



Metropark

Boomea is included with your Metropark Voice Exchange (MPVEX) suite of applications. Boomea helps you manage company data and centralizes your company's communications. Boomea can be accessed from a web browser or can be installed on all major platforms.

Boomea UC Feature List

CHAT & TEXT

- Inter-office Chat
- File Sharing
- Company Directory
- Online Presence
- Away Presence
- Do Not Disturb Presence
- Off-line Presence
- Favorite Channels
- Private Channels
- Direct Messages
- Outside Messaging
- Group Messages
- Group Member Management
- Avatar for users
- Linear Date message views
- Pinned Posts in Direct Message
- Search through all Posts
- Recent Mentions
- Flagged Posts
- Jump to posts
- Jump to recent messages
- Text Management – Italics, etc.
- Text Management – Tables
- Post editing
- Post deleting
- Emojis
- File Sharing
- Group File Sharing
- Drag and drop images
- Drag and drop attached files
- SMS/MMS Sending & Receiving

CONTACTS

- Contact Integration with Office365
- Contact Integration with G-Suite
- Add to your Contacts
- Edit your Contacts
- Delete your Contacts
- Update your Contact's Avatar
- Sort numbers based on type
- Sort by First or Last Name
- Group by Organization
- Show or hide avatar images
- Click-2-Call from Contact
- Start Email from Contact
- Start Chat from Contact
- Outside Messaging
- Communication History on each contact:
 - Phone Calls
 - Voicemails
 - Call Recordings
 - Boomea Meetings
 - Chat Conversations

PHONE INTEGRATION

- Quick-Call
- View real-time call history
- Access voicemails & VM Transcriptions
- Access call recordings
- Visual Operator and Conference App
- Supervise agents with Call Center Console
- View real-time phone presence (BLF)
- Maintain user-specific call routing (FMFM)
- Boomea Web Phone

COMPANY DIRECTORY

- Company Name Listing
- extension Listing
- Avatar of company employee
- Quick presence Eye
- Click to Call employee
- Click to Chat employee
- Search by name

NOTIFICATIONS

- Desktop Notifications
- Mobile Notifications
- Push Notifications
- Notify All Activity
- Notify Only Mentions
- Notify Direct Messages
- Notify via Sound

CONSOLE MANAGEMENT

- Operator Console
- Drag n' Drop Calling
- Conference Center Access
- Setup Conferences for Others
- Manage Conferences at One Screen
- Call Center Console Management

WEB VIDEO MEETINGS

- Start a Meeting
- Join an existing Meeting
- Schedule a Future Meeting
- Start Muted or not Muted
- Start video streams Off /On
- Meeting History
- Meeting Attendees
- Attendee Size 2, 5, 15, 30
- Guest Access
- Record Meeting
- In-Meeting Controls
- Screen Share Controls:
 - Your entire screen
 - Application Window
 - Chrome Tab
 - Desktop

