

# 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]**.

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Revision #8

Created 2024-03-27 18:36:30 UTC

Updated 2024-08-26 17:03:56 UTC by Andrew Baumes