Cloud PBX Feature Guide

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Introduction

The Feature Guide is designed to serve as an overall reference describing the features of the Porta Cloud PBX. It explains what the Porta Cloud PBX can do, as well as how to obtain the most of its many features and facilities.
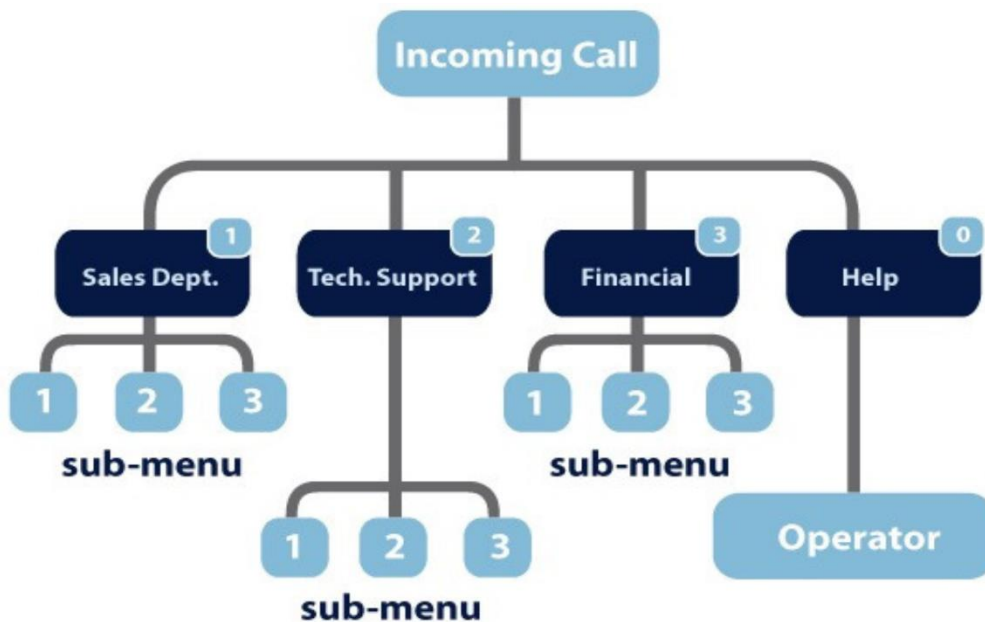
Feature Highlights

Automated Attendants (Virtual Receptionist)

The Cloud PBX automated attendant (also AA, or virtual receptionist) allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist. The Cloud PBX automated attendant will also offer a simple menu system ("for sales, press 1, for service, press 2," etc.). This option also allows calls to be sent to a Queuing Service for callers to queue for specific groups withing the Cloud PBX. In cases where the extension is known to the caller, extension dialling will be permitted as an option.

The Automated Attendant allows for multiple levels to support most business environments, as well as allowing for pre-recorded messages to be played to the caller.

Pre-recorded messages can be done in the following way:

File based – This will allow the Administrator to upload professionally recorded files to give the caller a more professional experience.

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Account Code

An account code is used to identify a user's restrictions when making outgoing calls. An extension user does not need to enter an account code for incoming outside line calls. Account codes will generally be used to trace calls made by a specific user.

Announcement

Announcements play information to callers, such as your location or hours of operation. When an announcement is finished, the next route within the selected table will continue. These options are virtually endless giving your caller a professional experience.

You can load pre-recorded announcements.

Caller ID

The Cloud PBX received caller information, such as the telephone number, through Incoming Calls. This information can then be shown on the display of all handsets.

Call Barge

When a supervisor or Administrator is given specific rights, the Cloud PBS offers call monitoring features. These features are commonly known as Barge In features. The Cloud PBX offers these features in the following ways:

Spy: a manager can join an active call to listen in on the agent and the client's conversation without revealing the manager's presence. For example, managers can silently monitor calls to provide feedback afterward and suggest improvements to agents' communication skills.

Whisper: a manager can speak to the agent directly while the client is not hearing the manager. The manager can assist the agent and give tips during the conversation with the client. For example, managers can use this mode when training new agents.

Barge: a manager can speak to both parties – the agent and the client. For example, the agent has trouble handling the client's concern, so the agent asks the manager for assistance. The manager joins the call using the barge-in mode to speak to the client directly.

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Call Barring

When the call barring feature is activated, as part of normal call authorisation the system checks whether a dialled number matches any pattern specified in the call barring classes. If it does, and if call barring has been activated for that class, the call is rejected.

Call Forking

This feature makes all SIP phones that are registered on a single account ring simultaneously. Consequently, if an end user has three SIP phones (e.g., a mobile application on a smartphone, on a tablet, and a desktop IP phone), he can receive calls to all three devices simultaneously. The same account ID and password can be applied for all end user endpoints.

Call forking mode is parallel, SIP phones ring simultaneously. When a user picks up one of their phones, the other SIP phones stop ringing and do not show a "missed call" notification.

SIP phones must support RFC 3326; Up to 5 (Five) devices Max.

Call Forward

When an extension user cannot answer calls (is on a call, out of the office, etc.), it is possible to forward or refuse calls directed to that extension using Call Forward features. Call Forward options include All Calls as well as a pre-set No Answer time before redirection.

Call Hold

Call Hold is a feature that allows a person to put a call on hold at a telephone set and continue the conversation after manually releasing the call "Un-Hold". If the user does not release the held call within the set time, the telephone system may notify the user of the call in Hold status.

Call Pickup

Call pickup is a feature used in the Cloud PBX that allows one to answer someone else's telephone call. The feature is accessed by pressing a special sequence of buttons on the telephone set.

In places where call pickup is used, the telephone sets may be divided into groups. Under such an arrangement, using call pickup will only pick up a call in the same group.

Directed call pickup: In this scenario, an end user dials a group pickup prefix and an extension number. The system checks whether this extension is ringing.

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Semi-directed call pickup: In this scenario, an end user dials a group pickup prefix and a hunt group number. The system searches for any ringing extensions within the specified hunt group.

Non-directed call pickup (group pickup): In this scenario, an end user dials a group pickup prefix. The system searches for any ringing extension within the primary group that the end user picking up the call belongs to.

Call Park

Call Park is a feature of the Cloud PBX that allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set. The "call park" feature is activated by pressing a special sequence of buttons. If no one picks up the parked call within the set time, the Cloud PBX may ring back the parked call. The transfers the parked call back to the person who originally parked the call.

Call Recording

The Cloud PBX allows for ad hoc recording while busy with an important call. This option allows the recorded call to be automatically recorded and emailed to the user for future reference. The call record feature needs to be activated during each call; this feature is also known as Two Way/Ad Hoc recording.

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Call Transfer

A call transfer is a feature that enables a user to relocate and existing telephone call to another phone or attendant console, using a transfer button and dialling the required location. The transferred call is either attended, or blind transfer. If the transferred call is attended, the desired party/extension is notified of the impending transfer. This is typically done dialling the desired party/extension; they are then notified and, if they choose to accept the call, it is transferred to them. Blind transfer is seen as a call arriving at the transferred destination unannounced.

Calls can also be transferred to external number in which case additional costs may be charged.

Call Waiting

The notification to a user to indicate that a second call is holding. Call waiting tone is available only when the called extension is having a conversation with another party.

Conference Call

A conference call is a telephone call in which the calling party wishes to have more than one called party listen to the audio portion of the call. The conference calls may be designed to allow the called party to participate during the call on an Ad-Hoc basis. The conference call feature is device dependent.

Hunt Group

The Cloud PBX offers the following Hunt Group options:

Order – In this case, Extensions are called in sequence from the first (highest) to the last until the call is answered.

Random – In this case, Extensions are called in random order.

Simultaneous – In this case, All extensions from the list are called simultaneously.

Least Used – In this case, Extensions are called in a descending order based on their last usage (Starting from the least used).

Members of an incoming group can join (Log-in) or leave (Log-out) the group manually. A user can leave the group temporarily when they are away from their desks, to prevent calls being sent to their extensions. They can return to the group when they are ready to answer calls.

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Intercom Paging

The Cloud PBX offers the user Intercom Paging features. Intercom Paging is a one-way broadcast to one user, while Intercom is a peer-to-peer, two-way communication between two devices/users is possible.

Intercom calls enable users belonging to the same group to use two phones like an on-door speakerphone. When one user dials a special code before the other user's phone number, a two-way audio channel is established automatically. The other user does not need to pick up his handset; instead, speaker-phone mode is activated and both users can now talk to each other.

Note that this feature works with SIP phones that support auto-answer functionality.

Music On Hold

Music on hold (MOH) is the business practice of playing music to fill the silence that would be heard by telephone callers who have been placed on hold. The following music sauces are available:

-   Cloud PBX Internal Music Source
-   Up loadable pre-recorded Music on Hold using MP3; WAV; OGG; AU Formats

Queuing Service

The Cloud PBX allows for a call queuing service. In these cases, calls waiting for a group of agents ill have access to Cloud PBX features while waiting for agents within the group to become available.

Queueing features include the following:

Calls transferred by the auto-attendant to the ring group to be placed on hold while waiting for and agent to become available and accept the call.

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Callers hear an announcement stating the number of callers ahead of them in the queue, callers will hear an announcement about the estimate wait time before the call is answered.

Speed Dial

This feature is also known as a Phonebook. The Cloud PBX offers system speed dial to be shared by all registered users. An extension user can make calls using abbreviated dialling for frequently dialled numbers which are stored in the Cloud PBX system data. This list is common and shared by all users.

Time Service

Time service modes are used to determine how the Cloud PBX will function during different times of day. For example, incoming calls can be directed to sales staff during the day and to Voice Mail Services at night.

The Cloud PBX allows the various Time Service modes to Facilitate most business requirements. The Cloud PBX allows for the following time service methods:

System based: Unlimited Time Modes, this can also be configured to change automatically based on a time schedule or manually through selected feature sequence.

Extension based: Unlimited Time Modes, this can also be configured to change manually or through selected feature sequence.

Toll Restriction

Toll Restriction (Barring) can prohibit certain extension users from making unauthorised outside calls. Every extension is assigned to one available classes of service (COS). Cloud PBX clients can configure toll restriction on a per-extension basis, either blocking all outgoing calls or all international calls.

Voice Mail

The Cloud PBX Voice Mail System (also known as voice mail or voice message) is a system that allows users and subscribers to exchange personal voice messages. The Cloud PBX voicemail system is designed to convey a caller's recorded audio message to a recipient. To do so they contain a user interface to select, play, and manage messages.

The Cloud PBX allows for the following methods of message retrieval:

Handset Based – In this case the user can retrieve personal voice messages using any standard handset.

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Email Notification – In this case voice mail recordings can be sent to an individual's email; this can then be retrieved from multiple devices.

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