



Hosted Business Telephony

Product Sheet

Features	Voice Extension	Group	Queue	IVR	Conference Rooms
Multiple DDI Numbers					
Diverts: Always, Busy, No Answer					
Disaster Recovery Divert					
Time of Day Routing					
Service Modes					
Flexible Voicemail Options					
Call Logs & Reporting					
Call Recording (FCA & PCI Compliant)					
Incoming Call Rejection					
Distinctive Ringing					
Call Waiting					
Caller Display					
Phone Book / Directory					
Handset Short Codes					
Web Portal Administration					
Restrict CLI					
Non-Network CLI Presentation					
Paging					
Call Pickup Groups					
Speed Dial Capability					
Hot Desking					
Silent Listening					
Multi-vendor Handset Support					
Device Auto-provisioning					
Handset Twinning					
Group Name Presentation					
Ring Group Options					
Queue Depth Setting					
Queue Type Ring Options					
Ringtone or Music When Waiting					
Periodic Announcements					
Position in Queue / Wait Time					
Multiple AA Levels					
Audio Announcement Recording & Management					
Wall Boards					
Bespoke Reporting					