

Our VoIP Features



Interested in learning how our proven software platform can revitalize your business communications?

At Innovative Technology Support, Ltd., we give you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.

Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help dramatically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services, including:

 Hosted PBX &

 VoIP Mobile VoIP

 Customer Portal

 Integrated Solutions

 SIP Trunking

Hosted PBX & VoIP

Call Center (Automatic Call Distribution)

Agents

Agents receive incoming calls from a queue. To receive queued calls, they must first be set up as an agent, then assigned to one or more queues.

Pause and Unpause

Ability for a call center agent to pause calls from ringing their phone while they complete a task or take a break.

Queues

If available agents are busy or unavailable, calls can be routed to an intelligent call queue. You can prioritize calls by value, request urgency or customizable rules.

Reason Codes

If an Agent needs to stop receiving calls temporarily, but does not want to log out of the queue, the agent can pause their incoming queue calls and provide a Reason Code to indicate why.

Tally Codes

When an agent receives a queued call and needs to assign it to a specific category for billing or other purposes, he/she can provide a Tally Code to indicate the nature of the call.

Zero Out

Allows a caller to leave the queue by pressing "0" to choose other call routing options, such as voicemail.

Hosted PBX & VoIP

Call Conferencing

Conference Bridges

Multiple on-site and outside callers can simultaneously participate in password-protected conference calls. Callers can be assigned “talk/listen” or “listen only” status.

3-Way Conference Call

After making or receiving a call, a user may “conference in” any third party for a 3-way call.

Call Management

Attended Transfer

Transfer a call to an extension, group, or phone number after announcing the party to be transferred.

Auto Attendant Answering

Setup a telephone number that dials directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant feature.

Automatic Call Distribution (ACD)

Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.

Barge

Allows you to listen in on a selected extension and speak to the internal caller, but not be heard by the external caller.

Burstable Virtual Call Paths

Call Paths are “burstable”, meaning you can configure your Hosted PBX to give extra call paths “on-demand” to deliver additional calls beyond the number of paths purchased—up to 10 additional paths. The system will automatically track and bill the customers for the extra call paths and they will have use of the additional call paths for the remainder of the billing period.

Busy Call Forwarding

Automatically forwards your calls to an extension, group, or phone number when your phone is busy.

Call Forwarding

Forwards calls via the portal, or via your device or softphone. Calls may be forwarded to any extension or phone number. Note: device or softphone forwarding functionality may vary by manufacturer.

Call Hold

Place calls on hold and play music or a commercial while a caller is on hold.

Call Park

Unlike a call placed on hold, a parked call may be picked up at another extension.

Call Queue

Call Queues are used to route calls on a first-in first-out basis to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where callers hear an announcement such as “Thank you for calling, all available agents are busy, please hold for the next available agent, or press ‘1’ to leave a message”. When the call is ready to be routed, the ACD handles the routing rules.

Call Recording

Selectively record calls for training or documentation purposes. Note: requires a dedicated server in the cloud.

Call Routing Time Frames

Allows routing decisions based on time and date. Multiple schedules can be configured from departments with different hours of operation (e.g. business hours, after hours and holiday hours).

Call Waiting Indicator

Indicates incoming call (and Caller ID if available) while another call is in process.

Caller ID

Customize the appearance of your outgoing Caller ID by outgoing number or extension.

Call Management (continued)

Caller ID Blocking

Disable Caller ID for all outbound calls made from your Hosted PBX.

Caller ID Routing

Enables the creation of one or more inbound Call Route tables that route to a particular destination, based on Caller ID. A Caller ID Route matches either a call's Caller ID name or number, and then uses a predetermined Call Route to deliver the call to its destination.

Direct Inward Dialing (DID)

Set up a telephone number to dial directly to a device or extension.

Direct Inward System Access (DISA)

Allows remote users to dial into their hosted PBX from an outside line and make outbound calls that will display Caller ID information from a DID within their office.

Directed Call Pickup

Allows users to dial *8 plus an extension number to answer a call ringing at that extension. Note: this feature does not work with a Group or Queue call.

Disable Outbound Dialing

Disable Outbound Dialing for specific extensions.

Do Not Disturb

A device or softphone feature that simulates a phone being off-the-hook and sends incoming calls directly into voicemail. Other routing options are also available.

Find Me (Digital Assistant)

Set up a personal assistant to find you at up to five locations. This feature is configured per extension and offers multiple options to route calls once they have reached the given extension. Callers are prompted to announce themselves and are given the option to try the next location or to leave a message.

Forward Calls Locally or Remotely via Phone or Web Call Forwarding is easy to set up and manage from your desktop or on-the-go.

Incoming Call Blocking

“Black list” phone numbers to block them from calling your Hosted PBX.

Incoming Call Identification

Identify incoming calls by modifying the Caller ID to display Call Routing information.

Incoming Caller ID Routing

Route calls based on incoming Caller ID to any Auto Attendant, extension, Ring Group, phone number, ACD, or Call Queue.

Incoming Privacy Screening

Force callers with “No Caller ID” or “Blocked Caller ID” to enter a number that will be presented as their Caller ID.

Listen Live

Allows you to listen in on a selected extension, but not speak.

Live Person Answering

Set up a telephone number to ring a specific extension or a Ring Group - sequentially or simultaneously. This option enables your company to use a live person to answer the caller instead of an Auto Attendant.

Multicast Paging

Dial a Ring Group and make an announcement through the loudspeaker of each phone in the group. Note: phone specific; check per brand or model.

No Answer Call Forwarding

Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.

Office Intercom

Dial another user's extension and activate their phone speaker to make an announcement. Note: phone specific; check per brand or model.

One Button Redial

A device or softphone feature that redials the last number dialed by the extension user. Note: not all phones support this feature.

1-6 Digit Extension Dialing

Hosted PBX extensions can consist of 1-6 digits.

Outbound Dialing Rules

Configure which types of outbound calls users can make.

Hosted PBX & VoIP

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.

Music on Hold

Commercials On Hold (By Phone Number)

You may upload multiple On Hold commercials to your Hosted PBX, and playback can be based on location or queue.

Music On Hold (Custom or Default)

You have the choice to upload custom music files, or use our default music to be played while callers are on hold.

Hosted PBX & VoIP

Origination and Termination

Domestic Origination

<Company> provides local phone numbers or DIDs in most areas in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice and flexibility of Voice Over IP (VoIP).

Domestic Terminations

We provide competitive outbound call packages ranging from pay-as-you-go and prepaid minutes, to unlimited usage plans. Our per-minute rate is competitive, and our quality and reliability is uncompromising.

E911 Support

Every location and phone number where you utilize a device or softphone must have an associated E911 entry in the Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible to updating this information with <Company> if you move any device to a new location per the <Company>Terms of Service.

Endpoint Templates

We provide the ability to create, configure, and distribute phone program templates that can be used with our auto-provisioning servers. This feature streamlines the process of adding new phone models/vendors to our platform. The templates can contain button programming, phone feature access, custom branding logos, and more.

International Termination

We offer competitive international rates, which are available via our website or upon request.

Shared Line Appearance

The ability to emulate a “Key System” where each phone can have predefined line keys that represent a specific phone line. Calls are delivered to the line and all phones with that line key. Any phone can pick up the call and all others will see that it is in use. Calls cannot be transferred from that line, but can be put on hold, or announced and picked up on the same phone or any other phone bearing the same line key.

Toll Free Numbers

Utilize one or multiple toll free numbers which may be routed to a specific outside DID, Auto Attendant, group, or queue.

Reporting

Accounting and Billing Reports

Detailed information about accounts receivable, invoices, and revenue can be viewed for all customers or per individual customer.

Activity Reports

Activity reports provide graphs of call traffic and virtual path usage for all call types that occurred during the past 90 days.

Call Detail Records

Real-time call logging is available within the portal. Information displayed includes call origin, destination,

duration, date and time, and call type (International, On-Net, etc.).

Call Traffic by Extension

Track the number of calls by individual extensions.

Call Volume Graphs

Histograms graphically display calling patterns and trends.

Call Center Reports

Detailed reports can be viewed for activity and performance statistics per agent or per queue, such as answered and abandoned calls, and incoming calls per DID.

Hosted PBX & VoIP

Virtual Auto Attendants

Multiple Top-Level Auto Attendants

Allows separate telephone numbers to be routed to unique Top-Level Auto Attendants. Each Auto Attendant is individually configurable.

Sub-Level Auto Attendants

Sub-Level Auto Attendants are often used for different departments within an organization. For example, you may have a main Auto Attendant for your company, plus Sub-Level Auto Attendants for Sales, Support, etc.

Top Level Auto Attendants (Always On or Time Based)

Allows callers to select menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or multiple levels of additional auto attendants.

Mobile VoIP

With Mobile VoIP, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, Caller ID, and more to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce. Features include:

Cloud Extensions

An extension type that has no physical device information. Cloud Extensions are used to configure the routing of call traffic to and from the Hosted PBX, and to provide voicemail capabilities.

Mobile Office Extensions

IP desk phone features such as Auto Attendant, Unified Mailbox, and Find Me are seamlessly integrated into mobile workers' laptops and smartphones.

Support for Softphones

Our system works beautifully with most of the popular SIP softphones available today. Softphones let you access your phone wherever you are, allowing you to be called by any telephone number. Any domestic number can be assigned to your softphone line. Softphones offer full featured phone applications that allow you to make and receive calls, transfer calls, forward calls, teleconference, and check your voicemail.

Account Management

Manage your account including company name, sales reps, agents/partners, billing email, technical email, contracts and orders.

Automated Billing System

Features include monthly billing, automated credit card charges, Dunning, and A/R.

Case Management/LNP

View the status of existing Number Porting Cases, submit new ones, assign Case ID's, and search for cases using advanced options.

Click-to-Dial

Browser plugins enable Click-to-Dial functionality for the following browsers:

- Microsoft Internet Explorer
- Google Chrome
- Safari
- Mozilla Firefox (July 2014)

Detailed Accounting

Track orders, invoices, and online billing, including sales proposals, orders, invoices, payments, credits, refunds, and automated monthly billing and dunning systems.

Endpoint Template Management

Create and modify configuration templates for any phone or endpoint on the market.

Message Center

Broadcast communications to Service Providers and Customers.

Operator Console

Web-based presence and call control application that allows users to drag and drop calls to and from other extensions, parking lots, conference bridges, or out of the Call Center queues. There is also access to voicemail, Click-to-Dial and chat functions. The console's contact list may be built "on the fly" or imported from another source.

Shared Line Appearance Hunt Group

In addition to the above shared line features, there is the ability to group lines into a "busy roll-over" hunt group. This feature allows calls to be presented to the next available line in the group.

Test My Connection

A diagnostic tool that allows your customers to test their own broadband connection for VoIP quality, suitability, and firewall port status from within their portal or via a URL.

URL Agent

Enables inbound calls to a user's extension to manually or automatically display a Screen Pop from a 3rd party web application.

User Dashboard (coming soon)

A web-based user interface that allows users to configure their Hosted PBX, create Call Groups and Queues, plus view call detail records, billing information, voicemail options, and more.

Integrated

API

We provide an application programming framework to allow other parties to obtain and pass information to our platform from other programs or systems. Some of the capabilities will include, but are not limited to:

- Presence and Click-to-Dial
- Call Control and Status
- Call Logging

Hosted Fax

Allows you to send faxes from your computer, which can then be received via email or routed to a physical fax device. This feature provides immediate access to faxes - anywhere, anytime, and from any device.

Microsoft Outlook Plugin

Optionally installed with Outlook 2010 and 2013; provides users with the following features: Click-to-Dial, Screen Pops, and Call Logging.

Salesforce.com Plugin

An installable plugin for users of Salesforce.com supporting Click-to-Dial, Screen Pops and Call Logging.

Screen Pops

A small pop-up window that displays inbound Caller ID information on the user's screen

SIP Trunking

Standard SIP Trunking

A standard SIP trunk delivers calls to the premise equipment and acts like a CO line. If the SIP endpoint is offline or cannot be contacted by our system, the system issues busy signals to the incoming callers.

Enhanced SIP Trunking

An enhanced SIP trunk delivers calls to the premise equipment and acts like a CO line. If the SIP endpoint is offline or cannot be contacted by our system, the system provides an alternate predefined route for incoming calls. Examples are: routing calls to an Auto Attendant, other SIP trunks (at other locations), voicemail, or a Find-Me Follow-Me sequence. This disaster recovery feature is extremely powerful and flexible.