

## FEATURE SHEET

# STAND OUT FROM THE CROWD

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# FEATURES

Feature	Description	Silver	Gold	Feature	Description	Silver	Gold		
<b>Address book</b>	Company	•	•	<b>Mobile twinning</b>	Mobile to desk phone	•	•		
	Shared	•	•		<b>Music on hold</b>	Music on hold	•	•	
	User	•	•			Music on hold selective	•	•	
<b>Auto attendant</b>	Auto attendant	•	•	<b>Network failure</b>	Network failure company	•	•		
<b>Busy lamp field</b>	Busy lamp field	•	•			Network failure user	•	•	
	Line monitoring	•	•	<b>Phone buddy</b>	Call history	•	•		
<b>Call barring policies</b>	Company	•	•		Call divert / call forward	•	•		
	User	•	•		Call & presence status	•	•		
<b>Call divert</b>	CD always	•	•		Call recording retrieval, download & storage	•	•		
	CD busy	•	•		Click to dial	•	•		
	CD no answer	•	•		Clipboard dialling	•	•		
<b>Call forwarding</b>	CF always	•	•		Directories	•	•		
	CF busy	•	•		Integration: Salesforce, Sugar, Dynamics, MS Teams	•	•		
	CF no answer	•	•		IM service	•	•		
	CF Overflow	•	•		SMS / email / alerts	•	•		
	CF parallel	•	•		VM retrieval & playback	•	•		
	CF sequential	•	•		Web portal access	•	•		
	PSTN, AA, CQ, VM	•	•						
<b>Call group</b>	HG forwarding	•	•	<b>Privacy</b>	Block anon calls/divert	•	•		
	HG pick up	•	•			Block anon reject	•	•	
	HG reporting	•	•			Call ID Blocking	•	•	
	HG sequential	•	•	<b>Reporting &amp; KPI</b>	Company	•	•		
	HG simultaneous	•	•			Shared	•	•	
					User	•	•		
<b>Call history</b>	Calls made	•	•	<b>Time based routing</b>	Call management planner	•	•		
	Calls missed	•	•			Multiple calendar/schedule	•	•	
	Calls received	•	•			Time based routing	•	•	
	Call search	•	•	<b>Video call</b>	Polycom, Yealink, Panasonic (check for supported handsets)	•	•		
<b>Call park</b>	Call park	•	•		<b>Voice mail</b>	Directed VM	•	•	
	Call upark bay	•	•				Group	•	•
<b>Call pickup</b>	Call pickup	•	•			User	•	•	
	Call pickup directed	•	•			VM to email	•	•	
	Group pickup	•	•		VM to SMS	•	•		
<b>Call queues</b>	Call queues	•	•	<b>Web-portal access</b>	Administrator	•	•		
<b>Call recording</b>	Call recording	•	•			User	•	•	
<b>Call transfer</b>	Call transfer attended	•	•		<b>3-way call</b>	3-way call	•	•	
	Call transfer blind	•	•						
	Call transfer unattended	•	•	<b>Optional</b>					
<b>Call waiting</b>	Call waiting	•	•		<b>Conference bridge</b>	Conferencing facility	•	•	
	<b>Click 2 Talk</b>	Clipboard dialling	•		•	<b>Phone buddy enhanced</b>	Call Control (Answer, On Hold, Transfer)	•	•
	Click 2 Talk	•	•				Presence based integration across devices (Ringing, On a Call, DND)	•	•
<b>CLI presentation option</b>	CLI selection on outbound calls	•	•		<b>Reception console</b>		Licensed per con current user	•	•
	<b>DAP</b>	Company directory	•			•	<b>Softphone</b>	PC, Mobile app	•
<b>Diagnostic</b>	Phone status	•	•		<b>Wallboards</b>	Agents Inbounds calls		•	•
	System diagnostic	•	•				Call overview	•	•
<b>Do not disturb</b>	DND	•	•				Inbounds calls	•	•
	<b>Ext dialling</b>	Short code dialling	•			•		Outbound calls	•
<b>Extension mobility</b>	Hot desking (Cisco 7800 and 8800 series only)	•	•			Queued calls	•	•	
	<b>Last caller</b>	Call redial	•	•					
Call return		•	•						
Last caller		•	•						
<b>Miscellaneous</b>	Broadcast call (Cisco)	•	•						
	Broadcast call (Yealink)	•	•						
	Outbound calling using alias	•	•						
	Pin protected out calling	•	•						