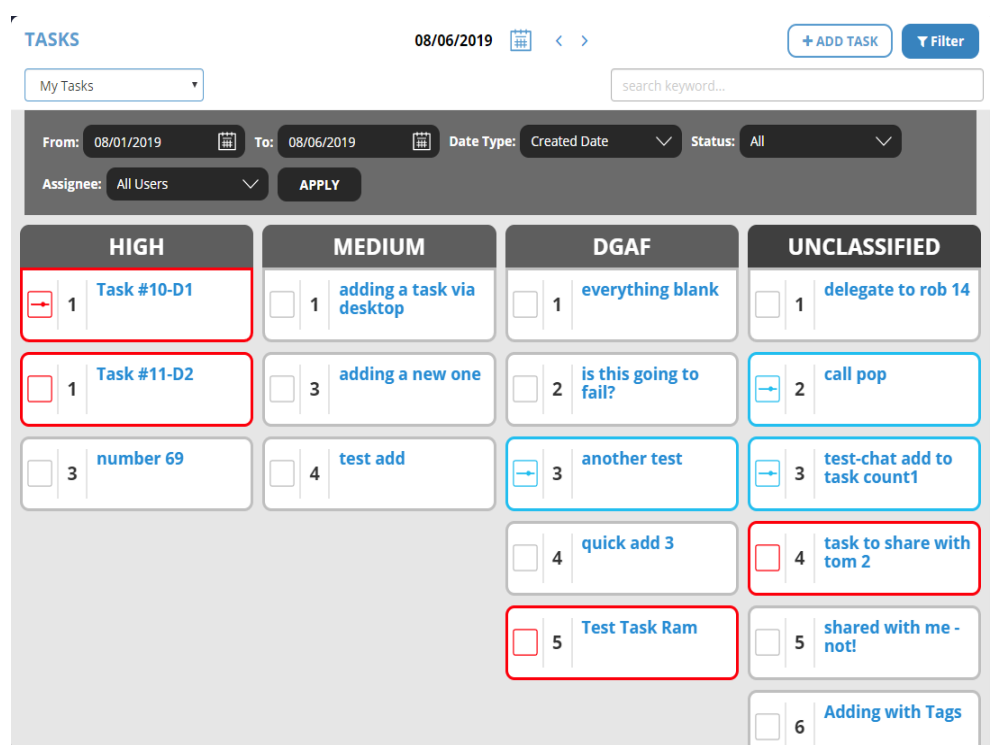


Tasks

The tasks module allows a user to manage their personal and organizational tasks within the Boomea application. Features include:

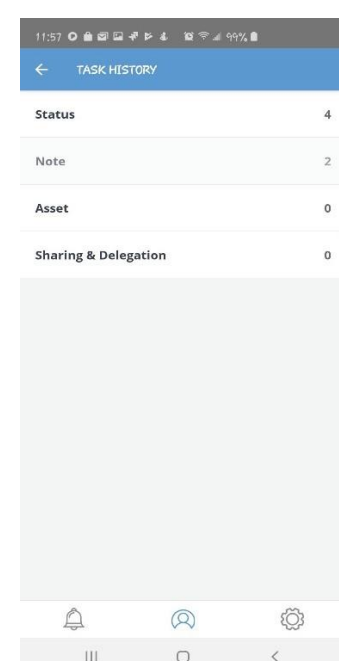
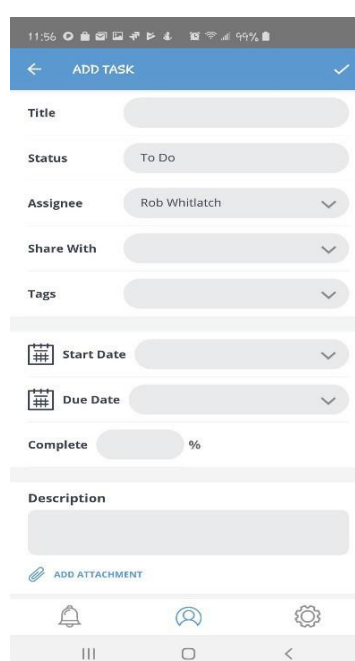
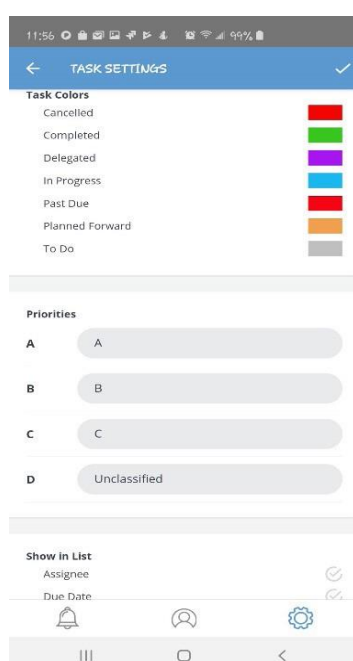
- ⚙ Task Delegation
- ⚙ Task Sharing
- ⚙ Task Activity Log
- ⚙ Task Notifications
- ⚙ Personal and Organizational Task Management
- ⚙ Link UC Objects to Tasks for Quick Referencing and Centralization

For More information on Tasks please visit our website <https://boomea.com/boomea-tasks>



Tasks Mobile

The tasks module would not be complete without a mobile app! Take your tasks on the road with Boomea Tasks Mobile available for iOS and Android. Enjoy the same robust functionality on your mobile device as your desktop application.

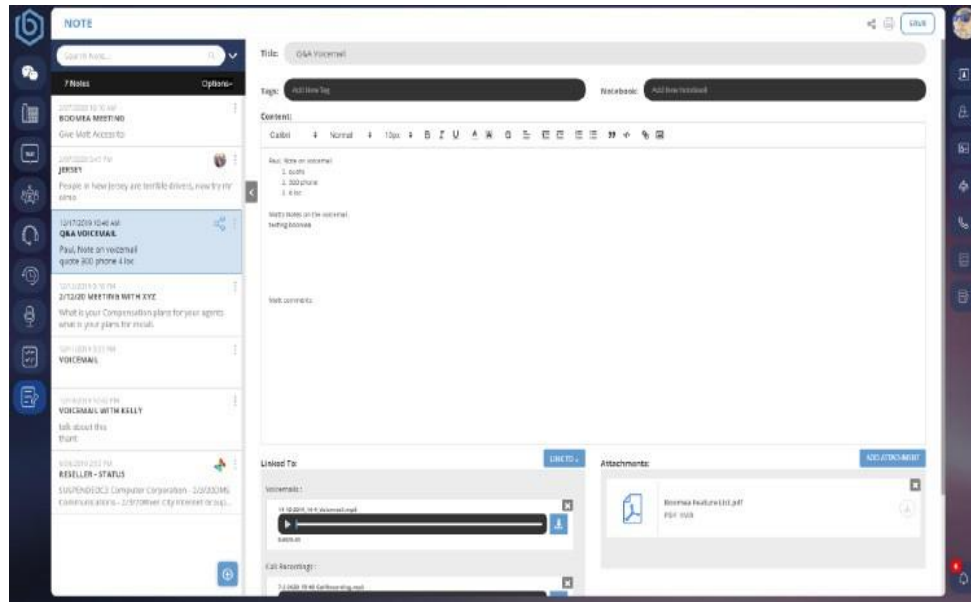




Notes

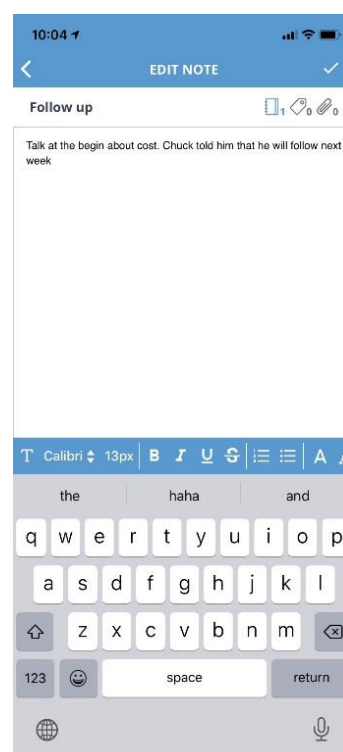
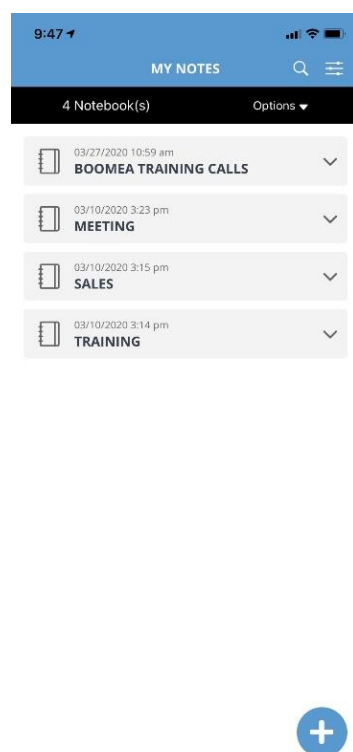
Boomea Notes the Next module in the productivity tool created for the Boomea application. The Notes module allows a user to manage their personal and organizational tasks within the Boomea application. Features include:

- Personal and Organizational Notes Management
- Notes Sharing Collaboration
- Link UC Objects to Notes for Quick Referencing and Centralization
- Realtime Collaboration
- Notes Mobile App
- Notes Notifications



Notes Mobile

Do you like to take notes on the go? Now you can with Boomea Note mobile! Take your notes on the road or wherever life may take you. With Boomea Notes Mobile available for iOS and Android, you can enjoy the same robust functionality including real time collaboration on your mobile device as you have on your desktop application.





Presence Groups

Presence Groups allow you to monitor, in real time, the phone status of other users and parking slots in your account. This functionality emulates BLF buttons on a VoIP device. Boomea receives status updates when users make or receive calls and when calls are parked and picked up from park. Users can create difference presence groups to customize their view of who and which parking slots they need to monitor.

