

PLATFORM FEATURES



Hold Call Allows calls to be placed in a held state and music played	Microsoft Teams Integration Receive or make calls using Teams connected to our platform	Fax Spam Blocker Stop those spam faxes by blocking faxes from numbers with a particular CLI	Handset Provisioning Simply enter the serial number of your handset on our portal and we take care of the handset configuration or numbers with our built-in billing engine
Call Transfer Calls can be moved from handset to handset	Call Recording Record inbound, outbound or all calls. You could record just one type of call too	Pattern Menu Change direction on where calls go if the caller dials a particular code	Live Call Pricing Prices calls as they finish, so the cost of calling can be monitored
Call Parking Calls held on the system so it may be picked up on another handset	Hunt Groups Make more than one phone ring at once by grouping the “M” in a hunt group	Page Group Make emergency announcements to all extensions on a click of a button	Online Invoices See invoices online via the portal
Click to Call Numbers displayed on your computer can be clicked to make your phone dial them	Import for Setups If you have a large amount of users to add or telephones, you can use this clever import function	SIP address routing Send calls to another SIP address or a fixed IP address	Number Allocation Select numbers from any UK destination and use instantly
E999 Emergency Calls Make calls to emergency services with you VoIP- SIP handset	IVR Menus Allow customers to choose options when they call in. i.e. 1 for sales, 2 for service	Feature Codes Create feature codes to assist in call routing i.e. 0 for extn 1023 to make it reception in a hunt group	User Control User logins have various levels from a simple user to an Administrator
Wallboards Various wall boards which can be manipulated with widgets to monitor the productivity of the team	Call Screening Before you answer a call, it will play you their name or CLI	Call back It will call back the number that just called, preventing the other party paying for the call	Call Announcement Play a message to a caller as they progress through the system
Send SMS Send SMS out to anywhere, worldwide	Whisper Announcement Before you answer a call, it will play you a message so you know what company was called. You then know how to answer.	Web URL Make an external query to a database to find out where to send call next	Comfort Message Play a message to a caller so they are aware you know about their call
Receive SMS Receive SMS from anyone to your geographic number on the system	Force Call Name This will display a name on the screen of your VoIP phone to let you know what number they dialled. i.e. website	Music on Hold Have various music files played for caller to hear	Send Fax Upload a document and send it out as a fax
Voicemail Personal voicemail for each handset, company or group and receive this by email.	Temporary Routing Can change the destination of a call on a short term bases	Force Hang Up Make a call end by routing to this feature	Mobile Extension (MobeX) We will be able to take your existing mobile and make it an extension off our network
Fax to Email Receive fax from anyone to your geographic number and receive this by email	Numbering Menu Control youR numbers by phone and use a DTMF keypad to route your calls to a different destination	Queues Create call queues with queue positions as well as skilled base routing and reporting	Send Voicemail Messages to an Email Address Have your voicemail message attached to an email sent to you
Fax to Mailbox Receive fax from anyone to your geographic number on the system. This is stored and then this comes to you as an email too	DND (Do not disturb) This will stop your phone ringing and make all calls go to voicemail	Pick Up Groups Allows a group of phones to handle each others calls by a simple ** code.	Follow Me You can have phones ring simultaneously or in sequence
Alerts Email alerts to show the ongoing activity with your handsets, staff & lines	Call Waiting If you are on a call and there is another coming in, you can see that the next call is waiting	Remote Access Allows callers to ring in from another phone (like a mobile) to make outgoing calls as part of the office system	Hospitality VoIP Suite Use our hosted VoIP solution in a hotel environment and connect it to your PMS via our Hospitality VoIP Suite software. This software provides a interface to your PMS for billing, phone barring, room status and minibar charges
Wizard Add User Add users & telephones quick and easy using the wizard	Call Diversion Change where calls go with a quick and easy divert code	Active Call List Shows activity on the system. Calls in, calls out etc	Ready to Be Designed If you have a required feature not listed here we will get our developers to create it for you
Class of Service Bar outbound calls to particular numbers, like international or UK 118 services	Time & Day Routes Create automatic schedules for when calls go to voicemail etc, may be an out of hours service	Call History Records ALL inbound, outbound and unanswered calls in a database that is searchable online	CRM Integrations We integrate with over 300 CRM systems which allows screen popping, click 2 dial and more
Conferences Create conference rooms with internal or external numbers	Caller Id Routes Reroute calls to a particular department if the callers ID starts with 07 for example	Top List Reports most used, most expensive or most dialled numbers	Hot Desking Working on another handset today? You can take over an extension including speed dial keys