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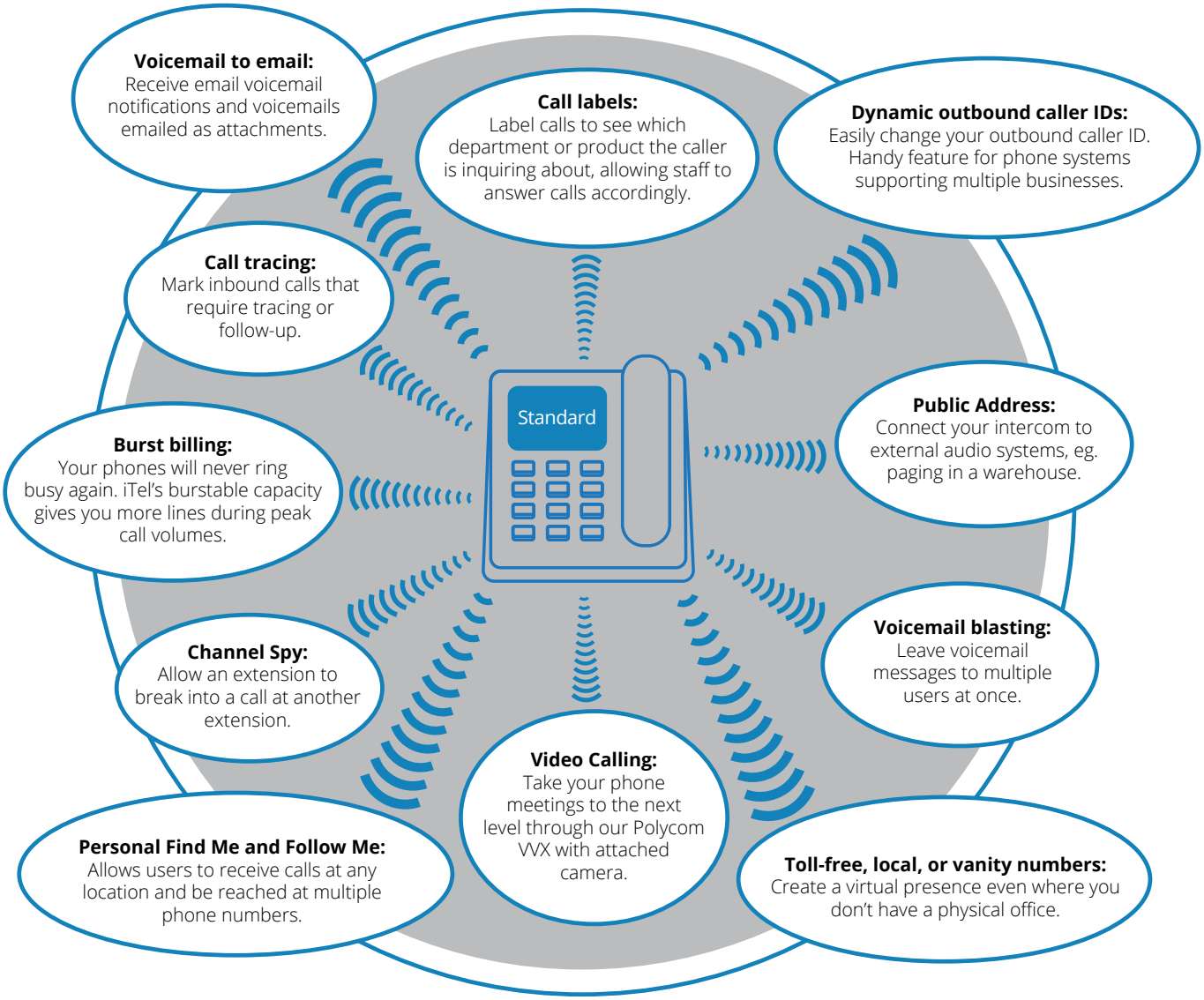
Hosted PBX Features

Standard

Taking your PBX off-premise enables us to remove failure points and create a robust set of options to suit your business needs. Here is a list of just some of the available features.



Voicemail to email:
Receive email voicemail notifications and voicemails emailed as attachments.

Call labels:
Label calls to see which department or product the caller is inquiring about, allowing staff to answer calls accordingly.

Dynamic outbound caller IDs:
Easily change your outbound caller ID. Handy feature for phone systems supporting multiple businesses.

Call tracing:
Mark inbound calls that require tracing or follow-up.

Public Address:
Connect your intercom to external audio systems, eg. paging in a warehouse.

Burst billing:
Your phones will never ring busy again. iTel's burstable capacity gives you more lines during peak call volumes.

Voicemail blasting:
Leave voicemail messages to multiple users at once.

Channel Spy:
Allow an extension to break into a call at another extension.

Video Calling:
Take your phone meetings to the next level through our Polycom VVX with attached camera.

Personal Find Me and Follow Me:
Allows users to receive calls at any location and be reached at multiple phone numbers.

Toll-free, local, or vanity numbers:
Create a virtual presence even where you don't have a physical office.

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Nice to Have

Hunt groups:
Create a list of employees to ring to for a specific call. The system will "hunt" for the people in that group and go down the list until someone is available to answer.

Custom on-hold music:
Sold on hold. Inform your customers with music and custom promotional material with breakout options to request call back or inform on wait.

Presence across multiple devices:
Connect on cell phones, soft phones, desk phones and more.

Day/Night Control:
Route calls according to the time of day.

New message indication:
Your phone will flash indicating you have new messages waiting.

Call recording:
Improve quality control and train new employees faster. Review calls to catch important details.

Caller Management Queue:
Place incoming calls on a waitlist to be answered.

Consultation hold:
Allow callers to be put on hold while user calls another extension.

Soft phones:
Instead of purchasing physical hardware, run your phone system on your computer using a headset.

Ring groups:
Have calls ring to multiple phones in a department at the same time.

Conference calling:
Host remote meetings and connect multiple staff and clients. together. Multiple conference rooms can be created, with up to 50 participants in each room.

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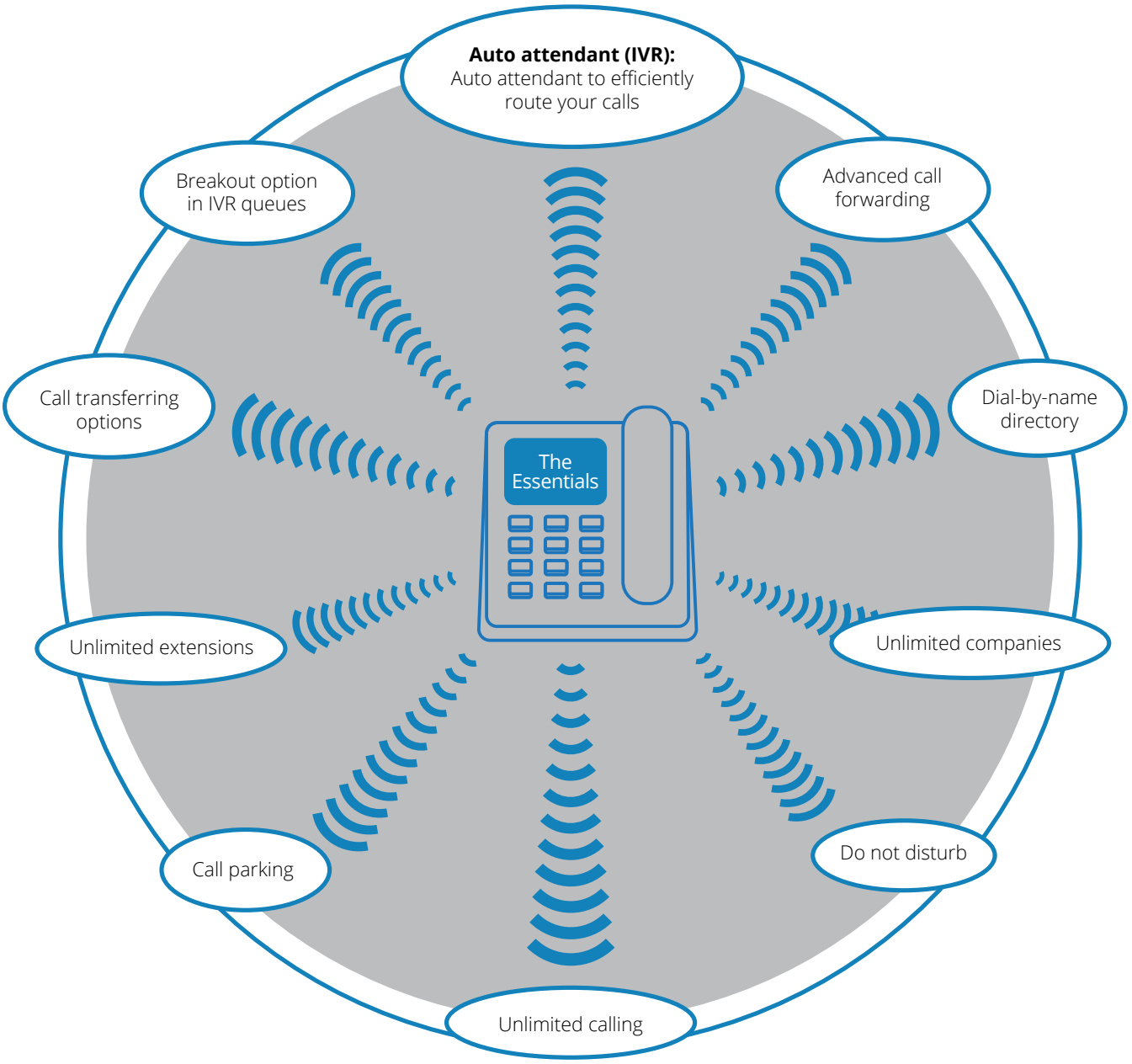
Hosted PBX Features

The Essentials



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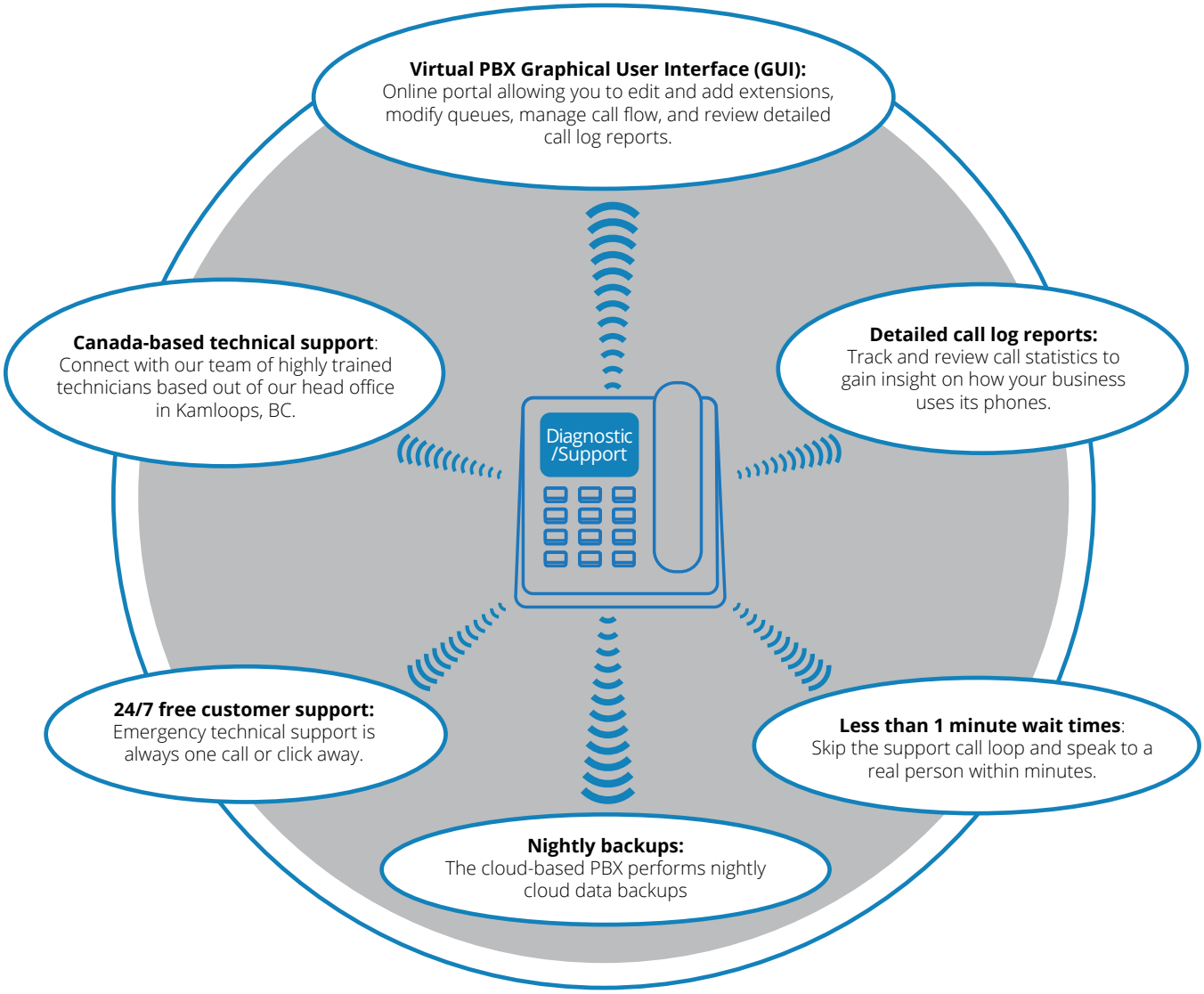
Hosted PBX Features

Diagnostic / Support



Virtual PBX Graphical User Interface (GUI):
Online portal allowing you to edit and add extensions, modify queues, manage call flow, and review detailed call log reports.

Canada-based technical support:
Connect with our team of highly trained technicians based out of our head office in Kamloops, BC.

Detailed call log reports:
Track and review call statistics to gain insight on how your business uses its phones.

24/7 free customer support:
Emergency technical support is always one call or click away.

Less than 1 minute wait times:
Skip the support call loop and speak to a real person within minutes.

Nightly backups:
The cloud-based PBX performs nightly cloud data backups

Don't see what you need here? With a little bit of time and consultation, our expert development team can create your custom PBX feature just the way your business needs it.

iTel networks inc CONNECTING EVERYTHING

itel.com

sales@itel.com

1.888.899.iTel (4835)