

Telephone Features

Auto Attendant	Have your calls automatically answered and the caller greeted. You can offer them a range of options to ensure they get to the right person first time. You can also have a different out of hours message.
Authorisation Codes	Lock certain numbers with a PIN, to ensure premium rate or international numbers are not dialled without permission.
Busy Lamp Field	Use the line keys on your IP phone, to see when another user is busy, on a call or free for to talk.
Call Barring	Block certain numbers completely, removing the risk of these being dialled and their associated costs.
Call Centre (ACD)	Queue calls and offer a comfort message when all your operators are busy, ensuring you do not lose callers.
Call Director	Have another phone or device ring, when your primary desktop phone number is called. You can even call from this number with your other devices.
Call Forwarding	Automatically directs a call to another number, whether it isn't answered, directed to a mobile or the network is down allowing for easy disaster recovery.
Call Parking and Retrieving	Allocate a call to another user, even if they are engaged. Once they are free the call will go directly through.
Call Pickup	Answer a colleagues phone from your desk.
Call Recording	Record calls to meet regulatory requirements, coach staff or create a permanent record of a conversation. Recordings can be made as and when required or used as a permanent feature. There are also a number of storage options to meet your needs.
CRM Connect	Connect your existing CRM system with your phone system, so that you can greet customers by name and have their information to hand.
Direct Dials	Allow customers to call the person they require directly by giving your staff their own unique telephone number. The last few digits can also be used as the internal Direct Dial as well, (01 & 02 numbers only).
Directories	Create a company telephone directory in the cloud, containing both internal and external numbers.
Hold	You can put a caller on hold, freeing you to go and find the appropriate information. You may wish to have music to let your customer know that you haven't hung up.

Hot Desking	Use another phone as if it was your own, including all your pre-set settings. It will also use your own extension number.
Hunt Group	Have one number ring multiple extensions regardless of their location, ensuring you never miss a customers' call again.
Hunt Group Plus	Put a time schedule around a hunt group, so that your main number can ring certain groups, depending on the time of day or day of week.
Music On Hold	Give your callers music to listen to whilst on hold. Please remember some music has copyright.
Priority Alert and Distinctive Ringtones	Assign ringtones to different customers or to identify between external and internal calls.
Push to Talk	Use your phone like an intercom to make public announcements.
Rainbow Voice User Portal	Both administrators and users can manage the various features they have access to, enabling your team to make the changes they require, without asking for IT support.
Reception Console	Let your receptionist use their PC to manage your company's calls. They can manage, direct and transfer calls easily and efficiently.
Three Way Conferencing	Bring a third person into a call to add another perspective or additional expertise.
Transfer	Pass a call to a colleague whether that be an internal extension or mobile phone.
UC Business	See the availability of your contacts on tailored lists from any device and let them see yours. This allows you to wait till they are free to take a call or instant message or video call them.
UC Team	Hold audio and web conferencing for up to 8 people and manage the meeting with ease. This can be added to your UC Business.
UC Voice Toolbar	Add a toolbar to your Microsoft Outlook, Internet Explorer and Firefox, that enables you to click to dial, answer calls and control your phone settings from your desktop.
Voicemail	Let your caller leave you a message. The message can also be sent as an email attachment to you, enabling you to get your messages when and wherever you are.

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