



Smart user license: 25 features as standard

Our hosted voice solution has been designed to be easy to understand and entirely transparent. It starts with a smart user licence, which supports three concurrent calls and comes with 25 features as standard. From that foundation we can bolt on a host of valuable features and functionality based on your specific business requirements - so that you have a solution that gives you everything you need and you're not paying for anything you don't.

✓ **Authentication**

Required to authenticate the user on the system for the making and receiving of calls

✓ **Barge in exempt**

Required service otherwise user CAN'T be barged into. When active, prevents the user from being barged into by other users in the group

✓ **Basic call logs**

Provides a list of the 20 most recent received, placed and missed calls

✓ **Call waiting**

Allows a second incoming call, to an engaged user, to display on the user handset

✓ **Calling line ID delivery blocking**

Blocks outbound CallerID delivery. Can be toggled on/off or activated for the next call only, via star code

✓ **Calling party category**

Outbound Calls. Categorises calls by type. Allows priority routes, eg by carrier, ISDN

✓ **Charge number**

Allows calls to be billed against a specific CLI

✓ **Classmark**

Allows a classmark to be assigned to users and communicated within SIP messaging between the BroadWorks Application Server and the PSTN during call setup

✓ **Client call control**

At a user level CCC is required to enable call control from apps such as Unity. At a call centre group level, CCC is required to expose Calls in Queue stats in real-time

✓ **Connected line ID presentation**

Inbound Calls. When answered displays ID [name or number] of incoming caller

✓ **Connected line ID restriction**

Blocks called party address information from being presented to the caller

✓ **Customer originated trace**

Allows users to report malicious calls



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- ✓ **External call line ID delivery**
Inbound Calls. When ringing displays ID [name or number] of incoming caller
- ✓ **Intercept user**
Incoming Calls. Allows incoming calls to a user to be re-routed to another user with an announcement played to the incoming caller
- ✓ **Internal calling line ID delivery**
Inbound Calls. When ringing displays ID [name or number] of incoming caller
- ✓ **Privacy**
Allows the user to exclude their name from internal group and auto-attendant directory
- ✓ **Call forwarding – always**
Enables a user to redirect all incoming calls to another phone number
- ✓ **Call forwarding – busy**
Enables a user to redirect calls to another destination when an incoming call encounters a busy condition
- ✓ **Call forwarding – no answer**
Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings
- ✓ **Call forwarding - not reachable**
Allows for configuring a location (for example, a mobile) where a call should be redirected when the main device is unreachable (for example, landline)
- ✓ **Corporate directory-user**
Corporate directory of users and numbers
- ✓ **Call transfer**
Allows the user to enable/disable Camp On and the number of rings before recall
- ✓ **Last number redial**
Enables users to redial the last number they called
- ✓ **Three party conference**
Enables a user to make a three-way call with two other parties, in which all parties can communicate with each other