

VoIP Platform Features



Hold Call

Allows calls to be placed in a held state and music played

Microsoft Teams Integration

Receive or make calls using Teams connected to our platform

Fax Spam Blocker

Stop those spam faxes by blocking faxes from numbers with a particular CLI

Handset Provisioning

Simply enter the serial number of your handset on our portal and we take care of the handset configuration or numbers with our built-in billing engine

Call Transfer

Calls can be moved from handset to handset

Call Recording

Record inbound, outbound or all calls. You could record just one type of call too

Pattern Menu

Change direction on where calls go if the caller dials a particular code

Live Call Pricing

Prices calls as they finish, so the cost of calling can be monitored

Call Parking

Calls held on the system so it may be picked up on another handset

Hunt Groups

Make more than one phone ring at once by grouping the "M" in a hunt group

Page Group

Make emergency announcements to all extensions on a click of a button

Online Invoices

See invoices online via the portal

Click to Call

Numbers displayed on your computer can be clicked to make your phone dial them

Import for Setups

If you have a large amount of users to add or telephones, you can use this clever import function

SIP address routing

Send calls to another SIP address or a fixed IP address

Number Allocation

Select numbers from any UK destination and use instantly

E999 Emergency Calls

Make calls to emergency services with you VoIP- SIP handset

IVR Menus

Allow customers to choose options when they call in. i.e. 1 for sales, 2 for service

Feature Codes

Create feature codes to assist in call routing i.e. 0 for extn 1023 to make it reception in a hunt group

User Control

User logins have various levels from a simple user to an Administrator

Wallboards

Various wall boards which can be manipulated with widgets to monitor the productivity of the team

Call Screening

Before you answer a call, it will play you their name or CLI

Call back

It will call back the number that just called, preventing the other party paying for the call

Call Announcement

Play a message to a caller as they progress through the system

Send SMS

Send SMS out to anywhere, worldwide

Whisper Announcement

Before you answer a call, it will play you a message so you know what company was called. You then know how to answer.

Web URL

Make an external query to a database to find out where to send call next

Comfort Message

Play a message to a caller so they are aware you know about their call

Receive SMS

Receive SMS from anyone to your geographic number on the system

Force Call Name

This will display a name on the screen of your VoIP phone to let you know what number they dialled. i.e. website

Music on Hold

Have various music files played for caller to hear

Send Fax

Upload a document and send it out as a fax

Voicemail

Personal voicemail for each handset, company or group and receive this by email.

Temporary Routing

Can change the destination of a call on a short term bases

Force Hang Up

Make a call end by routing to this feature

Mobile Extension (MobeX)

We will be able to take your existing mobile and make it an extension off our network

Fax to Email

Receive fax from anyone to your geographic number and receive this by email

Numbering Menu

Control your numbers by phone and use a DTMF keypad to route your calls to a different destination

Queues

Create call queues with queue positions as well as skilled base routing and reporting

Send Voicemail Messages to an Email Address

Have your voicemail message attached to an email sent to you

Fax to Mailbox

Receive fax from anyone to your geographic number on the system. This is stored and then this comes to you as an email too

DND (Do not disturb)

This will stop your phone ringing and make all calls go to voicemail

Pick Up Groups

Allows a group of phones to handle each others calls by a simple ** code.

Follow Me

You can have phones ring simultaneously or in sequence

Alerts

Email alerts to show the ongoing activity with your handsets, staff & lines

Call Waiting

If you are on a call and there is another coming in, you can see that the next call is waiting

Remote Access

Allows callers to ring in from another phone (like a mobile) to make outgoing calls as part of the office system

Hospitality VoIP Suite

Use our hosted VoIP solution in a hotel environment and connect it to your PMS via our Hospitality VoIP Suite software. This software provides a interface to your PMS for billing, phone barring, room status and minibar charges

Wizard Add User

Add users & telephones quick and easy using the wizard

Call Diversion

Change where calls go with a quick and easy divert code

Active Call List

Shows activity on the system. Calls in, calls out etc

Ready to Be Designed

If you have a required feature not listed here we will get our developers to create it for you

Class of Service

Bar outbound calls to particular numbers, like international or UK 118 services

Time & Day Routes

Create automatic schedules for when calls go to voicemail etc, may be an out of hours service

Call History

Records ALL inbound, outbound and unanswered calls in a database that is searchable online

CRM Integrations

We integrate with over 300 CRM systems which allows screen popping, click 2 dial and more

Conferences

Create conference rooms with internal or external numbers

Caller Id Routes

Reroute calls to a particular department if the callers ID starts with 07 for example

Top List

Reports most used, most expensive or most dialled numbers

Hot Desking

Working on another handset today? You can take over an extension including speed dial keys