

## Cloud Net Connect Features List

PRODUCT GUIDE

**The system is extremely flexible and rule driven. If you can think of it – the system can do it..!**

**Call Forward:** When you're not at your desk be sure not to miss important calls. Forward call to another extension or even to your mobile phone.

**Call Pickup:** Pick up calls ringing at other extensions. A secretary can answer another employee's phone without leaving her desk.

**Call Parking:** Calls can be parked in a private lot and picked up later according to the parking lot preferences. The feature is very useful when you want to put multiple callers on hold and allow these callers to be picked up by someone else.

**Call Transfers:** Calls can be transferred between system extensions or even to public phone numbers. When an important call arrives, the secretary can transfer it directly to the manager's mobile and the caller will never know what happened.

**Call Cost Logging:** Sophisticated tools to monitor and recharge all call services. Operates over multi levels of functionality.

**Day/Night Service:** Choose how you want your system to work at different times.

**Record Conversations:** Record important calls like customer calls as part of satisfaction improvement programs or abuse prevention. Call recording can be event driven (the employee presses a button) or unconditional.

**Voicemail:** The voicemail feature answers calls after a certain amount of time and records the caller's message. Recorded messages can be listened while out of office or can be sent by email.

**Authorization to Reach Extension:** Be sure that only important calls reach you! This feature ensures privacy by requesting the caller to provide a password in order to contact the desired extension.

**Do Not Disturb:** When you are busy, make sure that nobody can disturb. This feature can be activated and deactivated from the phone terminal.

**Ring All:** When an extension is called, this triggers other extensions to ring. The first extension answering the call gets the connection.

**Follow Me:** The extension owner's mobile phone, home phone and office phone can ring at the same time when the extension is called. The caller is connected with the phone that first answers.

**Incoming Call Rules:** Improves privacy protection, automates tasks, and increases users' productivity. Filter incoming calls based on CallerID and time of call, using rules that can perform a set of predefined actions, like hang up and transfer to certain destinations.

**Faxing:** Send and receive faxes without any problem even on poor quality connections. The full featured fax server can receive and send faxes over the email or using the web management interface.

**Conference Centre:** Businesses can schedule conferences and have multiple conferences on their conference number.

**Dedicated Voicemail Number:** A company can assign a special phone number the employees can call from a public number in order to check their voicemail messages. A fast and affordable, yet centralized access to voicemail from public phones.

**Intercom/Paging:** Intercom and Paging features are highly customisable, allowing an extension to broadcast messages to groups or to particular extensions.

**IVR (Interactive Voice Response):** Create complex auto-attendant voice menus with multiple contexts, options and actions. An indispensable business tool that can replace a secretary or even substantially reduce costs and increase customer satisfaction.

**Call Queues:** Call queues can answer multiple calls and distribute them to agents using sophisticated algorithms.

**Call Queue Reports and Statistics:** The detailed call queue reports and statistics are vital for monitoring. The performance indicators, including call report, answered/unanswered report, call distribution report, agent report, status report, help management optimise human resources and business processes.

**Access Conferences from Public Numbers:** When you are out of office or on the road, you can still create or join existing conferences from public phone numbers.