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.
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> 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]**.

Revision #8
Created 2024-03-27 18:36:30 UTC
Updated 2024-08-26 17:03:56 UTC by Andrew Baumes