Hosted VoIP Phone System
Feature Definitions

Telesystem

Blue Platform

Feature	Description	Standard	Complete	Webex Basic	Webex Standard	Webex Premium
		Package Availability				
Authentication	Authenticates upon the registration of IP phone to prevent unauthorized access to the system.	●	●	●	●	●
Call Transfer	An answered call can be transferred to a specific destination.	●	●	●	●	●
Call Hold	Allows a user to hold one call for any length of time. Flash Hold requires FAC code (*22) that is dialed after a switch hook flash.	●	●	●	●	●
Calling Name Delivery	Users are presented with the calling name of incoming calls.	●	●	●	●	●
Calling Number Delivery	Users are presented with the calling number of incoming calls.	●	●	●	●	●
External Calling Line ID Delivery	Provides Calling Line ID information of an external caller.	●	●	●	●	●
Call Trace	Allows service provider to trace a call to a user. The report generated contains calling party number, name, time and the date the call was received.	●	●	●	●	●
Music On Hold	Default music source to be played to callers that are on hold or park.	●	●	●	●	●
Three-Way Call	This service enables a user to make a three-way call with two other parties which allows all three parties to communicate with each other.	●	●	●	●	●
Outgoing Calling Plan (Call Barring)	Allows administrator to restrict the type of calls users can make.	●	●	●	●	●
Virtual On-Net Extension / Short Codes	Allows users to call certain external numbers by dialing a short code rather than the whole telephone numbers. Requires Administrator set up.	●	●	●	●	●
Inventory Report	Allows group administrator to generate a report on the resources used in the group and in each department. The resources reported include phone numbers, devices, users and departments, and services.	●	●	●	●	●
Call Logs	Access to see call information for missed, dialed, and received phone calls for individual users or the entire business group.	●	●	●	●	●
Unlimited Domestic O/B Long Distance	Allows for unlimited domestic outbound long distance.	●	●	●	●	●
Alternate Numbers / Priority Call	Authenticates upon the registration of IP phone to prevent unauthorized access to the system.	●	●	●	●	●
Call Park	Allows a user to place an active call in a "shared hold" state so it can be picked up/retrieved by another user/phone.	●	●	●	●	●
Call Pickup (Pickup Group)	Allows users to answer any ringing line within their call-pickup group. Call-pickup groups are defined by the administrator.	●	●	●	●	●
DID/DOD	Users are assigned a public phone number that can be used to place or receive calls directly by forcing access via a central number.	●	●	●	●	●
Group Paging (Multicast)	Allows users to receive and/or send group broadcasts through their desk phone.	●	●	●	●	●
Incoming Calling Plan	Allows administrator to restrict the type of calls users can receive.	●	●	●	●	●
Intercom (Push to Talk)	When a user calls another station via intercom, an available desk phone automatically answers the incoming call.	●	●	●	●	●
Account / Authorization Codes	Account Codes allow users to assign certain calls to specified accounts for tracking. Authorization Codes allows group admin to select specific users who must enter a valid authorization code when making a call to a party outside of the group.	●	●	●	●	●

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Hoteling/Hot Desk	Allows users to log on and off from individual phone handsets, simply by entering their phone number and password. Standard package and above users may be a hotel **host**. To have the mobility to be a hotel **guest**, the line must be a Complete package or above. This feature is controlled by logging into the user portal or by a button on some desk phone models.	●	●	●	●	●
Anonymous Call Rejection	Enables a user to reject a call from anyone who has restricted their information from Caller ID.		●	●	●	●
Barge-in Exempt	When enabled, another user cannot barge in on their calls. When disabled, barge-in attempts are allowed.		●	●	●	●
Busy Lamp Field / Monitored Extension	Allows a user to monitor the real-time status of another user. The IP phone used must be equipped with programmable buttons for this feature.		●	●	●	●
Call Forwarding - Always	Enables a user to automatically redirect all incoming calls to a different phone number.		●	●	●	●
Call Forwarding - Busy	Enables a user to redirect incoming calls to another destination when the user is busy		●	●	●	●
Call Forwarding - No Answer	Enables a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings.		●	●	●	●
Call Forwarding - Not Reachable	Enables users to redirect incoming calls to another destination when the user's device is unreachable/unregistered.		●	●	●	●
Call Forwarding - Selective	User can set criteria that redirects incoming calls to user specified destinations.		●	●	●	●
Call Notify	Enables a user to define certain criteria from an incoming call that will trigger an e-mail notification to a user-specified e-mail address.		●	●	●	●
Call Return	Allows the user can return the last incoming call either by dialing a star code or using the redial list on the phone set.		●	●	●	●
Call Waiting	A user can answer an incoming call while already engaged in another phone call.		●	●	●	●
Call Line ID Delivery Blocking	Allows a user to make their Caller ID information anonymous to the person they're calling.		●	●	●	●
Custom Ringback Group	Group custom media file is used.		●	●	●	●
Custom Ringback User	User can configure selective profiles and specify custom media files to be used for ringback.		●	●	●	●
Directed Call Pickup	Enables user to dial a feature access code followed by an extension to answer a ringing call directed to a user with that extension		●	●	●	●
Directed Call Pickup with Barge-in	Users can dial a FAC followed by an extension to pickup a call directed to another user in the same customer group. A 3-way call is established.		●	●	●	●
Diversion Inhibitor (prevents calls from going to voicemail)	Enables users to prevent calls transferred by them from being redirected by the transferred-to party.		●	●	●	●
Do Not Disturb	Allows the user to set their station to an unavailable state so that all incoming calls receive a busy signal or are sent to voicemail.		●	●	●	●
Enhanced Outgoing Calling Plan	Administrator can select how to process the calls that are intercepted by this service: Allow, proceed as usual. Block, call routed to an announcement. Authorization Code, caller must enter code. Transfer 1/2/3, caller is transferred to configurable destination for further processing.		●	●	●	●
Broadworks Anywhere	User can define one or more network locations that can be used as extensions to the user's profile.		●	●	●	●
Hunt Group	Allows for incoming calls to a central number to be distributed among members of a ring group. Managed at the administrative level.		●	●	●	●
Instant Group Call	Allows Administrator to set up users as members of an instant group call. Any member of the call group can dial the assigned instant group extension number and all members endpoints will ring and they will be joined into a multi-way conference.		●	●	●	●
Intercept Group	Allows system to intercept calls routed to users of a specified group and provide an announcement and alternate routing options.		●	●	●	●

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Feature	Description	Standard	Complete	Webex Basic	Webex Standard	Webex Premium
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Intercept User	Allows system to intercept calls routed to a line that has been decommissioned and provide an announcement and alternate routing options.		●	●	●	●
Multiple Call Arrangement	MCA is an overlay to Shared Call Appearance which provides the ability for multiple calls to be handled concurrently on different SCA locations for a user.		●	●	●	●
Pre-alerting Announcement	An announcement is played to the calling party before the called party's phone is answered. User can set up incoming conditions.		●	●	●	●
Speed Dial (Speed Calling)	Enables subscriber to configure short codes to dial frequently called numbers.		●	●	●	●
Priority Alert	Enables a user to automatically redirect all incoming calls to a different phone number.		●	●	●	●
Privacy	Allows the user to exclude themselves from Group/Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring.		●	●	●	●
Remote Office	Users can remotely use many of the phone features. Users enter the phone number of their current location and activate the service.		●	●	●	●
Selective Call Acceptance	Accept calls when pre-defined criteria, such as phone number, time of day, or day of week are met.		●	●	●	●
Selective Call Rejection	Rejects specific callers.		●	●	●	●
Sequential Ring	Ring multiple phones sequentially when calls are received.		●	●	●	●
Shared Call Appearance	Allows for 10 line appearances at multiple locations simultaneously. All devices where call appearance is shared can answer or originate a call on behalf of the main location.		●	●	●	●
Simultaneous Ring Personal	Ring multiple phones simultaneously when calls are received.		●	●	●	●
Voicemail Zero Out Option	While a voicemail message is being left on a users line, the caller may press 0 to transfer to an alternate destination. This destination is configured at an administrative level for the whole group.		●	●	●	●
Voicemail Transcription	When a voicemail is received to the users email, the body of the email includes the voicemail message is transcribed into text, allowing the subscriber to read the message.		●	●	●	●
Voicemail with MWI	Provides voicemail service on a subscriber line with a notification on the phone set (or application) when new voicemails have been received.		●	●	●	●
Webex Desktop (PC/MAC) Client	An application associated with the user's phone account that can be installed on a PC or Mac computer.			●	●	●
Webex Mobile (cell phone/tablet) Client	An application associated with the user's phone account that can be installed on a tablet or smartphone.			●	●	●
Calling Via Webex Application	The ability to make and take calls from the Webex application. The ability to leverage primary phone functions such as hold, transfer, and park while on the call.			●	●	●
Presence Via Webex Application	The ability to view other internal user's availability and change your own within the Webex application.			●	●	●
Messaging in Teams, Spaces, Direct, and Multi-Party Chats	The ability to send messages to internal and external users through the Webex application. Also known as "instant messaging".			●	●	●
File Sharing	The ability to share files within Webex application messaging.			●	●	●
Space Meetings Capacity	The maximum number of participants (internal or external) that can be a part of your Webex collaboration spaces.			25	100	300
Personal Meeting Room (PMR) Capacity	The URL and call-in information your own personal meeting room (PMR) is persistent. It can be used for internal and external participants to join your Webex meetings via video, audio, or both. The maximum number of participants (internal or external) that can join your meetings is shown.			Not Available	100	1000
Scheduled Meetings Capacity	Scheduled meetings create unique URL and call-in information for each meeting. The maximum number of participants to join Webex meetings that you have scheduled with unique URL. The maximum number that can join your meetings is shown.			Not Available	100	1000

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Feature	Description	Standard	Complete	Webex Basic	Webex Standard	Webex Premium
				Package Availability		
Desktop and Application Sharing- Host	While using the Webex Desktop client, this is the ability to share your screen during a meeting while you are a host.				●	●
Desktop and Application Sharing- Participant	While using the Webex Desktop client, this is the ability to share your screen during a meeting while you are a participant.					●
Whiteboarding and Annotation	The ability to collaborate using whiteboarding and annotation during Webex meetings.				●	●
Polling, Question & Answer, Breakout Sessions	The ability to host polls, Q&A, and breakout sessions during your Webex meetings to increase participation.				●	●
Lock Meeting	The ability to lock your current Webex meeting so that no additional attendees may join.				●	●
Scheduler Outlook Plugin	Allows the user to schedule Webex meetings directly from Outlook calendars.				●	●
Remote Desktop Control	The ability to allow the user to control your computer or vice versa while using the Webex desktop application.					●
Local Recording	The ability to record Webex meetings and save the file to your local computer.				●	●
Cloud Recording	The ability to record Webex meetings and save the file to the Webex cloud.					●
Meeting Transcription	Transcribes the verbal content of a Webex meeting and adds to the post-meeting recording that can be shared. Available for meetings that are recorded in the Webex cloud.					●

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