

## BT Cloud Voice call features.

The Network Union, [www.thenetworkunion.com](http://www.thenetworkunion.com)

Feature	Description	BT Cloud Voice Basic	BT Cloud Voice Connect	BT Cloud Voice Collaborate
Online Portal	Self-service online tool where administrators can set up user profiles, and individual users can control their own call management features.	✓	✓	✓
Automatic Call Routing	This allows users to set up a redirect so that any incoming calls are automatically routed to another phone.	✓	✓	✓
Call Forward	Lets users set up rules that forward incoming calls to another phone. They can set it up so calls are always forwarded, or only when their extension is busy or the call has gone unanswered.	✓	✓	✓
Call Transfer	Allows calls to be transferred internally and externally. It means calls can, for example, be transferred to the mobile of an employee who's out of the office.	✓	✓	✓
3-Way Calling	This feature allows users to set up a 3-way conference call. A user, who's already talking to one person, can invite a third person to join the conversation. This is a particularly useful feature for employees that need to regularly consult with their colleagues, such as those working on a helpdesk.	✓	✓	✓
Hunt Group	A Hunt Group allows multiple phones to ring when a single number is called. A Hunt Group can be set up so that several employees' phones ring at the same time. It also allows calls to be distributed in certain sequences. If a call comes in to one phone, which isn't answered, it will go to the next phone in the sequence. The benefit of BT Cloud Voice is that Hunt Group members don't have to be located at the same site.	✓	✓	✓
Call Director	Allows a user to set up one or more alternative fixed or mobile phone numbers that can be used as virtual extensions to the user's profile. Using the Call Director portal, users can dial into the service from external locations and make calls to internal and external destinations. By doing so they keep their BT Cloud Voice calling line identity rather than the phone they are dialling from.		✓	✓
Voicemail to Email	Using the Online Portal, users can set up their voicemail so that their messages are sent to their email folder as an audio attachment. The message will appear in their inbox as a WAV file.		✓	✓
UC Business	UC Business offers a bundle of functions. It includes the UC Office client application for desktops (Windows and Mac) and smartphones (iPhone and Android). It enables users to display their own presence status i.e. showing whether they're available or not, and to see the presence status of their contacts. Users can get in touch with their contacts via instant messaging, a phone call or video calling. Users can also easily create and manage their contact lists and access personal and company contacts. They can also access BT Cloud Voice call handling settings to manage communications from their UC Office client application. It's particularly useful for mobile workers who can see who's available in the office to help them and they can also use that colleague's preferred method of contact to get in touch.		Optional	✓
UC Team	UC Team includes all the functionality of UC Business and allows up to 8 participants to take part in an audio or web conference. The conferencing functions are simple to use thanks to the innovative 'My Room' feature. This virtual meeting room service makes it easier for colleagues to manage and participate in group or team meetings – whether they're in or out of the office.			✓
Hot Desking	Hot Desking gives users the ability to temporarily move their account, telephone number and settings to a 'Host' device for a certain length of time. When the user logs in at the hot desk, all their incoming calls are routed to that desk's phone for the prescribed length of time. And as the user owns that hot desk phone for the time period they've chosen, the phone assumes the user's identity so outbound calls still appear as coming from them.	Hot Desking Host included	Optional	Optional
CRM Integrator (click to dial, screen pop, call history)	Allows customer-facing businesses to present a very professional image. When a customer calls, their details are displayed on a PC screen at the same time. It means users can greet their customers by their name, thereby providing a more personal service.		Optional	Optional
Receptionist Console	An application that can help receptionists manage incoming calls. It gives them access to a range of features, such as directory look-up and line monitoring, so they can see at a glance who's available to take a call and put it through to them quickly. Instead of dialling an extension, the receptionist can use their mouse for the 'drag and drop' function. They simply drag the caller's number and drop it onto the name of the person they're transferring the call to. One of the benefits of BT Cloud Voice is that the receptionists don't all have to work at the same site.		Optional	Optional
Toolbar	This feature gives users fast, convenient access to BT Cloud Voice from their desktop. Users can set up a toolbar in a Microsoft Office, Internet Explorer or Firefox application. The toolbar contains features that allows users to make calls, dial a number just by clicking on it, control their calls and change their phone's service settings.		Optional	Optional
Busy Lamp Field	Allows users of IP phones to monitor their colleagues' lines before transferring calls. The IP phone will show if the phone line is free, engaged or if the phone is ringing. Compatible phone required.		Optional	Optional
Call Recording	Allows users to record calls. They can decide to record a particular call, all calls or activate the feature on demand. Calls can be monitored in real-time and used for employee training. There's also a storage facility, which helps businesses to meet the regulatory requirements for storing data. Plus, a dashboard gives users access to powerful tools, so they can manage and archive their library of recorded calls.		Optional	Optional
Fax Messaging	Lets users receive a fax and email it to the message store along with their other messages.		Optional	Optional
Call Centre ACD	Allows a site to distribute incoming calls to multiple users from a single central phone number. Call Centre works similarly to Hunt Groups but with a few differences: 1) Calls are queued and it is possible to give intermittent 'comfort' greetings. 2) Agents log in and out of the queues, therefore when an agent isn't available the call will not ring at his/her phone. Unique to BT Cloud Voice is that agents don't have to be located at a single site.	Optional	Optional	Optional