

# Cloud VOIP Features



\* DTA may have limited features

# Cloud VOIP Features

Crexendo's Cloud VOIP features available to customers who purchase a Crexendo 200 or Crexendo 300 plan. The Crexendo DTA plan is limited.

## **Auto Attendant or Multiple Auto Attendants**

Ensure your customers are connected to the right information your skilled employee on the first attempt. Auto Attendants can provide call routing based on a company directory, user-defined greetings or business hours, and provide an overall professional appearance.

## **Caller ID Block/Call Return**

The caller ID may be blocked for both outgoing and returning calls.

## **Call Forwarding**

Users can access their personal Web User Portal to enable automatic call forwarding to an internal extension or an external number.

## **Call Hold**

Press the Hold button on the phone...your caller is now treated to your music on hold.

## **Call Log**

View call logs for all extensions with search and filter functionality.

## **Call Park and Call Pickup or System Hold**

Call Park feature lets users put a call on hold at one telephone and continue the conversation from any other telephone. Activate the "call park" feature by pressing a preprogrammed button. This transfers the current telephone conversation to an unused extension and immediately puts the conversation on hold. This is called parking the call; and the call is said to have parked onto a certain extension. The telephone system will then display the extension number of the parked call so that the call can later be retrieved, which is referred to as Call Pickup.

## **Call Screening**

This feature forces your caller to identify themselves so that you can decide to take the call or send them to voicemail.

## **Call Transfer**

Route calls with ease whether internally (extension to extension) or externally to your cell phone.

## **Call Transfer – Consultative Transfer**

Route a call to another party, and announce that you are transferring the call to the intended destination. An active call may be transferred to another extension or number after consulting with the transferred-to party. The transferor waits for the transferred-to party to answer, consults with him/her about the call being transferred and then hangs up. On hang-up, the transferee gets connected to the transferred-to party. Music on hold is available to the transferee until the transfer is complete.

## **Call Transfer – Blind Transfer**

Transfer Blind Transfer where callers may transfer the call to another party without waiting for the party to answer. With ring back tone, the transferrer can hang up and the call will be established between the transferee and the transferred-to party when the transferred-to party answers. On the hang-up the transferee gets connected to the transferred-to party. Music on hold is available to the transferee until the transfer is completed.

## **Call Waiting**

Take another incoming call if needed.

### **Call Waiting Number**

View the Caller Number (if available) of all incoming calls on the display of your phone.

### **Conference Bridge**

A single extension provides a virtual conference room where callers (internal as well as external) can connect via a full-feature conference bridge. The conference bridge allows up to 10 parties to join the call and is activated using a conference number with an optional PIN.

### **Crexendo Jumpstart Program**

Crexendo Jumpstart Program is a 30-day program designed to ensure seamless activation of your service; this 3-step program includes deployment, configuration of your system, and training for your key personnel. Crexendo provides 24-hour emergency support and 7a.m.-9 p.m. (Mountain Time) technical support via email and phone.

### **Call Queues or Advanced Call Distribution**

Incoming calls are “stacked” and delivered to eligible employees in a Call Queue as they become available. Create multiple Call Queues, each with its own set of assigned employees. (Employees can be members of several Queues.) Each Queue can be customized with a variety of options:

- Record custom Welcome and Queue “Full” announcements.
- Hold music and/or “Chimes” (personalized audio announcements) give your queue that professional sound.
- Chime Frequency - “Hold Time” announcement frequency customization.
- Hold timeout – Limit the time callers remain on hold in a queue.
- Agent ring timeout - Caller limits for keeping queue call volume to a manageable level.
- Agent Wrap-up - Length of time after fielding a call before the same agent is called again.
- Final destination – After an agent completes a call, you may direct the call to a survey or final destination for a wrap-up message. (This is where the customer is directed if either the Hold Timeout or the Maximum Number of Calls on Hold limits are exceeded. Probably safest to leave this out—it’s less a feature than a simple default.)

### **Dedicated Phone Number**

Each Crexendo phone that is issued with a base user license comes with its own dedicated phone number (DID). Any DID can be re-pointed to the Auto Attendant if needed. Crexendo also comes with a second (DID) for conferencing. A user may choose to allocate the second (DID) to conferencing or for another purpose.

### **Do Not Disturb**

When you are in an important meeting or need quiet time, put your phone on DND so it will not ring, and have calls automatically forwarded to voicemail.

### **E911**

Crexendo provides E911 services to all its business customers as mandated by the FCC. This allows the emergency respondent to pinpoint the exact dialing location of the phone.

### **FindMe**

Find Me/Follow Me functionality lets users specify the best way to reach them. User-defined rules route each call as directed. Separate Find Me/Follow Me rules may be created for each status. Need your desk phone to ring simultaneously with your cell phone? Need to be found at several locations? Find Me has you covered, so that you can receive calls on whichever phone is most convenient for you.

### **Forward**

Specify the extension or outside phone number to which you want calls routed if you don’t answer in a pre-defined

amount of time. Calls may forward when the user is busy, or they can be routed unconditionally. Incoming calls may be rejected and forwarded to voicemail.

### **Hunt Groups**

Incoming calls to a predefined group/list, always starting with the first member of the list and working down the list until a free member is reached. Timers may be used to determine how long the call will go to each Hunt Group member to await answer before transferring to the next member on the list.

### **Inbound Fax**

Faxes are formatted as PDF documents and sent to the user's inbox. Manage inbound and outbound fax in the Crexendo Web interface screen.

### **Intercom**

Intercom is an ad-hoc communications tool that can quickly improve internal company efficiencies. The benefit of Crexendo intercom calling is that the calls are free.

### **Mobile Integration**

You have the ability to forward calls to your mobile phone, or transfer calls back to any office extension. Crexendo Mobile Client allows you to extend your desktop interface to your mobile phone. Pick up calls, make calls, one-touch transfer, check voicemail and more through your Crexendo Mobile client, which operates over your cell phone data plan.

### **Multiple Receptionist**

Crexendo's solution allows for multiple receptionists.

### **Music on Hold/Company Messaging**

Crexendo comes with music-on-hold and you have the option to select from play lists. You can record your own data and advertising to upload and play for customers on hold.

### **Name Directory**

Dial by first or last name of the person. Or dial by extension.

### **Night Mode**

Have a small office that opens when your first employee arrives and closes when your last employee leaves? Night mode is a feature for companies that want to manually "turn on" their phone system in the morning and manually turn it to night mode at the end of the day.

### **Phone Number Porting**

Local Number Portability (LNP) enables US customers to transfer their existing telephone number (traditional, Internet-based, or cellular) from one phone service provider to another. With Crexendo you can request that your number be ported free of charge. Not all numbers are portable. And if you port your number, one of your (DID) temporary numbers will be replaced by your ported number.

### **Outbound Caller-ID Number**

You can change your outbound Caller-ID number on a per-extension basis. This allows you to block, reveal, or change the Caller-ID of every extension in your office.

### **Outbound Fax**

Supported when users purchase the Crexendo DTA Plan. The Business Fax is ideal for outbound faxing. The Fax plan is perfect for adding one or two single-line devices including a fax machine or single line phone, or cordless phone to your digital phone plan.

### **Skills-Based Routing**

Assign each agent a priority and your queue will distribute calls to them accordingly. This means you can pass more leads to your star closer, or pass fewer leads to your underperformers. Crexendo has an additional layer of prioritization based on agent order. This means you can have similarly skilled agents who receive calls in an ordered round-robin fashion.

### **Telecommuters**

Employees can travel outside the office or between offices and keep their same extension numbers. Answer your extension from home, the hotel, or even your cell phone. Crexendo offers a simultaneous ring feature allowing you to pick up either your desktop or your cell phone.

### **Transfer to Voicemail**

Transfer an incoming call directly to your own voicemail when you're busy with another call.

### **Unlimited Inbound Calling**

Crexendo Cloud VOIP customers receive unlimited inbound calls, free extension-to-extension, as well as calling to and from any other Crexendo subscriber. Toll Free numbers can be added on for \$3.99 per month and 3.9¢ per minute.

### **Unlimited Outbound Calling**

Unlimited outbound calling to any residential or business telephone number in the United States and Canada. Calls to cell phones are also included for the United States and Canada.

### **Upload Voice Prompts**

This feature gives you the ability to upload highly professional pre-recorded voice prompts that can aid in your selling process by directing customers to the right contact.

### **Voicemail**

Crexendo includes 1GB voicemail storage for voicemail or fax, per user. Check your voicemail from your extension, from a coworker's extension, or remotely from any phone. You can also access voicemail online via the web management portal.

### **Voicemail to Email Notification**

Voicemail messages can be sent to your email as notifications with attached audio (.wav files).

### **Web Admin/User Portal**

A web-based admin portal can be accessed anywhere so that your phone system can be easily controlled at any time. A user portal for individual users allows them to manage their configurations such as listen to voicemail, click to call people back, view call logs reset PIN, (and more) from anywhere.