At a Glance :: HUD

DROP YOUR PHONE. PICK UP HUD.

HUD is a powerful application that connects your phone, your desktop, and your organization, consolidating all communication into one easy-to-use interface. Now you can manage calls, status, queues, and much more, all with the click of a mouse.

When PBXtra™ is coupled with HUD, businesses not only get the enterprise-class features and benefits of PBXtra, but one touch control over their phone system and real time visibility and access to the users using it. HUD and PBXtra together redefine what a company should expect from their business phone system.

"HUD Pro is an efficiency tool that fits well with our corporate mission, and helps us serve our customers better. The ability with HUD to just click and automatically call an employee's cell phone is a very popular feature with our employees."

– PREMGroup, Portland, OR

HUD Lets You:

Take Control of Your Communications
With HUD, no one needs an operator to screen calls. HUD matches inbound Caller-ID to Outlook contacts so everyone knows exactly who's calling.

Find and Reach People – Anytime, Anywhere
HUD's user-friendly interface allows employees to find contacts quickly and effortlessly, view the status and availability of co-workers, and initiate communications with a single click from any desktop computer.

Save Time with Instant Voice, Chat, and E-mail Tools
Communication happens on many levels; from phone calls to chat sessions to e-mails, HUD reduces time spent in meetings and on conference calls and enables effective communication.

Easily Manage Call Center Queues and Agents
Create and manage sales and call centers easily. Supervisors act faster when they use HUD to log in-and-out of queues, keep an eye on agent availability, monitor or barge calls, and record calls on the fly.

Train and Coach Agents in Real-Time
Also useful for training employees or managing agents, HUD lets supervisors monitor, train, and barge calls with a single click and with private enterprise chat, they can easily guide agents in real-time.

CRM and Internet/Web Launcher
When calls are made or received, HUD uses call information to launch and search web pages in Google, Salesforce.com, Sugar CRM, or virtually any website. This allows every employee to have knowledgeable and professional conversations with contacts.

FONALITY
communicate openly.

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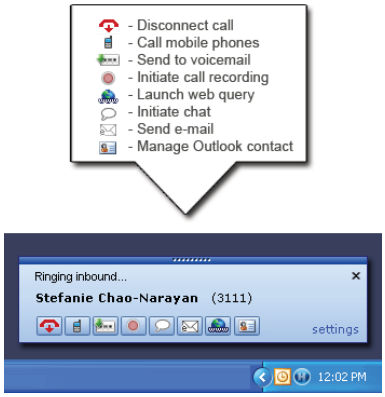
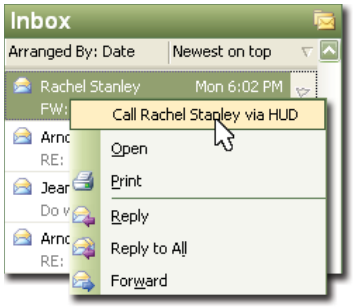
HUD Features

HUD Personal	HUD Team	HUD Agent	HUD Queues
Desktop Alerts	**All HUD Personal Features**	**All HUD Personal Features**	**All HUD Agent Features**
Drag-and-Drop Calling	Operator Panel	**All HUD Team Features**	Queue Summary Component
Call Transfer to Voicemail (self)	Click-to-Email	Queue Status *	Queue Detail Component
Call Transfer to Hold	Click-to-Call Mobile Phone	Agent Login/Logout *	No One Is Answering Alert
Instant Message	Extension Sorting	On-the-Fly Call Recording *	Abandoned Call Alert
Google Contacts	Drag-and-Drop Call Transfer	Call Barge/Monitor *	Agent Broadcast Alert
Photo Caller ID	Call Parking	Web Launcher/CRM Integration	Reset Queue Stats
Visual Voicemail	Extension Groups	Server Side Chat Logging	
Contact Cards	Outlook Integration		
	Easy Dialer		
	Color Coded Call Status		
	Mobile Presence		
	Busy Ring Back		
	Conference Component		
	Click to SMS		
	Transfer Call to Mobile		

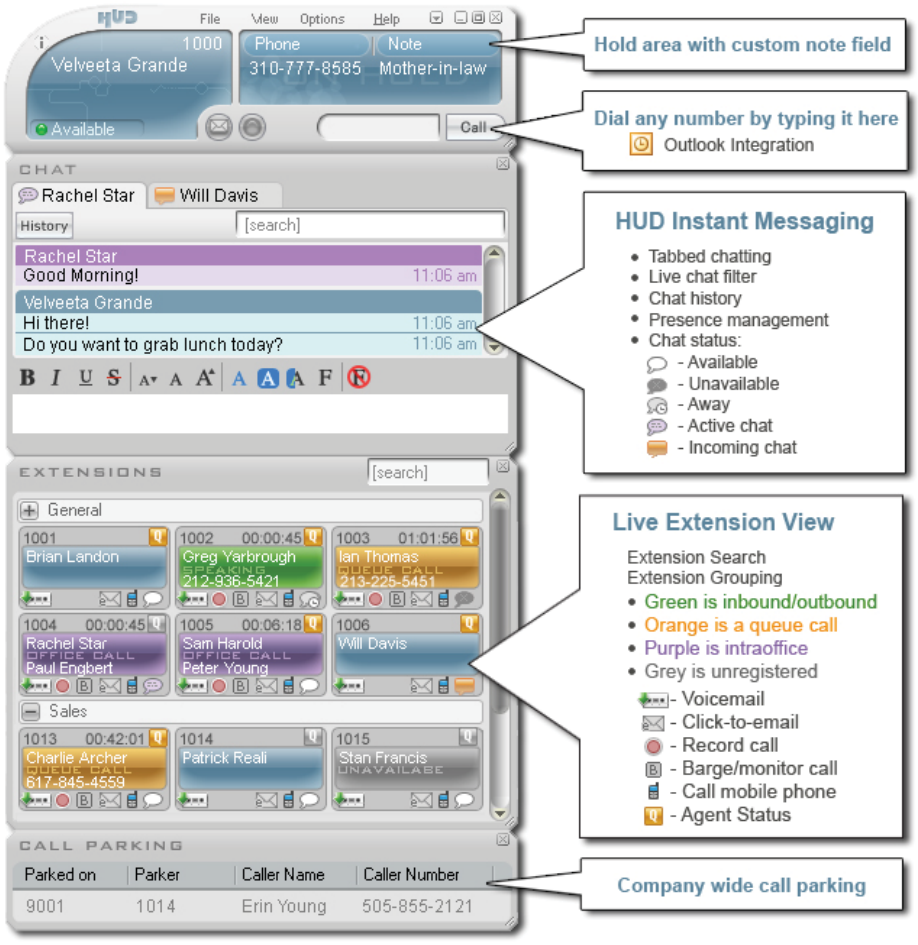
* Requires PBXtra Call Center Edition



Incoming Call



Call contact via HUD



HUD User Interface

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