

# Overview

- [Documentation Overview](#)
- [Training Options](#)
- [Archive](#)

# Documentation Overview

Thank you for choosing Intellasoft as your communications solution vendor and welcome to the Intellasoft Products Documentation.

This documentation, an all-in-one reference, describes all available core features, add-ons, and best practices of the Intellasoft Communications Platform.

If you are in immediate need of support, please visit the [Help Desk](#) portal and submit a service ticket to our team.

## Core Documentation

The following documentation pages are for the core products we offer. If you are new to the Intellasoft Communications Platform, the best starting point is the [Core Web Portal](#).

Throughout these pages, there will be descriptions of add-on functionality that may not exist on your installed system.

If your organization can benefit from any of these add-ons, or if you have a suggestion or idea for a feature, feel free to reach out to our team through your local distributor or our [Help Desk](#).

- **Core Web Portal** - All core features included in a standard Intellasoft installation. It covers the Standard System. Users, Extensions, Schedules, and more.
- **IntellaQueue** - Call Center Addon. A call center add-on providing agent and queue management with powerful report generation.
- **IntellaDialer** - Outbound Automated Dialer Addon. Preview / progressive / predictive strategies, campaign management, and dialer reporting options for supervisors.
- **IntellaConference** - Multi-Party Conference Bridge Addon. Our add-on for secure, multi-party audio conferencing.
- **IntellaSoft Reseller** - Additional web portal features just for re-sellers.

# Additional Documentation

This is additional documentation for phone systems and other hardware/software.

- **Hardware/Software** - Additional information detailing use and configuration of Polycom phones, soft phones, routers, etc.
  - **Phones**
    - **Desk Phones**
      - Polycom [331/335](#)
      - Polycom [VVX](#)
    - **Soft Phones**
      - [Linphone](#)
      - [Zoiper](#)
  - **Hardware**
    - **[Routers]**

Additional hands-on **Training Options** are available such as **[on-site]**, **[screen share]**, and **[phone support]**.

# Training Options

# Archive

This page was created to store old archived pages.