

Call Management (continued)

Outgoing Call Blocking

Prevent calls to specific numbers or services (e.g. a 1-900 number).

Ring Groups

Enable multiple extensions to be joined as a group, and then route calls sequentially or simultaneously to that group.

Shared Virtual Call Paths

Virtual Call Paths deliver calls to and from the PSTN to either hosted endpoints or SIP trunks. They are shared by all endpoints on a Hosted PBX, regardless of location.

Customers can purchase any number of call paths to suit their needs and are limited only by budget constraints and bandwidth consumption (typically 80 Kbps per call).

Speed Dial

A device or softphone feature that automates the dialing of a predetermined phone number.

Unattended Transfer

Transfer a call to another extension, group, or phone number without announcing the party being transferred.

Voicemail

Associate a voice mailbox with an extension or use an announce-only voice mailbox to provide customers with a prerecorded message when they choose an option through an Auto Attendant or extension.

Voicemail to Email

After a voicemail is received, the Hosted PBX will send an email to any valid email account or alias that you enter into your company portal. The message will include the date and time of the call, the duration, Caller ID (if provided), the mailbox number, and an attached WAV file that can be played on your PC or mobile device (e.g. smartphone or tablet capable of playing WAV files). You can also set up auto-delete for voicemail messages after a configurable time, or as soon they are emailed.

Voicemail to Text Message

Don't have a smartphone or tablet capable of playing WAV files? Enter an SMS address in your company portal and the Hosted PBX will send a shorter text message to your device. Note: 3rd party text messaging rates may apply.