

# VoIP Features

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

With Xobee VoIP, 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.



## 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**

 **Integrated Solutions**

## 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.

---

## Hosted PBX & VoIP (continued)

### 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.

#### 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.

#### 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.

---

## Hosted PBX & VoIP (continued)

### Call Management (continued)

#### Caller ID Blocking

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

#### Direct Inward Dialing (DID)

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

#### 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.

#### 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.

#### 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 AutoAttendant.

#### 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.

#### 3 - 4 Digit Extension Dialing

Hosted PBX extensions can consist of 1-6 digits.

---

## Hosted PBX & VoIP (continued)

### Call Management (continued)

#### Ring Groups

Enable multiple extensions to be joined as a group, and then route calls sequentially or simultaneously to that group.

#### 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 in 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.

### 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 (continued)

### Origination and Termination

#### Domestic Origination

Xobee VoIP 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).

#### 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 Xobee Networking Services, Inc. if you move any device to a new location per the Xobee Networking Services, Inc Terms of Service.

#### International Termination

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

#### 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

#### 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 (continued)

### 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.

### 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.

#### Log in or Log out

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.

---

## 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.

## Integrated Solutions

### **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.

### **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.