



Hosted Telephony Standard Features

Hosted Telephony solves communications challenges for businesses of all sizes without the need for upfront investment.

Productivity

- Personal web portal for each user to manage their own working environment
- Click to dial from selected directory types (handset, phone manager, LDAP, MS outlook)
- 3-Way conferencing from each handset.
- Managers can nominate a personal assistant to filter / manage their calls.
- Create common dial plans and free calls between sites even if overseas
- Speed dials
- Multi-terminal user accounts with parallel ring to avoid missed calls

Call Management

- Allocate geographic or non-geographic telephone numbers to each customer handset
- Call filtering through the creation of customised allow and deny lists
- Set automated call forwarding when required to other extensions, external numbers, or mobiles
- Call waiting identification and tones
- Extension status monitoring

This solution comes with an impressive range of standard features, which can be activated by customers as and when they are required. Hosted Telephony also means that new features regularly become available without the need for expensive upgrades.



Calling Features

- View most recent placed, missed and received calls with simple click to return call
- Do not disturb
- Call transfer – either blind or assisted
- Hold and retrieve
- Call park – The user can park calls to be retrieved on any terminal
- Call pickup
- Call line identification presentation (clip) for internal and external callers
- Barge in music
- On hold
- Customisable number presentation

Messaging

- Each extension will have a dedicated voicemail box
- User defined prompts and/or messages
- Voicemail messages can be retrieved universally
- Option to have voicemail messages attached to email as wav files

Management

- At user, site or company level, the system can be configured to block outgoing calls by general prefix (e.g. 09x) numbers or specific numbers.
- Selection of exportable reports that allow the review of call volumes, spend, and call durations, by user and site
- Account codes to allocate costs to projects or customers
- Authorisation codes

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