



CTI CLOUD HOSTING BUSINESS FEATURES

Outstanding Communication and Collaboration Features

USER FEATURES

- ANI/CLI Customizations
- Anonymous Call Rejection
- Authentication by Digest
- Busy Lamp Field
- Call Forwarding Always | Busy | No Answer | Not Reachable | Find Me (Multiple Numbers) Sync with Server
- Call Logs (Inbound and Outbound)
- Call Monitoring | Automatic Recording | Supervising Mode | Silent Monitoring
- Call Notify
- Call Pick Up: Call Pickup Department | Call Pickup Domain | Directed Call Pickup
- Call Return
- Call Status (Real-Time in User Portal)
- Call Transfer: Attended Transfer | Blind Transfer | Intercom Transfer | Transfer to Voicemail
- Call Waiting
- Calling Line ID Delivery Blocking
- Calling Name Retrieval
- CDRs
- Charge or Billing Number
- Conferencing (Multi-Way Calling)
- Device Auto Provisioning
- Directed Call Park
- Directed Call Park Pickup
- Diversion Inhibitor
- Do Not Disturb / Sync with Server
- Extension Dialing
- External Calling Line ID Delivery Hunt Groups
- Music on Hold (Default or Personalized)



USER FEATURES (CONTINUED)

- In-Call Service Activation
- Intercom
- User/Web Portal

OPTIONS

- Call Recording
- Convene Conference: Invite Attendees | Multiple Conference Rooms | Scheduled/Instant Conference | Web-Based Setup
- Instant Messaging (Via XMPP or SIP SIMPLE)

GROUP FEATURES

- Auto Attendants: Personal Auto Attendant | Scheduled Auto Attendant | Chained Auto Attendant
- Barge In
- Business Trunking
- Call Intercept
- Call Park | Directed | Dynamic
- Calling Group ID Deliver
- Configurable Extension Dialing
- Configurable Feature Codes
- Configurable Directories
- Device Inventory
- Department Support
- Group Announcements
- Group Custom Ringback
- Group Instant Messaging
- Hot Desking
- Hoteling
- Hunt Groups
- Instant Group Call
- Listen In
- Office Manager Portal (Web Portal)

OPTIONS

- ACD



MANAGEMENT FEATURES

- Office Management Portal: Active Calls | Auto Attendant Designer | Call Records | Call Statistics | Conference Bridge Configuration | Device Provisioning | Moves, Adds, Changes | Music on Hold Upload | Queue Management \ Voicemail Management
- Night Mode
- Paging
- Simultaneous Ring (Group): Velocity Filter for Bad Digits
- Device Provisioning: Customized Directories | Domain and Device Overrides | MAC Management | Remotely Triggered Updates | Supports Major SIP Phones | Zero Touch Device Configuration
- Regulatory Compliance | 911 Emergency Calling Solution | CALEA (Lawful Intercept)

SYSTEM FEATURES

- Brandable Portals: All User Levels | Configurable Permissions | Custom Domains/ Secure
- Fault Tolerant: Active-Active Architecture | Geo-Distributed | Highly Scalable | Rolling and Hitless Upgrades
- Security and Fraud Detection: Auto Block Failed Registrations | Auto Block SIP Port Scanning
- Auto Block Promiscuous SIP Devices | Velocity Filter for Bad Digits
- 99.9% Redundancy

OPTIONS

- Custom Integrations: Salesforce Adapter | Virtual Office Control Panel | Hospitality and Hotel Systems (PMS) | Click-to-Call from WordPress and other CMS
- API: Access all System Functions | Call Control | Configurable OAuth Permissions | Even Subscriptions (Webhook) | Mature and Well Documented

CTI CLOUD BUSINESS – CLOUD-BASED HOSTING AT ITS FINEST!

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