

SBC

Hosted Voice

Feature Guide

SBC HOSTED VOICE FEATURES

SBC Hosted Voice Phone System provides state-of-the-art features, essential to any UK business. From simple “find me/follow me” functionality that will simultaneously ring to fixed mobile convergence applications to making and receiving business calls on a mobile phone.

Features

KEY: AVAILABLE ☉ UNAVAILABLE ⊗

Category	Feature	Availability
SYSTEM WIDE	HD AUDIO	☉
	SELECTABLE MUSIC ON HOLD	☉
	TIME BASED ROUTING	☉
	CALL RECORDING	☉
	CALL MONITORING	☉
	USER DEPARTMENTS	☉
	EXTENSION MOBILITY	☉
	HOT DESKING	☉
INBOUND	DDI	Unlimited
	UK GEOG, XON GEOG, 0808	☉
	INTERNATIONAL	☉
	MODIFY CLI	☉
	CUSTOM RING TONE	☉
	CLI FILTERING	☉
	TIME BASED ROUTING	☉
	AUTO-ATTENDANT	8
	MULTI LAYER IVR	☉
	LOCAL DIALLING	☉
	REPEAT GREETING	☉
	DEFAULT DESTINATION, NO KEYPRESS	☉
	CUSTOM RING/MUSIC	☉
	LABEL AGAINST CALLER ID	☉
	TIMEBASED ROUTING	☉

Features

KEY: AVAILABLE UNAVAILABLE

Feature Category	Feature Name	Availability
CALL DISTRIBUTION	QUEUES	8
	OPTIONAL AGENT LOGIN	<input type="radio"/>
	INBOUND CALL LIMIT	<input type="radio"/>
	TIME BASED ROUTING	<input type="radio"/>
	AUTO CLOSE ON AGENT LOGOUT	<input type="radio"/>
	SELECTABLE MUSIC ON HOLD	<input type="radio"/>
	CUSTOM GREETING	<input type="radio"/>
	SELECTABLE MUSIC ON HOLD	<input type="radio"/>
	QUEUE POSITION ANNOUNCE	<input type="radio"/>
	CALLER TIMEOUT TO DESTINATION	<input type="radio"/>
	ADJUSTABLE RING DURATIONS	<input type="radio"/>
	QUEUE EXIT DIGIT TO VOICEMAIL	<input type="radio"/>
	SELECTABLE WRAPUP TIME	<input type="radio"/>
	WHISPER TRANSFER TO AGENT	<input type="radio"/>
	CUSTOM RINGTONE	<input type="radio"/>
	CALL PRIORITY	<input type="radio"/>
	CLI LABEL	<input type="radio"/>
	RING GROUPS	25
	SELECTABLE RING ALGORITHMS	<input type="radio"/>
	SELECTABLE TIMEOUT/ RING DURATION	<input type="radio"/>
	REPEAT RING CYCLES	<input type="radio"/>
	SELECTABLE EXIT DESTINATION	<input type="radio"/>
	CUSTOM GREETING	<input type="radio"/>
	TIMEOUT ANNOUNCE	<input type="radio"/>
	EXIT DIGIT TO ALT DESTINATION	<input type="radio"/>
	WHISPER TRANSFER	<input type="radio"/>
	VOICEMAIL	USER VOICEMAIL
VOICEMAIL TO EMAIL		<input type="radio"/>
PER USER SUSPEND VOICEMAIL		<input type="radio"/>
MESSAGE WAIT DISTRIBUTION		<input type="radio"/>
GROUP MAILBOXES		<input type="radio"/>
PER USER WEB ADMIN		<input type="radio"/>
PERSONAL GREETING		<input type="radio"/>
UPLOAD OF STORED PERSONAL GREETING		<input type="radio"/>
SYSTEM VOICEMAIL		Unlimited

Features

KEY: AVAILABLE UNAVAILABLE

AUDIO CONFERENCING	HANDBASED SYSTEM BASED DIRECT EXTERNAL ACCESS	H/Set Conf Max 3 Users <input type="radio"/> Unlimited <input type="radio"/>
EXTENSIONS	HANDBASED TYPES WIRELESS HANDBASES ROAMING FOR WIRELESS HANDBASES AUTO ANSWER	Unlimited Selectable <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
EXTENSION FEATURES	CLI DISPLAY CALL PICKUP DIRECTED CALL PICKUP DND DND AUTO OFF CALL FORWARDING PERSONAL HUNT LISTS CALL FOLLOW ME GROUP PAGING 1:1 PAGING BLF/SPEED DIAL VARIABLE RINGTIME/BUSY TIMEOUT SELECTABLE CALL WAITING CALL FILTERING CUSTOM PHONE DIRECTORIES	Variable <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

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SBC Hosted Voice Phone System is designed to be plug and play and has fast become the communication system of choice for both small and large businesses throughout the UK.

We make communication a breeze, giving you ultimate flexibility to communicate with colleagues, customers and suppliers from wherever you are – in the office, at home, on the road, or anywhere in the world.

FOR FURTHER INFORMATION PLEASE CONTACT:

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