

# Virtual Exchange

## Technical specification

### **VIRTUAL BRANCH EXCHANGE FUNCTIONALITIES**

The VOIP service includes a number of advanced functionalities, enabling your company to replace your standard branch exchange. Specific functionalities of the branch exchange can be set through a web administration interface.

### **FUNCTIONALITIES OF BRANCH EXCHANGE**

- free calls within your company using 3-digit numbers
- automatic operator – welcome greetings and IVRs
- call forwarding
- call transfer
- three-way calling
- hunt groups – the possibility of parallel sequence and random ringing
- call takeover within a group
- call park / call pick-up
- call return
- call restrictions
- call waiting
- caller ID
- caller ID on call waiting

- consultation on hold
- message waiting audible/visual
- multiple calls
- music on hold
- voice mail with the possibility of unified messaging
- Fax2Mail

### **ADMINISTRATION FUNCTIONALITIES end user's web interface**

- viewing or downloading the history of outgoing calls including the prices according to the customer's charge rate; the data is available immediately after the call
- changes of telephone services parameters (e.g. activation or cancellation of call forwarding)

### **business client's web interface**

- call history – number by number, including the prices according to the customer's charge rate
- summaries of CDR records from all client's accounts, including the price according to the customer's charge rate