

Features of Hosted VoIP

Feature	Description
Customer Portal	Web based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail, upload music on hold.
Top Level Auto Attendant (Always On)	Allows callers to select from menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants.
Multiple Top Level Auto Attendants (Always on)	Allows for separate telephone numbers to be routed to unique Top Level Auto Attendants. Each Auto Attendant is configurable individually.
Top Level Auto Attendant (Time Based)	Available after N rings or based on time of day
Sub-Level Auto Attendants	Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc.

Call Management

Feature	Description
Find Me (BW Communications Digital Assistant)	Setup a personal assistant to “find you” at up to five (5) Locations. This feature is configured per extension, and offers an extensive number of options to route calls once they have reached the given extension. Callers are asked to “announce themselves”, and are offered the option between locations to try the next location, or to leave a message.
Call Hold	Place calls on hold, and play music or a commercial on hold.
Attended Transfer	Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.
Unattended Transfer (Blind Transfer)	Transfer a call to another extension, group, or phone number WITHOUT announcing the party being transferred.
Call Forwarding	Forward calls via the BW Communications Portal, or via your device or SoftPhone. Calls may be forwarded to any extension or phone number. Device or SoftPhone forwarding functionality may vary by manufacturer.
No Answer Call Forwarding	Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
Busy Call Forwarding	Automatically forwards your calls to an extension, group, and phone number when your phone is busy.
Incoming Call Blocking	“Black list” phone numbers to block them from calling your PBX.
Incoming Privacy Screening	Force callers with “no caller ID” or “blocked caller ID” to enter a number that will be presented as their caller ID.
Incoming Caller ID Routing	Route calls from a unique DID or phone number to any auto attendant, extension, group, phone number, or ACD or Call Queue.

Feature	Description
Incoming DID Routing	Route calls based on the number that was dialed. Calls may be routed to an auto attendant, extension, group, phone number, or ACD or Call Queue.
Outgoing Call Blocking	Prevent calls to specific numbers or services (ex: 900 calls)
Incoming Call Identification	Identify an incoming call on the phone's LCD display by modifying the Caller ID display indicating how the call was routed.
One Button Redial	A device or SoftPhone feature that redials the last number dialed by the extension user. Not all phones support this feature.
Do-not-disturb (DND)	A device or SoftPhone feature that simulates a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.
Call Waiting Indicator	Indicates incoming call (and caller ID, if available) while another call is in process.
Automatic Call Distribution (ACD)	Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.
Call Queue	Call queues are used to route calls in a first-in-first-out manner to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where the callers hear an announcement that says something like "thank you for calling, all available agents are busy, you are 5th caller. Estimated wait time is 2 minutes. Please hold for the next available agent, or press 7 to leave a message". When the call is ready to be routed, the ACD handles the routing rules.
Call routing based on business hours, after hours & holiday hours	Allows routing decisions based on time and date. Multiple schedules can be configured, as in the case of departments with different hours of operation.
Speed Dial	A device or SoftPhone feature that automates the dialing of a pre-determined phone number.

Feature	Description
Company Wide Directory	A list of contacts and phone numbers that are uploaded via the BW Communications Portal, and are made available on an IP phone or Softphone.
Forward your calls Locally or Remotely via Phone or Web	Call forwarding is easy to setup and manage.
Caller ID Blocking	Disable Caller-id for all outbound calls made from your PBX.
Call Recording	Selectively record calls for training or documentation purposes.
DISA (Direct Inward System Access)	Allows someone from outside the PBX to obtain a dialtone and to place calls from it as if they were placing a call from within the switch (with password protection)
Office Intercom	Dial another user's extension, activating their phone speaker to make an announcement.
Disable Outbound Dialing	Disable Outbound Dialing on certain extensions only.

Call Conferencing

Feature	Description
3-Way Conference Call	After making or receiving a call, a user may conference in any third party for a 3-way call.
Conference Bridge	Multiple on-site and outside callers can simultaneously participate in password protected conference calls. Callers can be assigned talk-listen or listen only access.
Default Music On Hold	Royalty free music provided by Crystal Clear Communications.
Custom Music On Hold	Music provided by Customer, and uploaded through the Customer Portal.
Commercial On Hold	Record your commercial and upload it to your PBX via the BW Communications Portal.
Commercial On Hold By Location or Queue	Multiple commercials on hold may be uploaded to your BW Communications PBX, and can be unique based on location or queue.

Reporting

Feature	Description
Call Detail Records	Real-time call logging is available via the portal. From, to, call duration, date and time, and call type (International, On-Net, etc). In addition, frequently called numbers can 'tagged' with text descriptions for legibility.
Call volume graphs by time of day, month, year or custom dates	Histograms graphically display calling patterns and Trends.
Call traffic by extension	Track number of calls by individual.
Detailed Accounting	Track orders, invoices and all BW Communications billings online.