



Product overview: Hosted IP PBX

Features:

Feature	Description
SIP Account for IP Phone/Soft Phone	<ul style="list-style-type: none"> • 3 way calling • DID • Call waiting ID • 2nd call notification • N-way conferencing • Caller ID with name • Blind transfer • Call forwarding • Voice mail (using extension and/or voicemail) • MOH (Music on hold) • Termination on E1 PREMIUM Quality • Tier 1 network connectivity
Geographical DID	<ul style="list-style-type: none"> • Get a geographical number in 40 countries • Termination on E1 PREMIUM Quality • Tier 1 network connectivity • Route to SIP • Transfer/forward to any phone
Advanced call Queues	<ul style="list-style-type: none"> • Unlimited number of call queues • Personalize your messages (Welcome to....we are open from) • Standard welcome and waiting-time messages in NL/FR/EN • Per Queue priorities • Per Call priorities • DID • MOH (Music on hold) while in queue
Conference Rooms	<ul style="list-style-type: none"> • DID or internal extension assignment • PIN assignment to room
Call Recording	<ul style="list-style-type: none"> • Record all calls made for playback at a later stage using a web-interface
Call monitoring Call whispering	<ul style="list-style-type: none"> • Monitor/whisper on agent calls for training purposes
Advanced IVR	<ul style="list-style-type: none"> • Gather input • Transfer callers to other phones/agents (Call Centre Forwarding) • Call on back-end databases • Selective information lookup • Office Call Routing