

Call Management

Attended Transfer

Transfer a call to an extension, group, or phone number after announcing the party to be transferred.

Auto Attendant Answering

Setup a telephone number that dials directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant feature.

Automatic Call Distribution (ACD)

Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.

Barge

Allows you to listen in on a selected extension and speak to the internal caller, but not be heard by the external caller.

Burstable Virtual Call Paths

Call Paths are "burstable", meaning you can configure your Hosted PBX to give extra call paths "on-demand" to deliver additional calls beyond the number of paths purchased—up to 10 additional paths. The system will automatically track and bill the customers for the extra call paths and they will have use of the additional call paths for the remainder of the billing period.

Busy Call Forwarding

Automatically forwards your calls to an extension, group, or phone number when your phone is busy.

Call Forwarding

Forwards calls via the portal, or via your device or softphone. Calls may be forwarded to any extension or phone number. Note: device or softphone forwarding functionality may vary by manufacturer.

Call Hold

Place calls on hold and play music or a commercial while a caller is on hold.

Call Park

Unlike a call placed on hold, a parked call may be picked up at another extension.

Call Queue

Call Queues are used to route calls on a first-in first-out basis to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where callers hear an announcement such as "Thank you for calling, all available agents are busy, please hold for the next available agent, or press '1' to leave a message". When the call is ready to be routed, the ACD handles the routing rules.

Call Recording

Selectively record calls for training or documentation purposes. Note: requires a dedicated server in the cloud.

Call Routing Time Frames

Allows routing decisions based on time and date. Multiple schedules can be configured from departments with different hours of operation (e.g. business hours, after hours and holiday hours).

Call Waiting Indicator

Indicates incoming call (and Caller ID if available) while another call is in process.

Caller ID

Customize the appearance of your outgoing Caller ID by outgoing number or extension.