

Flexible Hosted Telephony and Unified Communications - Webex Licences

LICENCE FEATURES	Standard	Office Teams	Flexible Worker	Call & Collaborate	DESCRIPTION
Anonymous Call Reject		✓	✓	✓	Reject calls from people who have deliberately withheld their number.
IP Phone Authentication	✓	✓	✓	✓	Authentication is performed upon the registration of an IP phone. All calls from unregistered phones are denied.
Basic Call Logs	✓	✓	✓	✓	Ability to see missed, received and placed calls via the Toolbar, on the phone or through the portal.
Call Forwarding Always		✓	✓	✓	Redirect all incoming calls to another number.
Call Forwarding Busy		✓	✓	✓	Redirect calls to another number when user is on a call.
Call Forwarding No Answer		✓	✓	✓	Redirect calls to another number if not answered within a user specified number of rings.
Disaster Recovery Call Forwarding		✓	✓	✓	Automatically re-directed to pre-defined numbers & off net numbers (e.g. mobiles) in a disaster recovery situation integral to Business Continuity planning.
Caller Number Visibility		✓	✓	✓	Users receive the calling line ID if available, whether or not it is blocked by the caller, e.g. can be used by law enforcement agencies in certain countries.
Call Return/Call Back		✓	✓	✓	Rings back the last party that called, whether or not the call was answered.
Call Transfer		✓	✓	✓	Transfer a call and speak with the 3rd party before transferring the caller.
Call Waiting		✓	✓	✓	Answer a call while already on a call, placing the first person on hold.
Client Call Control Licence		✓	✓	✓	License is needed for additional applications such as Toolbar, Akixi or Mondago to control calls.
Unavailable		✓	✓	✓	Sets phone to unavailable, the caller will get an engaged tone.
Three-Way Call		✓	✓	✓	Adds a 3rd person to the call.
External Number Display		✓	✓	✓	Displays number to the call recipient on outgoing calls. Choose to display or not.
Call Pickup		✓	✓	✓	Enables user to pick up colleagues calls when their phone rings - ideal for teams.
Outgoing Call Barring		✓	✓	✓	Allows business' to block numbers being called such as international and premium rate numbers.
Fraud Detection Tool		✓	✓	✓	Managed call monitoring for suspicious numbers and automatic blocking of suspicious activity. A safety net for businesses incurring fraudulent activity.
Last Number Redial		✓	✓	✓	Users can redial the last number called by clicking the Redial button on their CommPilot Call Manager or by dialling a feature access code (eg *66).
Phone Directory Lookup		✓	✓	✓	Polycom and Yealink provide support for BroadSoft XSI directories. The directories supported are; personal, group, group custom, common and enterprise.

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Voicemail		✓	✓	✓	Voicemail.
Team Calls		✓	✓	✓	Multiple users (teams) make and receive multiple calls at once on a shared number. All phones ring until answered, incoming call display to all regardless of status.
Speed Dial		✓	✓	✓	Speed dial setting saves up to 8 telephone numbers.
Hot Desking		✓	✓	✓	Companies often have cubicles and phones for mobile workers to use. "Hoteling" enables them to share space and phones on an as-needed basis with guest privileges to log in to a host account via their web or voice portal. This means they can use the host phone to make and receive calls, while retaining their BroadWorks user profile.
Voicemail to Email		✓	✓	✓	Voicemail messages sent to an email with wav file attachment.
Desktop Click To Call		✓	✓	✓	Desktop user call management, click on icon to call and user presence display.
Alternate Numbers		✓	✓	✓	Users have up to ten phone numbers/extensions assigned to them with distinctive rings tones for each one. Outgoing call identity is the user's primary phone number.
Barge-in Blocker		✓	✓	✓	Users with this service assigned cannot have their calls barged in on by other users.
Busy Lamp Field (BLF)		✓	✓	✓	This is a license purchased at additional cost, to display on your phone handset if colleagues are available to take calls or busy.
Advanced Call Forwarding		✓	✓	✓	User defines criteria for incoming calls to be redirected, based on incoming number or identity, time of day, and day of week. Multiple criteria sets can be defined.
Register to Different Phone		✓	✓	✓	Logs user into a different phone. Only on Polycom VVX device of the same model.
Push to Talk		✓	✓	✓	User-to-user intercom service. The system requests that the called user answer automatically deskphone only. Accept and reject lists can be defined, may include wildcards.
Priority Call Alert		✓	✓	✓	User can set different call waiting or ring tone from standard calls for priority calls, according to incoming number, time and day of the week. Definable criteria.
Access Anywhere		✓	✓	✓	Access office telephony from any device anywhere (for example, home office, mobile phone). Enables CommPilot features when not in the office.
'Find me' Service Sequential Ring		✓	✓	✓	Sends inbound calls to different devices in sequence i.e. desk phone, then home phone, then mobile to make sure the call reaches the user. Users define a "find me" list of phone numbers they does not need to be on the platform. The caller hears a greeting followed by periodic messages until the call 'finds' the user or may leave a message. This is ideal for a team hunt group or an individual.
Unified Calling		✓	✓	✓	This feature allows the user to have more than one device/phone. Outgoing calls present a single DDI to the call recipient irrespective of the device the call is made from. Inbound calls can be routed to multiple devices. Also enables live calls to be moved between devices. i.e. answered call on mobile and transfer the to the desk phone. Ideal for team users requiring the same DDI to be displayed on outgoing calls as well as acting as a hunt group over various users/devices.
'Find me' Service Simultaneous Ring		✓	✓	✓	Sends inbound calls to different devices simultaneously. All devices ring and the first answered is connected. For example, calls sent to a desk phone and mobile at the same time. This is ideal for a team hunt group or an individual.
Webex Soft Phone		✓	✓	✓	Soft Phone - calls can be made or received from desktop or mobile for flexibility. Choice of 2 device licences. Singular or dual device.
Webex Message Storage		2GB	5GB	10G	The message storage is related to all messages sent and received over Webex.
Webex Internal Meetings		25	100	1000	Provides the ability to host or join meetings with internal participants and collaborate via audio or video and screen share.

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Webex External Meetings			100	1000	Provides the ability to host or join meetings with external participants and collaborate via audio or video and screen share. This option includes PSTN Dial-in with a list of UK and International numbers to choose from.
Webex External Meetings Storage				10G	The meetings storage is related to all meeting recordings and captures the video and chat.
Akixi Lite Call Analytics	✓	✓	✓	✓	Historical call analytics to provide visibility on internal workers on their call volumes, call durations, missed calls etc.
Call Centre Basic		✓	✓	✓	Centre Basic includes queuing for upto 25 callers, Music on Hold and Comfortable Announcements, Entrance Message Announcement and Overflow Policies.
Receptionist		✓	✓	✓	Receptionist Software Client available for both Windows and MAC and provides visibility of incoming calls and offers call treatment.
Dubber Call Recording				✓	30 Day Hosted Call Recording.
Go Integrator Cara Solo		✓	✓		Enables enhanced call management and routing of inbound calls, transfers and click to dial functionality.
Go Integrator Cara Unite				✓	Enables all the functionalities of Go integrator Cara Solo along with integration of preferred CRM applications with features like activity logging, address book search, contact creation, call details preview etc.

Additional Services

GROUP FEATURE	DESCRIPTION
Auto Attendant	A mini IVR, automated receptionist that answers the phone and provides a personalised message to callers with options to dial an extension.
Call Capacity	Limit the number of calls (Inbound/Outbound/All Calls) on a per group basis.
Call Park	Allows parking of calls against a selected user.
Emergency Zones	Prevents calls to emergency numbers from outside the Home Zone (Site WAN IP).
Enhanced Outgoing Barring	Provides a greater degree of control over outgoing calls made from within the group. In addition to "blocking" or "allowing" given call types and digit strings, administrators can configure outgoing calling profiles; group, department, individual users.
Group Paging	Calls to the group paging number will ring all member extensions, calls will be automatically answered by the members.
Hunt Group	Calls to the hunt group number will ring all member extensions. Preferences include: Circular, Regular, Uniform and Weighted Call Distribution.
Music on Hold	Allows upload of custom audio files for playback when calls are placed on hold.
Team Voicemail	Voicemail for team telephone numbers.
GoOperator*	Enhanced call management and routing of inbound calls, transfers and user availability.
VVX Sidecar's*	An add on to phone handsets Ideal for receptionists, power users and dispatchers. VVX Colour – 28 illuminated keys, names auto-populated. VVX Paper - 28 illuminated keys, paper name sleeve.
Fax converter*	Allows traditional telephony fax machines to be used with hosted voice platform. Analogue to SIP conversion required.
Fax2Email*	Sends traditional fax to emails.