

## ON DEMAND COMMUNICATIONS for business

- **A complete IP communications solution for small and medium-sized business**
- **Easy migration from legacy equipment with little or no capital investment**
- **Nationwide VoIP “dial tone” with local numbers, toll free service, and flat rate calling**
- **IP Telephony features including PBX, ACD, voicemail, unified messaging, and conferencing**
- **Advanced Communications with presence, instant messaging, video, and collaboration**
- **Optional Web Contact Center for real-time interaction from any web page or HTML link**

Pandora Networks delivers the first On Demand communications service that enables any business to deploy the latest in IP communications, including VoIP, without costly hardware, complex integration, and lengthy training. IT Managers can now immediately provision departments and workgroups with the widest variety of communications services available from a simple web interface.

### YOUR BROADBAND, OUR SERVICE

We deliver this powerful suite of IP communications to any broadband connection either from our Worksmart communication servers located at our Central Network Operations Center or via your own premise running Worksmart Edge Services on a low cost server. Either way, there's no costly hardware to buy and no software expense; instead we deliver a complete software upgradeable “future-proof” solution with technical support included. All this keeps your business on the leading edge of communications at prices that start at just \$19 a month per user.

### POWERFUL IP TELEPHONY, PLUS MORE

Worksmart includes next generation IP Telephony applications such as IP-PBX, IP-ACD, intelligent call routing, voice mail, and conferencing. It's even possible to unify multiple offices and remote workers into a single secure interaction network for virtual corporate communications that supercharges productivity. The era of multiple offices with different PBXs, multiple carriers, and a fragmented workforce, are over!

### ADVANCED IP COMMUNICATIONS

Employees can also be empowered with advanced IP communications that starts with presence and location management, business-class instant messaging and even virus safe access to public IM networks from AOL, Yahoo, and MSN. Knowledge workers can also use video, collaboration, and web conferencing capabilities that are easy to use and even permit non-Worksmart users to join in from any web browser.

### WEB CONTACT CAPABILITY

Worksmart On Demand can even turn plain old web pages into a direct communications portal that will directly connect your sales, support, and call center employees with your customers with Web-ACD capabilities found in expensive contact center solutions. This new form of web communications opens up entirely new ways for your clients to work with your employees.

### NATIONWIDE VOIP DIALTONE

Our nationwide VoIP-enabled telephone network delivers high quality telephone service in every major market in the United States with standard or toll-free phone numbers, an affordable flat rate, international calling, and free extension-to-extension calling. Our On Demand User Interface enables IT Manager's to add new phone numbers, toll free numbers, ACD capability, and more in just moments.

**Try Worksmart today, your business communications will never be the same!**

# On Demand Features

## Voice Applications (All Plans)

- Virtual IP-PBX
- Auto Attendant
  - Multi-level IVR
  - Company Directory
  - Multiple DIDs
  - Flexible Hunt Groups
  - Live Operator Routing
  - Individual Call Routing
  - Day/Night Mode
  - Wide-Area Dialing Plans
  - Zone Management
  - Holiday/Calendar Routing Plans
  - Remote Office Extensions
  - Music On-Hold
  - Caller ID
  - Call Waiting
  - Call Hold
  - Call Transfer
  - Call Park/Pickup
  - Do Not Disturb
  - Hook Flash
  - Local 911 option

## Conferencing

- IP Conference Bridge
- 10-way Conference Calling
- Multiple Conference Rooms
- Meet me Access Control

## Voice Mail

- Voicemail Manager
- Individual and Group
- Email Notification/Playback
- Web Notification/Playback
- Message Waiting Indication

## End User Features

- Softphone Included
- Works with any SIP Phone
- Individual DIDs
- Call Blasting
- Find Me/Follow Me
- Free Inter-office Calling
- Free On-net Calling
- Outlook Integration

## Billing Features

- Web-based GUI
- Real Time Call Detail Records
- Monthly Reports
- Least Cost Routing

## Voice Connectivity Options (All Plans)

### Pandora VoIP Network

- USA and International Calling
- 800 Number Services
- Area Codes in Major Markets
- Flat Rate Outbound Calling
- International Calling

### Optional IAD for

- Localized E911
- Backup Line
- Local Calling

### Optional TDM Hardware for

- Analog (FXO) Phone Service
- Digital (PRI) Phone Service

## Instant Messaging Applications (All Plans)

- Private IM Network
- Real-time Encryption
  - Local IM Archiving
  - Presence
  - IM Conferencing
- Public IM Network
- AOL AIM Access
  - MSN Messenger Access
  - Yahoo Messenger Access
  - Presence
  - Pop-up Blocker
  - Anti-Spam service
  - Multi-IM Conferencing

## Advanced IP Communications (Office and Enterprise Plans)

### Video Services

- One-to-One Video
- Video Conferencing
- Firewall Traversal

### Desktop Collaboration

- Desktop Sharing
- Application Sharing
- Remote Access
- Whiteboarding

### Web Collaboration

- Synchronized Browsing
- Co-Browsing
- Group Browsing
- Moderator Control

### Other IP Communications Features

- Push-to-Talk VoIP
- File Transfer
- Local IM Archiving

## Web Contact Center (Enterprise Plan Only)

### Telephony Features

- Enterprise ACD
- Reporting
- Supervisor Monitoring
- Queue Announcer

### Web Features

- Web-based ACD
- Text Messaging
- Web Co-browsing
- Remote Access
- File Transfer
- Archiving
- Monitoring
- Queuing Time Indicator
- Skills based Routing
- Contact Reporting
- Knowledge Manager

## Security Features (All Plans)

### Network Support

- NAT Session Controller
- Encapsulation and Redirection
- Optional QoS Packet Shaper

### Network Security

- Blowfish Encryption
- Optional SIP Firewall Traversal Server
- Archiving and Recording

# Subscription Plans

**\$19.95 mo.**  
per user

**Worksmart Pro**  
Telephone, PBX, and IM Service

- Virtual PBX
- Voice Mail
- Smart Call Routing
- Private Instant Messaging Network
- Public IM Access (AOL, Yahoo, MSN)
- Free On-net calling
- Web Administration
- 3 cents per minute outbound calling

**\$29.95 mo.**  
per user

**Worksmart Office**  
Complete Office Communications

- Virtual PBX
- Voice Mail
- Smart Call Routing
- Private Instant Messaging Network
- Public IM Access (AOL, Yahoo, MSN)
- Desktop Collaboration
- Remote Access to Desktop
- Desktop Video Conferencing
- Free On-net calling
- Web Administration
- 3 cents per minute outbound calling

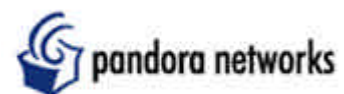
**\$39.95 mo.**  
per user

**Worksmart Enterprise**  
Worksmart Office plus Web Contact Center

- Virtual PBX
- Virtual ACD
- Voice Mail
- Smart Call Routing
- Web Contact Center
- Private Instant Messaging Network
- Public IM Access (AOL, Yahoo, MSN)
- Desktop Collaboration
- Remote Access to Desktop
- Desktop Video Conferencing
- Free Conference Number
- Free On-net calling
- Web Administration
- 3 cents per minute outbound calling

For more information go to:

[www.worksmartcentral.com](http://www.worksmartcentral.com)



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