BT Cloud Voice optional add-ons.

Optional features at an individual or site level to tailor the service.   The Network Union, www.thenetworkunion.com

Chargeable user add-ons (per user per month)	Description	Price
Receptionist Console	Gives access to features, such as a directory, so numbers can be found and calls forwarded quickly. It's designed for medium-large enterprises and can monitor up to 300 users.	£15.00
Receptionist Small Business	A cut-down version of Receptionist Console, designed for smaller companies, where the receptionist needs to monitor up to 30 users' lines.	£8.00
Shared Call Appearance	Lets users share multiple appearances of their line number (CLI) on up to 5 devices. For example, executives can share their CLI on their PA's device so the PA can take calls for multiple executives and identify each line on their handset.	£1.00
Toolbar	Allows integration into Microsoft Outlook, Internet Explorer and Firefox.	£0.50
Busy Lamp Field	Users can see if their colleagues' phones are free, ringing or engaged.	£0.50
Hot Desking Host	Turns a user's primary device into a hot desk station, so other users can transfer their account, phone number, features and settings to that device, and have their incoming calls re-routed to it. Included as part of the Basic User Feature Pack.	£0.80
Hot Desking Guest	Lets users transfer their account, phone number, features, settings and calls to a device that has been set up as a hot desk station.	£0.80
CRM Integrator	Customer information is displayed on a PC screen, so callers can be greeted by their name. Whoever takes the call has all the customers' details handy.	£6.90
UC Business	Users can see who's available and contact them by calling, using Instant Messaging or Video Calling.	£3.00
Call Recording	Calls can be recorded, archived and stored so they can be retrieved and used for training purposes.	£6.00
Fax Messaging	Users can receive a fax and email it to the message store along with their other messages.	£0.50
Chargeable add ons (per site per month)	Description	Price
Auto Attendant	Incoming calls can be automatically answered with a pre-recorded company greeting.	£8.00
Call Centre ACD	Calls can be queued and messages played while the caller's on hold. Staff can log in or out of queues, so if they're not available their phone won't ring.	£14.00
Hunt Group Plus	Additional call handling features, including, for example, Call Forwarding Selective to set up call routing that changes in line with opening hours or shift patterns.	£4.00
Call Centre ACD Plus		£4.00