

# Hosted Telephony Licences

LICENCE FEATURES	Standard Office	Office Teams	Flexible Worker	DESCRIPTION
Anonymous Call Reject	✓	✓	✓	Reject calls from people who have deliberately withheld their number.
IP Phone Authentication	✓	✓	✓	Authentication is performed upon the registration of an IP phone. All calls from unregistered phones are denied.
Basic Call Logs	✓	✓	✓	Ability to see missed, received and placed calls via the Toolbar, on the phone or through the portal.
Call Forwarding Always	✓	✓	✓	Redirect all incoming calls to another number.
Call Forwarding Busy	✓	✓	✓	Redirect calls to another number when user is on a call.
Call Forwarding No Answer	✓	✓	✓	Redirect calls to another number if not answered within a user specified number of rings.
Disaster Recovery Call Forwarding	✓	✓	✓	Automatically re-directed to pre-defined numbers & off net numbers (eg;mobiles) in a disaster recovery situation integral to Business Continuityplanning.
Caller Number Visibility	✓	✓	✓	Users receive the calling line ID if available, whether or not it is blocked by the caller. e.g. can be used by law enforcement agencies in certain countries.
Call Return/Call Back	✓	✓	✓	Rings back the last party that called, whether or not the call was answered.
Call Transfer	✓	✓	✓	Transfer a call and speak with the 3rd party before transferring the caller.
Call Waiting	✓	✓	✓	Answer a call while already on a call, placing the first person on hold.
Client Call Control Licence	✓	✓	✓	License is needed for additional applications such as Toolbar, Akixi or Mondago to control calls.
Unavailable	✓	✓	✓	Sets phone to unavailable, the caller will get an engaged tone.
Three-Way Call	✓	✓	✓	Adds a 3rd person to the call.
External Number Display	✓	✓	✓	Displays number to the call recipient on outgoing calls. Choose to display or not.
Call Pickup	✓	✓	✓	Enables user to pick up colleagues calls when their phone rings - ideal for teams.
Outgoing Call Barring	✓	✓	✓	Allows business' to block numbers being called such as international and premium rate numbers.
Fraud Detection Tool	✓	✓	✓	Managed call monitoring for suspicious numbers and automatic blocking of suspicious activity. A safety net for businesses incurring fraudulent activity.
Last Number Redial	✓	✓	✓	Users can redial the last number called by clicking the Redial button on their CommPilot Call Manager or by dialling a feature access code (eg *66).
Phone Directory Lookup	✓	✓	✓	Polycom and Yealink provide support for BroadSoft XSI directories. The directories supported are; Personal, group, group custom, common and enterprise.

\* Purchased at additional cost

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Voicemail		✓	✓	Voicemail
Team Calls		✓	✓	Multiple users (teams) make and receive multiple calls simultaneously on a shared number. All phones ring until answered, incoming call display to all regardless of status.
Speed Dial		✓	✓	Speed dial setting saves up to 8 telephone numbers.
Hot Desking		*	*	Companies often have cubicles and phones for mobile workers to use. Known as "Hoteling" it enables mobile users to share space and phones on an as-needed basis, it provides guest privileges to log in to a host account via their web or voice portal and make and receive calls, while retaining their own BroadWorks user profile.
Voicemail to Email		✓	✓	Voicemail messages sent to an email with wav file attachment.
Desktop Click To Call		✓	✓	Desktop user call management, click on icon to call and user presence display. Integrates into Skype for Business.
Self Serve User Status Management		✓	✓	User sets availability to take calls via CommPilot Express app. Includes: Available – In Office, Available – Out of Office, Busy & Unavailable. Each user can set preferences for incoming call functions Eg; Call Forwarding (Busy, No Answer, Always, and Selective), Voicemail, Simultaneous Ringing, and Call Notify. Settings are managed via a web page or IVR menu, overriding all other service settings.
Alternate Numbers			✓	Users have up to ten phone numbers/extensions assigned to them with distinctive rings tones for each one. Outgoing call identity is the user's primary phone number.
Barge-in Blocker			✓	Users with this service assigned cannot have their calls barged in on by other users.
Busy Lamp Field (BLF)		*	*	This is a license purchased at additional cost, to display on your phone handset if colleagues are available to take calls or busy.
Advanced Call Forwarding			✓	User defines criteria for certain incoming calls to be redirected to another destination, based on incoming call line identity, time of day, and day of week. Multiple criteria sets can be defined.
Register to Different Phone			✓	Logs user into a different phone. Only on Polycom VVX device of the same model.
Push to Talk			✓	User-to-user intercom service across an enterprise. The system requests that the called user answer automatically. Accept and reject lists can be defined, may include wildcards.
Priority Call Alert			✓	User sets differing call waiting tone (alert) ring tone compared to standard calls, to determine priority calls. Settings include incoming calling number, time of day and day of week. Multiple criteria sets, or profiles, can be defined.
Access Anywhere			✓	Access office telephony from any device anywhere (for example, home office, mobile phone). Enables CommPilot features when not in the office.
'Find me' Service Sequential Ring			✓	Sends inbound calls to different devices in sequence i.e. desk phone, then home phone, then mobile to make sure the call reaches the user. Users define a "find me" list of phone numbers they does not need to be on the platform. The caller hears a greeting followed by periodic messages until the call 'finds' the user or may leave a message. This is ideal for a team hunt group or an individual.
Unified Calling			✓	This feature allows the user to have more than one device/phone. Outgoing calls present a single DDI to the call recipient irrespective of the device the call is made from. Inbound calls can be routed to multiple devices. Also enables live calls to be moved between devices. i.e. answered call on Mobile and transfer the to the desk phone. Ideal for team users requiring the same DDI to be displayed on outgoing calls as well as acting as a hunt group over various users/devices
'Find me' Service Simultaneous Ring			✓	Sends inbound calls to different devices simultaneously. All devices ring and the first answered is connected. For example, calls sent to a desk phone and mobile at the same time. This is ideal for a team hunt group or an individual.
Soft Phone - UC One Audio			✓	Soft Phone - allows calls to be made or received from desktops or mobile enabling flexible working. Can work along side Skype for Business to make external, calls making this cost effective

\* Purchased at additional cost

# Additional Services

GROUP FEATURE	DESCRIPTION
Auto Attendant - Basic*	A mini IVR, automated receptionist that answers the phone and provides a personalised message to callers with options to dial an extension.
Call Capacity	Limit the number of calls (Inbound/Outbound/All Calls) on a per group basis.
Call Park	Allows parking of calls against a selected user.
Emergency Zones*	Prevents calls to emergency numbers from outside the Home Zone (Site WAN IP).
Enhanced Outgoing Barring*	Provides a greater degree of control over outgoing calls made from within the group. In addition to "blocking" or "allowing" given call types and digit strings, administrators can configure outgoing calling profiles; group, department, individual users.
Group Paging*	Calls to the group paging number will ring all member extensions, calls will be automatically answered by the members.
Hunt Group	Calls to the hunt group number will ring all member extensions Ringer types include: Circular, Regular, Uniform and Weighted Call Distribution.
Music on Hold*	Allows upload of custom audio files for playback when calls are placed on hold within the group.
Team Voicemail*	Voicemail for team telephone numbers.
GoOperator*	Enhanced call management and routing of inbound calls, transfers and user availability.
VVX Sidecar's*	An add on to phone handsets Ideal for receptionists, power users and dispatchers VVX Colour – 28 illuminated keys, names auto-populated VVX Paper - 28 illuminated keys, paper name sleeve
Fax converter*	Allows traditional telephony Fax machines to be used with hosted voice platform. Analogue to SIP conversion, this features requires a user licece
Fax2Email*	Sends traditional Fax to Emails

\* Purchased at additional cost