BCN Cloud Voice Hosted PBX
FEATURES LIST

GENERAL

Auto-Attendant
- Dial by Name Directory
- Intro Greeting
- Post-Welcome Greeting
- Dial by Extension
- Multiple Language Auto Attendant
- Configurable AA Timeouts

Call Pick-up
- Directed Call Pick-up
- Group Pick-up
- Site Pick-up
- Domain Pick-up

Hunt Group
- Round Robin (longest idle)
- Ring All
- Linear Hunt
- Linear Cascade
- Call Park
- Forward if Unavailable
- Forward if Unanswered
- Call Back

Monitoring
- Listen In – No ability to talk
- Barge In – Full 2 way audio
- Whisper only – 1 way audio

Paging
- Handset Paging
- Overhead Paging

Transfer
- Blind Call Transfer
- Attended Call Transfer
- Voicemail Transfer

Call Park

Call Retrieve

Parktrieve

Picktrieve

Call Disposition and Reason

Intercom

Mid-Call Recording Redaction

Music on Hold (MOH)

Multi-Language IVR

Presence

Timeframes

USER

Answering Rules
- Ring Time Out
- Do Not Disturb (DND)
- Call Screening
- Call Forwarding
  - Always
  - When Busy
  - When Unanswered
  - When Offline

Voicemail
- Voicemail to Email
- Voicemail Distribution
- List (Deep Copy)

Call Waiting

Delayed Simultaneous Ring

Localization

Music on Hold(MOH)

Operator Forward

Presence

Ring All

Simultaneous Ring (SimRing)

Time Frames

MONITORING

Domain Graphs & Statistics
- Peak Active Calls
  - By Hour
  - By Day
  - By Minute
  - All Calls
  - Offnet Only
- Call Volume
  - By Hour
  - By Day
  - All Calls
  - Offnet Only
- Total Minutes
  - By Hour
  - By Day
  - All Calls
  - Offnet Only
- Users and Applications (per Domain)
  - # of Users
  - # of Devices
  - # of Auto-Attendants
  - # of Call Queues
  - # of Conferences
  - # of Phone Numbers

Usage Stats
- Calls
- Current Month
- Previous Month

Account Codes

Call History

Recording
- Recording Email Notification

CDR Export via portal

SITES

Customization - allow customization of a site for each user

Filtering and reporting - on sites as well as previously supported departments

Site Manager Scope
- Invisible
- Masquerade
- User Welcome Emails
- Localization
- Enable Language on DID

UNIFIED COMMUNICATIONS

WebRTC
- Chat

Softphone (BCNmobile Web)
- Including 3-way calling

BCNmobile Application
- Android and iOS

VOICE SERVICES

Text to Speech

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