



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

Conferencing (Dedicated Bridge)

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to Start
- Begin and End times
- Max # of Participants
- Save Participants

- Announce Participants
- Arrive/Depart Tones

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

Conferencing (Owned Bridge)

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to start
- Begin and End Time
- Max # of Participants
- Save Participants
- Announce Participants
- Arrive/Depart Tones

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

WE ARE BCN

A communication technology solutions provider with the flexibility and experience to address every need uniquely. Creating tailored solutions based on the portfolios of 75+ wholesale network & technology partners.



SINGLE PROVIDER

A single-source for custom-configured solutions.



UNIFIED BILLING

All services at all locations on one monthly invoice.



CUSTOMER CARE

Single point of contact for U.S. - based support.



OUR LEGACY

Decades of experience and thousands of business customers.