Dialogic® BUZZ™ Unified Communications Platform
Next-Generation Solution Tailored for SMBs

Dialogic BUZZ Unified Communications platform is a carrier-class solution that enables service providers to bring tailored offerings to the SMB market. Seamlessly combining the best in WebRTC and SIP, Dialogic BUZZ provides cross-device, cross-platform, and cross-network compatibility that translate into a unique converged architecture. This architecture makes it easy to upgrade PBX customers to a unified communication and collaboration platform while maintaining compatibility with their existing physical phones.

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<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
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<tr>
<td>Comprehensive, all-in-one, all-software solution ready to deploy in a public, private, or hybrid environment</td>
<td>Reduce time-to-market by allowing service providers to implement desired features and tailor offerings to specific markets</td>
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<td>Seamless communications services across desktop, laptop, and smartphone</td>
<td>Provide subscribers fixed mobile convergence through the inclusion of iOS and Android smartphone mobile apps, as well as native desktop apps for both Windows and Mac OSs</td>
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<td>Multi-tenant, multi-tiered service administration, management, and branding</td>
<td>Onboard channel partners, shared tenant customers, and enterprises; extra tenancy layer allows service providers to engage and efficiently manage multiple channel partners</td>
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<td>Enterprise and subscriber self-service management</td>
<td>Empower enterprises to adapt to their ever changing communication needs without requiring service provider intervention</td>
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<td>Enhanced UI and UX</td>
<td>Intuitive clients provide simplicity and ease-of-use; turn a chat into a call, a video conference, or a collaboration space with just a few clicks from any supported device</td>
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<td>Insightful analytics using converged dashboards</td>
<td>Consolidating information from different elements in a single location, in combination with visual thresholds, allows identification of potential issues before they happen</td>
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Target SMBs with the Right Tools
SMBs make up a large majority of the UCaaS seats, and it's vital to have a targeted solution. In the age of hyper-connectivity, the typical SMB more than ever wants multiple channels to communicate and collaborate in real time. Dialogic BUZZ offers instant messaging, audio, video, conferencing, and collaboration meshed into a single easy-to-use and easy-to-adopt solution. Dialogic BUZZ also addresses the ever changing landscape of SMB requirements via its modular and API-centric architecture that makes it easy to add features and integrate third-party applications.

Comprehensive Converged Fixed/Mobile Service Offering
Dialogic BUZZ is a converged solution that seamlessly enables end users to access voice services across SIP and WebRTC. It provides service and feature consistency across different networks and allows customers to initiate a call from anywhere over...
multiple devices including their smartphone, softphone client, or desktop phone. UC features such as user or extension dialing, directory services, conferencing, and instant or voice messaging are available to mobile users as if they were at their business office.

Dialogic BUZZ mobile and desktop native applications for Android, iOS, Windows, and Mac devices support customers’ digital, mobile lifestyle. Mobile users can easily transition between both fixed and mobile devices for unparalleled flexibility. Features include enterprise directory access, personal contact list integration, scheduled and reservation-less on-demand conferencing, messaging, and visual voicemail access – all on a modern WebRTC-based application. Subscribers can move between their desktop and smartphone to chat, make and receive audio and video calls, and hold conferences anytime and anywhere. The focus on ease-of-use results in a client that subscribers can intuitively start handling without the need for a user guide or sophisticated training.

**Dynamic, Converged, and Customizable Dashboards**

**Insightful Analytics using Next-Generation Dashboards**

Dialogic BUZZ dynamic dashboards allow service providers to identify and troubleshoot issues with just a few clicks. The contextual click-through methodology enables service providers to quickly access relevant information, resulting in short response time when troubleshooting root-causes for support tickets. The enhanced visual dashboard engine can update all the data points in real-time and compare them to historical values. This allows the service provider support team to be proactive and identify potential issues before they happen.

By converging critical data points in a single location, service providers can get real-time data from multiple entities, including Dialogic® PowerMedia® XMS Media Server Software and Dialogic® BorderNet™ Session Border Controller (SBC), in addition to Dialogic BUZZ. Converged dashboards eliminate the need to extract traces and logs individually from each network element and compare them manually.

**Multi-Tenant, Multi-Tiered Access and Management**

**Extra Tenancy Level for Flexible Business Models**

Dialogic BUZZ gives different types of service providers access to a dedicated portal to create and manage hosted businesses including enterprises, value-added service providers, and shared tenant services operators. These, in turn, can create new customer identities, establish calling policies for both domestic and international destinations, and set up billing integration with respective internal BSS systems. Flow-through provisioning of new customers, as well as moves, adds, and changes, can also be bulk uploaded through open interfaces using well known input formats. Provisioning is further streamlined via an API-centric framework and the ability to apply a pre-established class of service plan for new customers. Service providers also have access to a full set of reports for gaining operational intelligence, including a user’s call history showing call detail records.

A dedicated administrative portal gives business customers access to create and manage their own business communication needs from anywhere. The portal can be branded using the service provider’s, reseller’s, or enterprise’s logo, and allows each
business customer to identify a service administrator for its specific hosted UC environment. For example, the administrator can set up dialing plans, access numbers, and class of service for enterprise users. It gives a business customer the freedom to conduct UC moves, adds, and changes without having to call the service provider’s help desk. If the business has multiple locations or branches, the service administrator can create service and user identities for those other office locations as well.

Self-Service End User Feature Control
Dialogic BUZZ provides a secure portal for admin group users, channel partners, and customers to access and manage service features. This portal offers user configuration and control that enhances basic phone functionality and instant messaging, and makes features like multi-device ringing, conference calling, call move, and call forwarding easier to manage. With a simple click on a web page, users have web-based control of their calling and messaging features, such as selecting whether to forward calls to their mobile phones or have a call ring on all their assigned numbers.

Carrier-Class Scale and Availability
On-Demand Scalability and Built-in Redundancy
Dialogic BUZZ can run in public or private clouds on commercial off-the-shelf (COTS) hardware and industry-standard virtualized environments. The Dialogic BUZZ service scales horizontally, allowing for increased capacity by merely adding additional instances, servers, or containers. For more user capacity, application servers are added to the network in an N+1 configuration. Similarly, when more media ports are needed, media servers can be added in an N+1 configuration, leveraging Dialogic’s MSAAS™ through Amazon Web Services or any private cloud.

Geographic Redundancy Option
To meet the demands of competitive service level agreements, today’s network operators need highly reliable solutions. Dialogic BUZZ was designed from the ground up to provide carrier-class availability with commercial reliability in the field. Dialogic BUZZ offers full network element redundancy, allowing for deployment in a geographically redundant configuration.

Dialogic – The Source for a Turnkey Solution
Dialogic provides a comprehensive collection of software-centric application layer and enabling infrastructure solutions to help service providers deliver an array of end-to-end SIP and WebRTC-based real-time communication solutions to their customers. Dialogic’s product portfolio can augment existing capabilities or replace legacy applications to enhance the services delivered to customers and take advantage of new lines of business.

Dialogic BUZZ, along with the Dialogic® PowerNova™ Application Server, BorderNet SBC, PowerMedia XMS and MSAAS™, and Dialogic® ControlSwitch™ System, make up a comprehensive all-software virtualized solution to help service providers deliver end-to-end, customizable voice and video real-time communications to their customers. PSTN interconnection is also supported with the Dialogic® I-Gate® 4000 Media Gateway to provide any-to-any VoIP-to-TDM connectivity.
Key Dialogic BUZZ Features

**Instant Messaging and Collaboration Features**

**Instant collaboration**
Communicate with any Dialogic BUZZ user individually or create rooms that can be turned into instant conferences
Share files by dragging and dropping
Advanced chat formatting options such as emoticons, quotes, or code snippets
API-centric framework allows quick integration with different third-party applications

**Telephony Features**

**Key subscriber features**
Call forwarding: unconditional, on-busy, no answer, privacy and call rejection
Caller ID/Calling Name
Group and sequential ringing, Call Hold, Move, Park, Return; hunt groups
Calling restrictions: domestic only, international, preferred carrier
Call tracing
Follow Me capabilities
Call Transfer: blind and attended
Music on Hold
DID/DOD and extension dialing
Call recording, both encrypted and unencrypted

**Fixed Mobile Convergence**

**Mobile, desktop, and web clients**
iOS and Android support
Desktop clients running Windows and Mac OS
Access through any WebRTC-supporting browser
Individual and group instant messaging
HD voice and video calling support
Push notifications
Apple CallKit integration
Seamless call handover across devices

**Zero-touch setup**
Enable new subscribers via QR code scanning or secure URL generation

**Advanced Features**

**Management API framework**
Enable or disable tenants, subscribers, and services via extensive REST API framework.

**SIP trunk support**
SIPconnect compliant solution

**Voicemail**
Individual, on-demand, and group voicemail boxes
Email notification and MWI
Audio and video recorded messages via instant message

**Auto attendant**
Customizable IVR-based
Tone and ASR options

**Directory and address book**
Company directory
Both shared and private address books available on mobile app
Microsoft Active Directory integration

**Audio and video conferencing**
WebRTC browser support
Flexible scheduling for planned conferences
Ad-hoc conference support
Multiple supported video formats
Web-based management
Voice-activated switching
Screen sharing through SFU
Microsoft Outlook calendar integration

**Analytics and Reports**

**Multi-tenant, multi-tiered management**
Multiple management tiers
Administrative and subscriber self-management portals
Customizable branding

**Monitoring and management**
Customizable dashboards per user role
Ad hoc and scheduled reporting
Active call reporting
Registered user reports
Searchable call logs
Real-time vs. historic
Contextual click-through
Converged reports from different network elements