

Full Features List

End User Call-Handling Features

All of the basic phone functions common to standard PBX's, plus additional features unique to VoiceWorks™. Many of these standard phone functions allow users more flexibility and cost savings versus traditional PBX's.

Service	Description
FREE Extension to Extension Dialing	Using a 2 to 6 digit extension, users can call coworkers within their company regardless of location, with no calling charges.
Anonymous Call Rejection	Reject calls from parties not identified with caller ID.
Call Forwarding	Use these four call forwarding features to forward your incoming calls to a different phone number, such as your home office or cell phone.
⇒ Call Forwarding Always	Forward all your calls when you expect to not be available on your standard phone for an extended period of time.
⇒ Call Forwarding Busy	Use this feature if your phone is currently busy. Rather than have a secretary or co-worker receive the call, route it to your voice-mail.
⇒ Call Forwarding No Answer	Forward all your calls when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail box.
⇒ Call Forwarding Selective	Forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer.
Call Logs	Displays records of all your users' most recent incoming, missed, and outgoing calls and allows users to click-to-dial any number on the logs.
Call Park	Put a call on hold, then retrieve it from another phone.
Call Pick Up	Retrieve a parked call from another phone.
Call Transfer	Transfer a call to another phone using your phone or the toolbar.
Call Waiting	Receive another call while you are on the phone.
Calling Line ID Delivery & Delivery Blocking	Reveal or block the outgoing number from your line.
Calling Name Retrieval	Reveal name of calling party.
Directed Call Pick-up & Barge-in	Answer or barge-in on a call directed to another phone in your defined user group.
Do Not Disturb	Send your calls directly to your voice messaging box without ringing your phone.
e911 Service	Local emergency operator assistance.
Find me / Follow me	Define how incoming calls are routed or forwarded for individuals or groups of inbound callers, ensuring that important calls are not missed. Includes Simultaneous and Sequential Ring (listed below).
Flash Call Hold	Allows analog phones to use flash features to put calls on hold.
Hoteling	Log-in to a guest phone. Also known as "hot-desking". Once you have logged in, the phone acts exactly like your desk phone – all your network features, phone number(s), and dial plan capabilities "move" to the guest phone.
Intercept User	Administrators can intercept calls routed to non-working user accounts with informative announcements and alternative routing options.
Intercom (Push to Talk)	Simply dial an access code + a user's extension to page any company employee.
Last Number Redial	Dial last number called using redial button or a feature code.
Multiple Call Arrangement	Enhancement to Shared Call Appearance that allows a shared line to make and receive calls simultaneously in both locations.
Phone Status Monitoring	Enables users to monitor the phone status of users within the group (e.g.: Busy, Idle or Do Not Disturb).
Remote Office	Lets you place and receive calls from any phone utilizing your toolbar as if you were in the office, avoiding long distance fees and hotel calling surcharges. Duplicate all VoiceWorks™ features completely.

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Full Features List

End User Call-Handling Features – continued

Service	Description
Selective Call Appearance and Rejection	Receive only calls that meet your pre-defined criteria. The criteria for each entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule
Sequential Ring	Have up to five phone numbers ring in a specified sequence (example-office phone, then cell phone, then home phone), so you never miss a call.
Shared Call Appearance	Allows a user account to be shared across two handsets. This is commonly used in an Executive/Admin Assistant scenario, where the executive's line can be answered on either the executive's phone or the assistant's phone. Additionally, a call be placed on hold in one location and retrieved in the other location.
Shared Call Appearance 5	Same as above, except includes ability to share across three additional handsets (totaling five).
Simultaneous Ring	Have incoming calls ring up to ten phone numbers or extensions at the same time, allowing users to handle incoming calls more efficiently.
Speed Dial 100	Call up to 100 frequently called numbers using simple feature access code.
Speed Dial 8	Call up to 8 frequently called numbers using simple feature access code.
Three Way Calling	Add third user to existing two party call.
Two Stage Dialing	Make a call from a pre-defined non-VoiceWorks™ phone and have the call handled like a VoiceWorks™ call. Eliminate long distance and international charges and hide your caller ID.

Voicemail Features

Voice Messaging – Lets you customize your personal greeting. You can also listen to, forward, delete and save each voice message you receive.

Service	Description
Voice Message Indication	A stutter tone indicates a new voicemail message, and a visual indicator on the phone is also provided.
Voice Message Notification	Users can be informed via email when a new voice message arrives.
Voicemail as Email	Get voicemails as email attachments. Voicemails are attached in a .wav file. If available, the caller's name and number are included in the subject line.
Voice Message Call Back	Respond to a message by calling the sender directly from the system; eliminate the need to search for and dial numbers.

Web-based Features

Web-based User Portal - An easy-to-use web portal that allows employees to manage your call routing functions from almost anywhere.

Service	Description
VoIP Communications Toolbar	Allows you to access all of your most commonly used features directly from Microsoft® Outlook®, Internet Explorer® and Mozilla Firefox. The toolbar can be used in place of the Business VoIP web-based portal to access virtually all of the Business VoIP features, including placing and accepting telephone calls, transferring calls, changing telephone settings, and 3-way conferencing. You can right-click and dial any number in your Outlook contacts or any text-based phone number on a web page.

Enterprise Features

Features able to be configured across your organization. Allows tracking and control of resources while presenting your organization professionally to incoming callers.

Service	Description
Account Codes	Allows the administrator to set up codes which users enter to track calls they make. Restrict or authorize key users, track devices and for professional services, track time spent between users and customers.
Authorization Code	Administrators can set up codes that users must enter before they can place a phone call.

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Enterprise Features – continued

Service	Description
Auto Attendant	An automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to twelve configurable extensions (0-9,*,#...for example, 1 = Marketing, 2 = Sales, and so on). Configuration via the group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension. A group can have multiple Auto Attendants configured, either individually (for example, customer service with separate business hours) or integrated into a multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).
Call Center	Set up a basic Call Center with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is supported: <ul style="list-style-type: none"> • Agent log in and log out • Uniform distribution of incoming call to the available agents • Queuing of the incoming calls that cannot be answered immediately • Overflow to a given destination when the group is unable to accept calls • No-answer policy to redirect call to the next agent if not answered in a specific number of rings by the previous agent • Deflection to a given destination outside of business hours • Music on hold A variety of statistics are provided to monitor the performance of Call Centers, such as <i>Average Number Agents Busy</i> and <i>Average Hold Time Before Call Loss</i> . Statistics are also provided to track individual agent performance, such as <i>Average Time Agent Spends on Calls</i> and <i>Amount of Time Each Agent Logged On and Idle</i> .
Call Center Client-Agents	Call Center agents use this intuitive graphical interface to manage calls & queues in a Call Center. Agent can answer calls in the queue, transfer calls back to the queue, make outbound calls and manage their availability and escalate a call.
Call Center Client-Supervisors	Call Center supervisors have the same abilities as agents, plus ability to manage the status of all agents in their Call Center, barge in or use whisper mode on active calls and examine statistical reports on Call Center activity and queue size.
Device Inventory	Via the web portal, administrators can inventory their IP phones and other devices.
Dialing Restrictions	Administrators can set the calling policy for each user, from most restrictive (internal extension dialing only) to least restrictive (domestic long distance, and international dialing).
Group Resource Inventory Reporting	Generate reports based on usage. Track phone number, device, service, user, and department usage.
Hunt Groups	Allows users to be included in a group to handle incoming calls intended for that group. Administrators can choose a "hunt" scheme, which rings the specified phones in a different manner: <ul style="list-style-type: none"> • Circular – sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off • Regular – sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list • Simultaneous – rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected • Uniform – as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest.
Loudspeaker Paging	Enables users to access an intercom paging system by dialing an extension within the group. The paging system is simply configured as a user and interconnected via a standard two-wire interface.
Music on Hold	Administrators can upload an audio file (e.g.: .wav) into the system for broadcast play to parties on hold.
Password Management	Group administrators can re-set user passwords for the web-based portal and the voicemail system.
Receptionist Client	Enables a user (e.g. receptionist) to monitor a configurable set of users within their business group and enables the attendant to perform functions such as click-to-transfer or click-to-dial. The Client graphically displays users' status (i.e.: busy, idle, or do not disturb), as well as detailed call information.