System Features

Cloud-Based, White Labeled, Business Phone Platform

Foundation & Setup

Cloud-based Hosted PBX Solution Nothing matches the flexibility, scalability and accessibility of a VoIP service that lives in a cloud environment; one where the available computing resources adjust to accommodate your demand in real time. **PartnerInVoip** offers an all-inclusive cloud-based PBX platform that delivers security, reliability, clarity, and flexibility. The Cloud ties phones, mobile devices, and computers together in a single network, operating as one cohesive system, no matter where they are located in the world. With a cloud-based platform, the functionality available is limited only to your imagination, providing automatic, secure back-up for everything.

Easy Transition Customer's new virtual VoIP PBX telephone system will be live a soon as you configure it. They will have live telephone accounts with real telephone numbers in a matter of minutes. The only requirement to use VoIP services for a business is a Broadband connection that sends your voice as "data packets" across the Internet instead of a regular phone line. Companies can continue to use your existing phones (with the addition of an adapter) or they can invest in IP phones that directly plug into your Internet connection.

Hybrid Solutions Hybrid Solutions allows you to offer mix-and-match solutions to businesses that want to slowly transition into VoIP.

Port Over Current Numbers Companies can keep your existing phone numbers and transfer them to your new VoIP phone service.

Scalable Online Platform One of the key advantages with a **PartnerInVoip** hosted PBX network is that it you can transition over slowly, if you like, keeping some of the older instruments. Another advantage is that it can grow along with your company. VoIP makes it easy to add phone lines as needed, and providers offer an easy-to-use Web portal for interaction with their service, so that businesses can simply click to add phone lines to their current VoIP plan. **PartnerInVoip** offers all standard phone features as well as add-on services to our Hosted Cloud PBX that can be set up immediately, or implemented later, as needed.

Add users or make system changes on the fly, from anywhere. Users don't have to be a telecom expert or rely in a specialist.

To top it all off, a cloud-based VoIP telephone networks can link up multiple offices under one internal calling network. That means that offices in different locations can call desk-to-desk as if they were in the same office, usually for free. These features and more make VoIP an indispensable, flexible tool for any growing businesses.

Built in Disaster Recovery Reliability, Resiliency, Redundancy Most businesses have a disaster recovery plan for their data systems, but many don't have one for their phones, and learn to regret it after disaster strikes.   **PartnerInVoIP** cloud model provides an embedded continuity plan that's built in at implementation, not just a bolted on as an afterthought.

This includes (1) we will answer calls and route calls to users, even when you do not have power or Internet. And (2) our cloud VoIP solutions allow you to protect your business's voice just like your protect the integrity of your networks….all automatically. **PartnerInVoIP** secure data centers are there for one purpose, to keep your phones up and running, no matter when disaster strikes.

VoIP Platform Features

Custom Music-on-Hold Upload files to play music or deliver company messages.

Intercom VoIP offers modules, such as the intercom module that provides HD audio quality for indoor and outdoor environments. Also, it can, for example, be used as a communication solution for vehicle entry, exit gates, pay-on-foot machines and emergency help points in parking facilities. Modules are available that feature active noise cancellation, automatic volume adjustment and a 10W Class D amplifier.

Toll Free One of the main advantages **PartnerInVoIP** has over conventional phone systems is it provides a method of cheap yet extensive long distance communication. With VOIP you only need to pay for a wide-band internet connection and subscription to a VOIP service. With these two facilities handy, VOIP becomes a capability to make limitless phone calls through the internet, anywhere in the world.

Conference calling including password protected systems to maintain security and peace of mind for the end user. VoIP phones also accommodate video conferencing which is useful in case there's a need to show some presentations, or products.

The system comes with desktop controls. These controls allow the conference call to be regulated by your computer. This allows the moderator to mute and un-mute particular lines, view all participants on the call, enable or disable recording and many other options all with a click of their mouse. Also, see which employees are in the call at all times with attendance tracking. The entry and exit tones that normally interrupt a conference call when a participant has dropped off a call will also be eliminated.

Company Directory A virtual receptionist provides customized messages connecting callers to pre-configured destinations.

Do Not Disturb (DND) Sends calls directly to voice mail or can route to another location.

Custom Caller ID As with most systems, this feature lets you see the name of the number of the person calling. If you're waiting for someone important to call you, you can immediately see if they are calling and answer the phone. If it's not an important call, you can choose to forward the call to another extension number or just let the call be forwarded to your voicemail.

With Custom caller ID, you can override the network default Caller ID with a custom description.

Time-of-Day Routes This feature routes Routs calls based personal on schedules. It can be configured for individuals, groups, or multiple groups.

Custom Voicemail-Text/e-Mail Every employee can have their own voicemail number so they don't have to pick up all the calls that are routed to their phone. The system can also be set up with Voicemail to Text/e-Mail. That allows The VoIP PBX can send a brief text message and deliver your voice message as an e-mail attachment.

Call Queue The Call Queue feature allows calls to manage incoming call volume in an orderly way. The feature queues incoming calls and serves them to agents as they become available. Enjoy the ability to play music, advertising and messages while callers are waiting on hold for the next available representative. Seamlessly integrate with your existing Local City PBX instead of going through a third-party call queuing system.

International Numbers With VoIP, you can get an International toll free phone number from many countries of your choice. Because the number "lives" there in that country, international customers reach your business dialing a local toll free number. With international toll free numbers your customers will be able to call you at no cost to them, and their calls can be routed to any of your existing phone lines, including cell phones, office phones, or PBX systems

International toll free numbers make it easier for international customers to reach your business. Whether they're across the country or across the globe, your customers can easily connect to you like you're right next door.

Digital Recording A key feature that can help both small and large businesses is digital recording. This allows conference calls to be recorded and replayed at any time. Additionally, calls can be listened to at any time during the conversation. Comes with features such as play, pause, rewind and fast-forward as well as raise and lower the audio to review and experience the recording at the most convenient time.

Mobile Office Features

Mobility and Uniformity As we become increasingly mobile and remote work becomes standard operating procedure, companies are looking for ways to keep their team tied together even when they are physically apart.

Mobile Phone Office With our platform, everything can be pushed from your office system directly to your mobile phone so that it literally becomes your traveling VoIP system. Never miss a call wherever you are.

Call forwarding Most companies usually have multiple extension numbers, depending on the number of departments or employees with their own assigned extensions. Calls usually go through the main phone line and then get redirected to the assigned number using the call forwarding feature. You can adjust the settings, like the number of rings before being forwarded and the numbers according to priority of forwarding.   All of these can be set on the web based portal that comes with your VoIP subscription.

Personal Assistant VoIP as Your New Shadow. It's called, "Presence Management". If you let it, VoIP presence will stick as close to you as your shadow. It uses Internet technology to pinpoint your exact location and push incoming calls to your position. For example, you may have to leave your office to go talk to an employee downstairs and forgot to set your settings to forward calls to your cell phone. While you're talking with your employee, you share a recent Email with him from your Smartphone. VoIP instantly detects the network activity from your Smartphone and pushes an incoming call from your office directly to your phone. It's that easy.

Think of VoIP as Your Global Assistant. VoIP Presence is amazing for managers that work in large facilities or multiple locations. The feature can track you beyond your facility's walls and even work at any of your company's locations around the world. It can also receive localized instructions from you based on your location. For instance, you can program VoIP to take a message if you are in the restroom or conference room. It doesn't get any more convenient than that.

It may be hard to believe, but no matter where you are, VoIP can find you. The key here is to make your technology work for you and with you to help accomplish your goals. The potential for VoIP Presence to aid you in business is worth looking into. Imagine never again missing an opportunity simply because you're out of the office.

Traveling & Forgot Your Phone Feature With **PartnerInVoIP**, you can use someone else's phone to use your VOIP connection. Just to walk up to any telephone instrument in any office, or borrow a cell phone, and dial a couple of numbers on the keypad ("log in"). That telephone then temporarily assumes the configuration of the telephone line in your home office. By assuming your telephone number, your list of speed dial numbers, and your intercom settings, it becomes a temporary substitute for your VOIP phone in your office!

Follow Me is very useful feature, especially if you don't spend that much time inside the office or at a desk. This is a hybrid call forwarding feature. You can set numbers wherein the calls to your extension will be forwarded. You can turn this feature on and off without the need to log in to your web based portal. All you have to do is punch in the code assigned to the follow me feature to activate it. Deactivation of Follow Me is the same process.

Call Parking This feature allows you to put a call on hold at one telephone set and continue the conversation from any other telephone set anywhere in the system.

Integrated Collaboration Call, chat or share a screen with a colleague all from your easy-to-use Heads Up Display from anywhere.