

Cloud Phone System Features List

- included as standard
- optional extra
- not available

Feature	Standard	Premium	Teams
Anonymous Call Rejection Allows a user to reject calls from anonymous parties who have explicitly restricted their identities.	–	●	–
Answer Confirmation Enhances the existing Simultaneous Ring, Sequential Ringing and Call Director features to (optionally) prompt the called party to enter a digit to confirm the acceptance of the call.	–	●	–
Auto Attendant An automated receptionist which plays a customisable greeting and invites the caller to press a number to direct them to their desired department, or user.	●	●	●
Automatic Call back Allows a user to monitor a busy party and automatically establish a call when the busy party becomes idle.	–	●	–
Basic Call Logs Provides users with call logs for received, missed, and placed calls.	●	●	●
Busy Lamp Field Monitor the status of other users from a VoIP desk phone with Line/DSS keys.	–	●	–
Call Capacity Management Limit the number of concurrent calls that can be made to or from a site and/or group of Users.	●	●	●
Call Centres (Agent) Enables a User (Agent) to log in and out of queues and give pre-defined reason codes for being unavailable. All data is recorded to monitor Agent performance.	–	○	–
Call Centre Supervisor Monitor your Agents and active call queues to deliver the best experience to your callers. Reports to provide insights on company and agent performance.	–	○	–
Call Centre Queues Queue up to 50 calls that cannot be answered immediately. Music on hold and comfort messages can be played to callers while they wait.	–	○	–
Call Centre Wallboards Use a Supervisor license to display real-time or historic statistics on a large TV for all Agents/Supervisors to see. Include metrics such as wait times, queue lengths, missed calls, Grade of Service etc.	–	○	–
Call Director Call Director is a Fixed-Mobile Convergence (FMC) solution that allows users to make and receive calls using one number on any device and move calls between devices.	–	●	–
Call Forward Always Enables a user to automatically redirect incoming calls to another phone extension or external number.	–	●	●
Call Forward Not Reachable Enables a user to automatically redirect incoming calls to another phone extension or external number if the presented call is not answered.	–	●	●

Feature	Standard	Premium	Teams
Call Forwarding Selective Enables a user to automatically redirect incoming calls that meet a user-defined criteria to another phone extension or external number.	–	●	–
Call Hold Put a call on hold and retrieve call to resume conversation. Caller will hear the hold music defined in the configuration.	●	●	●
Call Reporting Basic Web based reporting tool for Administrators to get an overview or detailed information of inbound and outbound calls.	●	●	●
Call Reporting Advanced Graphical tool with pre-defined reports to provide the most common business insights.	○	●	○
Call Reporting Premium Same as Advanced but with real-time information and customised reporting and scheduling.	○	○	○
Call Notify Enables a User to define criteria and specify rules for incoming calls to trigger an email notification to a User-specified address.	–	●	–
Call Park Allows a User to ‘park’ a call for an extended period of time. During this time, the user can freely make and receive other calls and invoke other features without limitation. When ready, any User can retrieve the parked call from any extension.	–	●	–
Call Pickup Groups This feature allows Users to answer any ringing call within their Call-Pickup Group which is a subset of Users.	–	●	–
Call Recording User Store calls for some or all Users in a secure cloud. Has feature to pause and resume for PCI DSS requirements.	○	○	○
Call Recording User with 7-year Storage Extended stored to meet MIFID II requirements.	○	○	○
Call Transfer This feature enables a User to transfer a call to another User or Hunt Group or external number. Failed transfers are returned.	●	●	●
Call Waiting Enables a User to answer another incoming call while already on a call.	–	●	●
Calling Plans Allows the Administrator to restrict the type of calls Users can make and/or receive. Eg Premium or International.	●	●	●
Cisco Webex Softphone Make and answer calls on any desktop, mobile or tablet with Webex softphone.	●	–	–
Cisco Webex with Basic Collaboration Features in addition to Softphone; instant messaging and presence, meeting spaces, screen sharing and guest meeting support.	–	●	–
Cisco Webex Expert Collaboration In addition to Basic Collaboration; secure video conferencing up to 25 people, multi-party chat and desktop or application sharing, invite guests to participate in a video conference through a web guest meeting experience, personal meeting room with your own conference bridge.	–	○	–

Feature	Standard	Premium	Teams
Cisco Webex Premium Collaboration In addition to Expert Collaboration; meeting recording, remote desktop control, presenter controls, recording transcription services and enhanced meetings features for up to a 1,000-person meeting.	–	○	–
Company Contacts Access custom Companywide internal contact directories.	●	●	–
CRM Click to Dial Enables you to dial direct from your computer and compatible CRM application.	–	○	○
CRM Screen Popping Gives the ability for the phone system to link to popular CRMs such as Sage, Dynamics, Salesforce, Act etc to lookup the callers number and 'screen pop' contact details before a call is answered.	–	○	–
Custom Ringback Group This feature allows a Site to play alternative ringing to all calls made to the Sites Users and Hunt Groups. This replaces the traditional ringing audio that the user would hear.	●	●	●
Do Not Disturb Allows you to send your calls directly to your voicemail without ringing your phone.	–	●	●
Feature Access Codes Allows an Administrator to select the Feature Access Codes (FAC) available to Users.	–	●	–
Group Calling Line ID Used to force a specific telephone number to a Site or Group of users, so when they make an external call they always present this number.	●	●	●
Group Contacts This feature provides the ability to create custom contact directories for use by a Customer's Site or an Employee Group.	●	●	–
Group Paging This is a tannoy service that enables a user to broadcast a one-way announcement to a group of compatible handsets.	●	●	●
Holiday Schedules Enables the Administrator to define Holiday Schedules that can be associated with the Auto Attendant feature, Hunt Groups, Call centres and Users.	●	●	●
Hot Desking Guest Allows a User to temporarily log onto another user's phone so they can make and receive calls as if they were using their own phone. An automatic log-off feature is included.	–	●	–
Hot Desking Host Allows the Administrator to specify which phones can be used for Hot Desking Guests.	–	●	–
Hunt Group – Regular The incoming calls to this group will seek an available User in the order they appear in the list.	●	●	●
Hunt Group - Circular The incoming calls to this group will start seeking an available User following the last User to receive a call.	●	●	●
Hunt Group - Uniform The incoming calls to this group will seek Users that have been idle (available) for the longest time, in order of their longest idle period.	●	●	●

Feature	Standard	Premium	Teams
Hunt Group - Simultaneous The incoming call rings all Users in the group at the same time.	●	●	●
Hunt Group - Weighted The incoming call rings Users in a pseudo-random fashion according to their weight. Higher weights receive more calls.	●	●	●
Last Number Redial Allows a User to redial the last number.	●	●	●
Local Area Code Dialling This feature allows users to dial local telephone numbers without having to dial the area code.	●	●	●
Music on Hold A digital music file which is played to callers in a queue, on hold, parked or being transferred.	●	●	●
My Room Bridge Provides Personal Audio Conferencing for up to 8 attendees per conference. It is a reservation-less audio conferencing service that can be accessed from any phone, anywhere. You conduct the conference as the Chairperson.	●	●	●
Personal Contacts Provides the ability to create custom contact directories for use by an individual User. These directories will be available from the Directories option across hard and soft phone devices.	●	●	—
Pre- alerting Announcement Plays a pre-recorded announcement to all/some incoming callers, before the phone/s starts ringing.	●	●	●
Push to Talk Allows people to call each other and have the call answered automatically (Intercom service).	—	●	—
Receptionist Console A web application that provides a User with advanced tools to control calls, monitor lines and manage directories. Available in two versions depending on size of organisation. Perfect for a switchboard operator.	—	○	—
Remote Office A User can use any mobile or land line to make and receive calls. Outgoing calls will present the number as if the User is using their office phone.	—	●	—
Selective Call Appearance Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.	—	●	—
Selective Call Rejection Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.	—	●	—
Sequential Ring Ring multiple phones sequentially when calls are received	—	●	—
Shared Call Appearance Allows Users to share multiple call appearances of their line number (CLI) over multiple devices, a maximum of 5. For example, a Personal Assistant can take calls for multiple Executives.	—	●	—
Simultaneous Ring Ring multiple phones simultaneously when calls are received.	—	●	—

Feature	Standard	Premium	Teams
Speed Dial Allows a User to dial another telephone number by simply dialling a single or double digit.	–	●	–
Three Way Calling Enables a user to make a three-way call with two parties, in which all parties can communicate with each other.	–	●	●
Time Schedules Enables the Administrator to define Time Schedules that can be associated with the Auto Attendant feature, Hunt Groups, Call centres and Users.	●	●	●
User Intercept Allows a user's phone number to be taken out of service while providing callers with informative Announcements and alternative routing options.	–	●	●
Video Calling Available on a limited range of devices allowing video calls to be conducted on desktop phones, tablets, mobile phones, PCs and laptops whether in a meeting room, office or travelling.	–	●	●
Voicemail Provides a user with a personal voicemail service which allows them to listen to their voicemails from any phone, any internet browser or any email client.	●	●	●
Voicemail Transcript Automatic transcript of the voicemail message sent by email.	–	–	●