



**User Web Portal** Access from  
all devices. Business **Telephone System**  
in the Cloud

[www.cloudservicenetworks.com](http://www.cloudservicenetworks.com)



Cloud-Based **Business Telephone System**

### **International Long Distance:**

We offer international calls to all major countries and cities around the world.

### **IVR-Interactive Voice Response:**

Interactive voice response (IVR) is a technology that allows a telephone system to interact with humans through the use of voice and DTMF tones input via the telephone keypad.

### **Join Call (Barge-In):**

The Join Call (Barge-In) feature allows a listener to join into the call, rather than just listen, as is the case with Listen Only, or speak to only one of the parties, as is such with Whisper (on net User only).

### **Local or Geographic Number:**

We offer local numbers within your area or LATA (Local Access and Transport Area), but we also offer numbers from other cities around the world.

### **Company Number:**

A Main Number is that number you offer your customers so that they can reach you from any phone. A main number is usually answered by a receptionist or Auto Attendant with an IVR. (see IVR above) so that the call can be either manually transferred by the receptionist or by a menu offering to reach a particular extension in the case of an Auto Attendant with an IVR.

### **Mobile App / Mobile Integration:**

We provide you with a free app for your mobile phone or tablet, iOS and Android that doubles as your office desk phone.

### **Directory Assistance (411):**

Is a phone service used to find out a specific telephone number and/or address of a residence, business, or government entity.  
Do Not Disturb: Do Not Disturb automatically sends any incoming call directly to the Callee's voice mail

### **Emergency Assistance (911):**

Is the emergency telephone number for the North American Numbering Plan (NANP.)

### **Find Me Follow Me:**

Using our web portal under Answering Rules we provide the ability for users to manage the way calls reach them from an easy-to-use browser interface

### **Hunt Group:**

Hunt Group or "Ring Group" is an incoming call management feature that allows you to manage incoming calls for groups within your organization and the order the phones within those groups will ring.

### **Whisper:**

The whisper feature allows the whisperer to speak only to the Agent (on net User). The Caller (on net caller) is not able to hear the whisperer.

### **Web Portal:**

Web Portals are the most important tools we offer to our customers. They are web-based services where companies, users, admins, office managers, call center supervisors and even agents can use on a daily basis.

### **Monitor/Listen Only:**

Allows the listener to hear both sides of a call, but not be heard by either of the other parties.

### **Music on Hold:**

This will play recorded music to fill the silence that would be heard by telephone callers who have been placed on hold.

### **Paging Group:**

Broadcast an announcement to your entire team or a Specific group you've selected.

### **Phone Number Porting:**

We will port all your numbers from your former provider into the nexogy network once the on-boarding process is completed.

### **Ring Group:**

Ring Group "Hunt Group" is an incoming call management feature that allows you to manage incoming calls for groups within your organization.

### **Seven-Digit Dialing:**

We provide the ability to configure a simple 7-digit dialing plan for customers who have that requirement rather than the usual 10-digit US dial plan.

### **Simultaneous Ring:**

The Simultaneous Ring feature enables multiple devices to ring at the same time when a call comes into your business number.

### **Time Frames:**

Time Frames allow you to control the scheduling of incoming personal business calls.

### **Toll Free Numbers:**

Numbers that begin with one of the following three-digit codes: 800, 888, 877, 866, 855 or 844.

### **Virtual Mailbox:**

This feature will create a virtual mailbox to send callers to without the need to be associated with a user, a desk phone or a phone number.

### **Virtual vFax:**

Send and receive faxes directly from any email account on any device you want.

### **Voicemail:**

Each VoIP extension comes with its own voicemail inbox, allowing your team to have secure access to voice messages.

### **Voicemail to Email:**

This is a voicemail feature that will send voicemails left on your phone number as an email attachment containing a sound File..

### **Voicemail Transcription:**

Read your voicemail, that simple! This feature transcribes your voicemails to text and immediately sends you an email with the content of the message as a text.

### **Admin Portal:**

The Admin Portal or Office Manager portal provides a higher level of administration for your team. Answering Rules: This is a feature which can be accessed through our web portal and it will allow you to treat your incoming calls in the way that you want. Attendant/Receptionist Console: Console Assistant, receptionists and group attendants can easily manage incoming calls to a main company number or group members .

### **Auto-Attendant:**

Allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist.

### **Busy Lamp Field (BLF):**

Show the status of other users phones (busy, ringing, available) connected to your phone system.

### **Call Block:**

Block unwanted callers by simply specifying their number on the block list. You can also block anonymous or unknown callers. The call gets rejected in a way that the caller would never know they are being blocked.

### **Call Forwarding:**

Call Forward helps you forward a call when your number or extension is dialed, to another phone number.

### **Call Hold:**

Place callers on Hold by simply pressing the "Hold" key on your Desk Phone or through the call indicator on the web portal when logged in. Call Reporting: Get call reports beyond a simple call history or call log.

### **Call Park:**

Allows you to place a call on hold, so it can be retrieved from another phone in your company

### **Call Screening:**

The Caller will be prompted to record his/her name. The Callee will be notified with the Caller's name and provide the option to Answer, Direct to Voice Mail or Reject.

### **Call ACD Queue:**

The perfect way to manage high traffic call flows. Call Recording > Company-Wide: Is an optional add-on service with our business phone system. Call Recording > On-Demand: An optional add-on service with our business phone system.

### **Call Transfer:**

Allows you to relocate an existing call, placed or received, to another extension directly from your IP phone or through the web portal.

### **Call Waiting:**

Allows you to toggle between calls in case you need to notify one caller you need to hang up.

### **Caller ID:**

At nexogy we provide an enhanced Caller ID called CNAM which will also provide a name associated with the calling telephone number.

### **Caller ID Block:**

Prevents your name and phone number from being displayed on the receiver's screen when you make a call.

### **CRM Integration:**

We have integrations with several CRM applications, which helps your team be more productive.

### **Click-to-Dial:**

Allows you to dial a phone number from a website, document, form, etc. simply by clicking on that number.

### **Conference Bridge:**

Allows you to create a conference call where internal and external callers can dial a number (usually followed by a PIN) to join a multi-party conference.

### **DID:**

A direct, 10-digit phone number is associated to an extension within the phone system that overrides the receptionist or auto attendant and can be dialed from any phone.

### **Web Phone:**

Make and receive phone calls directly from Google Chrome Browser without the need to download any software or plug-ins.



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