Dialogic® BUZZ™
Unified Communications Platform

Next-Generation Solution Tailored for SMBs

Dialogic BUZZ Unified Communications platform is a carrier-class solution that enables service providers to bring tailored offerings to the SMB market. Seamlessly combining the best in WebRTC and SIP, Dialogic BUZZ provides cross-device, cross-platform, and cross-network compatibility that translate into a unique converged architecture. This architecture makes it easy to upgrade PBX customers to a unified communication and collaboration platform while maintaining compatibility with their existing physical phones.

Features	Benefits
Comprehensive, all-in-one, all-software solution ready to deploy in a public, private, or hybrid environment	Reduce time-to-market by allowing service providers to implement desired features and tailor offerings to specific markets
Seamless communications services across desktop, laptop, and smartphone	Provide subscribers fixed mobile convergence through the inclusion of iOS and Android smartphone mobile apps, as well as native desktop apps for both Windows and Mac OSs
Multi-tenant, multi-tiered service administration, management, and branding	Onboard channel partners, shared tenant customers, and enterprises; extra tenancy layer allows service providers to engage and efficiently manage multiple channel partners
Enterprise and subscriber self-service management	Empower enterprises to adapt to their ever changing communication needs without requiring service provider intervention
Enhanced UI and UX	Intuitive clients provide simplicity and ease-of-use; turn a chat into a call, a video conference, or a collaboration space with just a few clicks from any supported device
Insightful analytics using converged dashboards	Consolidating information from different elements in a single location, in combination with visual thresholds, allows identification of potential issues before they happen

Target SMBs with the Right Tools

SMBs make up a large majority of the UCaaS seats, and it's vital to have a targeted solution. In the age of hyper-connectivity, the typical SMB more than ever wants multiple channels to communicate and collaborate in real time. Dialogic BUZZ offers instant messaging, audio, video, conferencing, and collaboration meshed into a single easy-to-use and easy-to-adopt solution. Dialogic BUZZ also addresses the ever changing landscape of SMB requirements via its modular and API-centric architecture that makes it easy to add features and integrate third-party applications.

Comprehensive Converged Fixed/Mobile Service Offering

Dialogic BUZZ is a converged solution that seamlessly enables end users to access voice services across SIP and WebRTC. It provides service and feature consistency across different networks and allows customers to initiate a call from anywhere over

multiple devices including their smartphone, softphone client, or desktop phone. UC features such as user or extension dialing, directory services, conferencing, and instant or voice messaging are available to mobile users as if they were at their business office.

Dialogic BUZZ mobile and desktop native applications for Android, iOS, Windows, and Mac devices support customers' digital, mobile lifestyle. Mobile users can easily transition between both fixed and mobile devices for unparalleled flexibility. Features include enterprise directory access, personal contact list integration, scheduled and reservation-less on-demand conferencing, messaging, and visual voicemail access – all on a modern WebRTC-based application. Subscribers can move between their desktop and smartphone to chat, make and receive audio and video calls, and hold conferences anytime and anywhere. The focus on ease-of-use results in a client that subscribers can intuitively start handling without the need for a user guide or sophisticated training.
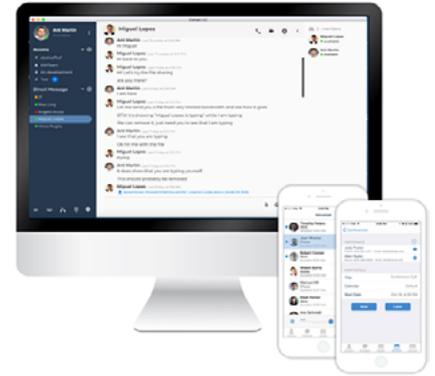
Dynamic, Converged, and Customizable Dashboards

Insightful Analytics using Next-Generation Dashboards

Dialogic BUZZ dynamic dashboards allow service providers to identify and troubleshoot issues with just a few clicks. The contextual click-through methodology enables service providers to quickly access relevant information, resulting in short response time when troubleshooting root-causes for support tickets. The enhanced visual dashboard engine can update all the data points in real-time and compare them to historical values. This allows the service provider support team to be proactive and identify potential issues before they happen.
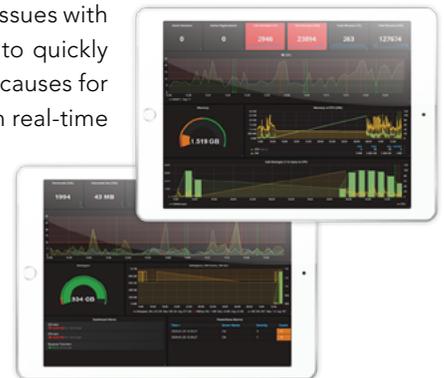
By converging critical data points in a single location, service providers can get real-time data from multiple entities, including Dialogic® PowerMedia® XMS Media Server Software and Dialogic® BorderNet™ Session Border Controller (SBC), in addition to Dialogic BUZZ. Converged dashboards eliminate the need to extract traces and logs individually from each network element and compare them manually.

Multi-Tenant, Multi-Tiered Access and Management

Extra Tenancy Level for Flexible Business Models

Dialogic BUZZ gives different types of service providers access to a dedicated portal to create and manage hosted businesses including enterprises, value-added service providers, and shared tenant services operators. These, in turn, can create new customer identities, establish calling policies for both domestic and international destinations, and set up billing integration with respective internal BSS systems. Flow-through provisioning of new customers, as well as moves, adds, and changes, can also be bulk uploaded through open interfaces using well known input formats. Provisioning is further streamlined via an API-centric framework and the ability to apply a pre-established class of service plan for new customers. Service providers also have access to a full set of reports for gaining operational intelligence, including a user's call history showing call detail records.
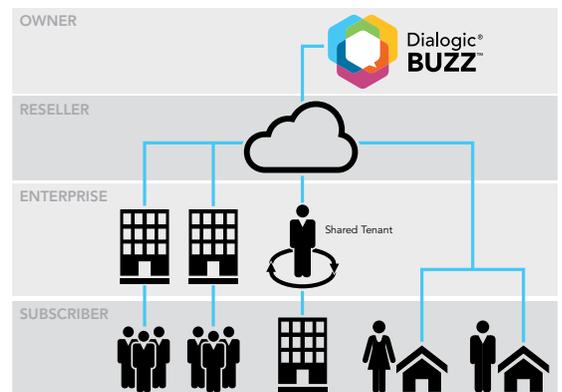
A dedicated administrative portal gives business customers access to create and manage their own business communication needs from anywhere. The portal can be branded using the service provider's, reseller's, or enterprise's logo, and allows each

business customer to identify a service administrator for its specific hosted UC environment. For example, the administrator can set up dialing plans, access numbers, and class of service for enterprise users. It gives a business customer the freedom to conduct UC moves, adds, and changes without having to call the service provider's help desk. If the business has multiple locations or branches, the service administrator can create service and user identities for those other office locations as well.

Self-Service End User Feature Control

Dialogic BUZZ provides a secure portal for admin group users, channel partners, and customers to access and manage service features. This portal offers user configuration and control that enhances basic phone functionality and instant messaging, and makes features like multi-device ringing, conference calling, call move, and call forwarding easier to manage. With a simple click on a web page, users have web-based control of their calling and messaging features, such as selecting whether to forward calls to their mobile phones or have a call ring on all their assigned numbers.

Carrier-Class Scale and Availability

On-Demand Scalability and Built-in Redundancy

Dialogic BUZZ can run in public or private clouds on commercial off-the-shelf (COTS) hardware and industry-standard virtualized environments. The Dialogic BUZZ service scales horizontally, allowing for increased capacity by merely adding additional instances, servers, or containers. For more user capacity, application servers are added to the network in an N+1 configuration. Similarly, when more media ports are needed, media servers can be added in an N+1 configuration, leveraging Dialogic's MSAAS™ through Amazon Web Services or any private cloud.

Geographic Redundancy Option

To meet the demands of competitive service level agreements, today's network operators need highly reliable solutions. Dialogic BUZZ was designed from the ground up to provide carrier-class availability with commercial reliability in the field. Dialogic BUZZ offers full network element redundancy, allowing for deployment in a geographically redundant configuration.

Dialogic – The Source for a Turnkey Solution

Dialogic provides a comprehensive collection of software-centric application layer and enabling infrastructure solutions to help service providers deliver an array of end-to-end SIP and WebRTC-based real-time communication solutions to their customers. Dialogic's product portfolio can augment existing capabilities or replace legacy applications to enhance the services delivered to customers and take advantage of new lines of business.

Dialogic BUZZ, along with the Dialogic® PowerNova™ Application Server, BorderNet SBC, PowerMedia XMS and MSAAS™, and Dialogic® ControlSwitch™ System, make up a comprehensive all-software virtualized solution to help service providers deliver end-to-end, customizable voice and video real-time communications to their customers. PSTN interconnection is also supported with the Dialogic® I-Gate® 4000 Media Gateway to provide any-to-any VoIP-to-TDM connectivity.

Key Dialogic BUZZ Features

Instant Messaging and Collaboration Features

Instant collaboration

Communicate with any Dialogic BUZZ user individually or create rooms that can be turned into instant conferences

Share files by dragging and dropping

Advanced chat formatting options such as emoticons, quotes, or code snippets

API-centric framework allows quick integration with different third-party applications

Telephony Features

Key subscriber features

Call forwarding: unconditional, on-busy, no answer, privacy and call rejection

Caller ID/Calling Name

Group and sequential ringing, Call Hold, Move, Park, Return; hunt groups

Calling restrictions: domestic only, international, preferred carrier

Call tracing

Follow Me capabilities

Call Transfer: blind and attended

Music on Hold

DID/DOD and extension dialing

Call recording, both encrypted and unencrypted

Fixed Mobile Convergence

Mobile, desktop, and web clients

iOS and Android support

Desktop clients running Windows and Mac OS

Access through any WebRTC-supporting browser

Individual and group instant messaging

HD voice and video calling support

Push notifications

Apple CallKit integration

Seamless call handover across devices

Zero-touch setup

Enable new subscribers via QR code scanning or secure URL generation

Advanced Features

Management API framework

Enable or disable tenants, subscribers, and services via extensive REST API framework.

SIP trunk support

SIPconnect compliant solution

Voicemail

Individual, on-demand, and group voicemail boxes

Email notification and MWI

Audio and video recorded messages via instant message

Auto attendant

Customizable IVR-based

Tone and ASR options

Directory and address book

Company directory

Both shared and private address books available on mobile app

Microsoft Active Directory integration

Audio and video conferencing

WebRTC browser support

Flexible scheduling for planned conferences

Ad-hoc conference support

Multiple supported video formats

Web-based management

Voice-activated switching

Screen sharing through SFU

Microsoft Outlook calendar integration

Analytics and Reports

Multi-tenant, multi-tiered management

Multiple management tiers

Administrative and subscriber self-management portals

Customizable branding

Monitoring and management

Customizable dashboards per user role

Ad hoc and scheduled reporting

Active call reporting

Registered user reports

Searchable call logs

Real- time vs. historic

Contextual click-through

Converged reports from different network elements

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