



Aptela Features Guide



Calling Features

FEATURES

- **CALLING FEATURES**
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- FAX FEATURES
- VOICEMAIL FEATURES
- ADMINISTRATIVE FEATURES
- WEB PORTAL FEATURES
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Active Call Room

Web-based tool that allows you to manage live phone calls—including flip, hold, transfer, notes, start and stop recording and more.

Announce Caller/Department

As calls come in to any extension, an announcement identifies who is on the call and for which individual or department the call is intended. This is particularly useful when the person taking the call belongs to multiple departments.

Call Blast

Allows you to have incoming calls ring multiple lines simultaneously.

Call Flip (Call Toggling)

"Flip" a call from your desk phone to your cell phone—or vice versa—on the fly.

Call History

Provides a list of all call activity via the Web Portal. Offers the ability to initiate the return of a call with one click, make notes about a call, read faxes, and listen to voicemails and call recordings.

Call Privacy

Choose to reveal or block your number when you make a call.

Call Screening

Lets you know who is calling before you answer the phone. Choose to accept the call, send to voicemail or transfer to another extension or phone number.

Call Transfer

Allows a call to be transferred to an extension or outside number.

Custom Audios

Users, departments and any extension can customize audio options for specific needs. These include extension name prompts, voicemail greetings, transfer audio messages, hold music and more. Click to record your own audios on demand.

Direct Dial Numbers

Maps a dedicated number to any user, a department, or to a conference or voicemail

Enhanced Caller ID

Choose whether to show a unified outbound Caller ID name and number or define a custom Caller ID on a user level.

Enhanced 911 (E911) Service

Quick-dials the local emergency operator for assistance.

Extension Dialing

Allows a user to call coworkers, regardless of their physical location, by simply dialing an extension.

Find Me/Follow Me (Personal Locator)

Allows you to define how incoming calls are routed or forwarded to you, ensuring important calls are not missed.

Remote Office

Lets you work remotely, placing calls from any phone as if you were in the office. By using your IP deskphone or a softphone, you can avoid long distance fees and hotel calling surcharges.

Sequential Ring

Allows you to have multiple phone numbers ring in a specified sequence when receiving incoming calls.

Shared Call Appearance

Sets incoming calls to ring two lines simultaneously.

Softphone

Lets you use a software-based telephone on your laptop or desktop computer instead of a traditional phone.

Toll-Free Numbers

Add toll-free numbers to make it even easier for customers to contact you. Toll-free numbers can be configured to forward to your auto-attendant, any extension or a conference.

Unlimited Local and On-net Calling

All local and on-network calls are free with Aptela's unlimited calling plan.

Virtual Transfer

While on a call, press ** to access call management features such as transfer, call recording and send to voicemail. There is no difference in functionality whether you're at your desk or on a mobile phone.

Warm Transfer

Allows you to put a caller on hold, call a third party and hang up to connect the caller with the third party.



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Auto Attendant Features

Auto Attendant

Create an automated attendant that greets callers and then directs them to the appropriate party, eliminating the need for a live receptionist and ensuring an efficient calling experience. Aptela's auto attendant can be modified by your account administrator from any Internet-accessible computer.

Attendant Menu

A feature of the Auto Attendant, allows you to create unlimited menus to accommodate greeting and routing rules for the attendant schedule.

Attendant Schedule

Flexible scheduling accommodates shifting business and off-hours schedules by day of the week and holidays.

Customizable Greetings

Upload third-party professional greetings or record your own to use for your auto attendant greetings.

Customizable Menu Options

Customize the auto attendant to meet your unique needs.

Customizable Music on Hold

Upload any audio file (mp3 or wav) to broadcast music or messaging (instructions, marketing promotions, etc.) while parties are on hold.

Departments

Set up a sub-group of extensions to handle incoming calls. Choose from multiple dialing methods, call screening and audio announcement options. Departments can be accessed from the auto attendant or directly with a dedicated phone number—or both. Also known as a "Hunt Group."

Department Call Handling and Loop

Departments offer additional call handling rules to support a full range of needs. Aptela also offers a "loop" to retry department members if the call isn't answered after all extensions/numbers are initially called.

Dial by Extension

Allows a caller to reach an employee by dialing his/her extension at any time during the auto attendant greeting.

Dial by Name

Allows a caller to reach an employee by dialing the letters of the employee's first or last name.

Holiday Schedule

Enables an administrator to designate business holidays and establish unique attendant menus for the company's auto attendant on those scheduled dates.

Multiple Auto Attendants (add-on)

Have completely separate auto attendants with unique inbound numbers, greetings, and menu options that route to a shared pool of users. A perfect solution if you have multiple businesses being supported by a shared staff.

Pre- and Post-Menu Transfer

This option will immediately transfer incoming calls to an extension or department prior to the greeting and attendant menu. One example is a company who wishes a receptionist to answer the phone and have the auto attendant play only if the receptionist is busy or away. You may also decide to transfer the caller to a phone number, department or extension after the attendant menu plays and no selection has been made.

Transfer to Operator

Allows you to configure the phone menu options to include the ability to transfer to an operator or company receptionist.



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Fax Features

Fax Machine Support

Allows you to send and receive faxes via a "physical" fax machine using an ATA (Analog Telephone Adapter) device.

Fax-to-Email Integration

Allows you to forward your faxes to one or more email accounts.

Large Online Fax Storage

Allows for 90-day storage of faxes within the Web Portal or download the faxes to your desktop.

Receive Fax

Set up one or multiple fax numbers. Faxes can route to individual users or departments and send the fax and notification of the fax to email addresses.

Send Faxes

Send a fax quickly through the online interface.

Web Access to Faxes

Retrieve your faxes from via the Web Portal or your email address.

Voicemail Features

Announcements

Send a blast audio announcement to employees to communicate important events or information.

Department Voicemails

Gain access to your department voicemails through the voicemail system. Department voicemails show up in a separate inbox for easy management.

Voicemail Greeting

Customize your personal greeting. Listen, send, delete and save each voice message you receive.

Voice Message Call Back

Respond to a message by calling the sender directly from the system, eliminating the hassle of searching for and dialing numbers.

Voice Message Notification

Be informed of new voice messages via email or SMS.

Voice Messaging

Customize your personal greeting. Listen, send, delete and save each voice message you receive. You can even forward voice messages and add a comment.

Voicemail to Email Integration

Receive your voicemails as email attachments in your inbox (on your PC or mobile device) in a mp3 or wav file format. If available, the caller's name and number are included in the subject line.

Administrative Features

Administrator Dashboard

Created just for account administrators, a custom dashboard provides the ability to manage business communications from any computer with an Internet connection. Add/remove users, record audio on demand, modify auto attendant rules or schedules on demand, log in as employees to help manage their settings, run call history reports and much more.

Auto Attendant Management

Allows an administrator to easily manage auto attendant settings and greetings from the Web Portal. Particularly useful when remote updates are necessary to accommodate inclement weather.

Blacklisting

Account administrator can block callers by caller ID or telephone number.

Dialing Restrictions

Allows the administrator to set calling policies for each user.

Directory on Phone

When using a Polycom IP SoundPoint phone, access your company directory straight from the phone.

Loudspeaker Paging

Group administrators can access an intercom paging system by dialing an extension within the group (requires VoIP speakers or adaptors).



Web Portal Features

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Call History

Provides a real-time list of all incoming, missed, and outgoing calls for individuals and. The list offers the ability to initiate a return phone call with one click, make notes about a call, read faxes, and listen to voicemails and call recordings.

Call Notes

Annotate call records with your notes for future reference.

Contact Management

Online directory and address book to manage your contacts and initiate a call with one click. Account managers use this directory to manage individual user settings and access their call history. Calls made to or from numbers in your contacts directory will show the contact name.

Contacts Call History

View a detailed history of all calls made or received to contacts in your Contacts.

Dialing Restrictions

Administrator controlled dialing plans – e.g. allow or disallow international calling for departments of individual users.

Web Callback Widget

Create a link on your website that allows prospects and customers to call you with a simple click of the mouse.

Quick-Dial & Company Directory Phone Integration

When using Aptela-supported Polycom phones, access your quick-dial and company directory straight from the phone.

Reporting

Generates call history reports to gain valuable insight into individual and departmental usage. Assign the ability to run reports to any employee.

Voicemail and Fax Notifications

Be informed of new voicemail or faxes messages via the User Dashboard or email.

Web Portal

Your online account provides tools to manage your calls, collect an accounting of call logs and manage your settings. You simply need Internet access.



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Department Calling Features

Multiple Call Distribution Policies

The group can set uniform distribution rules to route incoming calls to the available agents.

Department Call Recording

Any department member can record calls to that department.

No Answer Policy and Overflow

If the call is not answered in the specific number of rings, calls can be routed to the next available agent. If no agents are available an overflow destination can be assigned including forwarding to another extension, to an external number, a voicemail box or loop back to ring agents in call distribution order again.

Reporting

Generates call history reports to gain valuable insight into individual and departmental usage. Assign the ability to run reports to any employee.

Service Add-Ons

Call Recording

Record calls at a push of a button.

Toll-Free Numbers

Add toll-free numbers to make it even easier for customers to contact you. Toll-free numbers can be configured to forward calls to your auto attendant, any extension, or any conference.

Voice-to-Text Integration

Offered through Aptela's partnership with Line1 Communications, you can now quickly and easily have your voicemails transcribed to text and sent right to your email or mobile device. Ask an Aptela VoIP Specialist about this service or request more information at:

<http://www.aptela.com/lp2009/line1>

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To see Aptela in action, schedule a demo today at www.aptela.com/check-out-pricing/promotions

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