

# Virtual Office

## Full Features List

### SYSTEM FEATURES

- Support multiple physical offices on one system, including work from home and home offices
- Unified Messaging
- Voicemail-to-Email
- SMS-to-Email
- Fax-to-Email
- Extension dialing
- Customizable hold music
- Microsoft Teams integration
- Admin web portal for managing all of your phones and phone numbers
- End user web portal for users to administer their phone settings, watch training videos, and review their call logs and messages
- User status information and summary display
- Customizable greetings
- Outbound Call Rejection – restrict International, 900 number, or long distance calls on a phone-by-phone basis.
- Full call center package available, with real-time monitoring and queue and agent reporting capabilities
- Call recording
- Extensions can be programmed for frequently called external numbers
- Park at extension/shared line appearance
- Barge
- Paging
- Dedicated paging system integration

### PHONE FEATURES

- Multiple line appearances
- Ad-hoc conferencing
- Blind transfers
- Attended transfers
- Hold
- Park / Pick-up
- Internal distinctive ring
- User programmable speed dials
- Find Me / Follow Me
- Customizable caller names
- Click-to-call
- Weather and currency information
- Outbound caller ID override
- Redial
- Mute
- Do not disturb
- Anonymous call blocking
- Busy lamps (additional fee applies)

### PROGRAMMABLE PHONE NUMBERS

- Graphical user interface for customizing call handling at any time, using the Virtual Office web portal
- Customizable auto-attendants
- Customizable menus
- Dial-by-name
- Dial-by-number
- Forward to voicemail
- Custom call handlers
- Time of day rules
- Night mode
- Call blast (simultaneous ring)
- Call hunting (sequential ring)
- Combinations of simultaneous and sequential ringing
- Add distinctive ring and/or customize the Caller ID and/or Caller Name during call blasts to make the source of the call clear
- Any combination of the above features can be utilized in the handling of your company's main phone numbers and customized using our graphical editor through the Virtual Office web portal



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## VOICEMAIL

- Voicemail-to-Email
- Retrieve voicemails along with your regular emails from your mobile phone or any other email application
- Find Me / Follow Me – individual rules can be applied to every caller, or by time-of-day and day-of-week, or based on the incoming caller ID
- Full VRU and DID number to conveniently retrieve your voicemails from any phone
- Add cell phone numbers to your owner list to be automatically prompted to enter your PIN, saving time and making checking messages more convenient
- Message Waiting Indicator and Stutter Tone available if preferable to unified messaging

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## FAXING

- Fax-to-Email for inbound faxes
- Retrieve faxes along with your regular emails from your mobile phone or any other email application
- Receive faxes in PDF or TIFF format
- Faxes are also retrievable using the Virtual Office web portal for up to 30 days
- Print to Fax electronic outbound faxing service (Windows PC required)
- Ability to customize the number of automatic retries and retry rate if the fax does not go through the first time
- Customizable notifications for outbound faxing, including adding the cover page or the full document to notifications
- Keep fax send notifications for use as send receipts



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