About this Guide:

This document provides a list and definitions for Alianza's end-user features.

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ACCOUNT BASICS

Phone Number Options

There are four phone number options that can be used to create different voice product offerings. An individual end-user/billing entity may have multiple phone numbers and calling plans.

Local	Local number in U.S. and Canada
Virtual (U.S.)	Virtual numbers are available in the U.S.. These numbers can be called from local users as a local call and provide a local presence.
Virtual (International)	Virtual numbers are available in many countries. These numbers can be called from local users in each country to create a virtual local presence in that country.
Toll-Free	Toll free numbers are treated as any other phone number, but inbound calls are billed to the owner of the number. Toll-free numbers are available in the U.S. and Canada.

Calling Plans

Calling plans can be applied to an account, allowing all extensions on the account to share a pool of minutes. Multiple calling plans can be applied to the same extension or account. Priority of the plans is adjustable.

Local	Overrides Alianza's standard definition of local calling area allowing for a larger local calling area where calls are unrated; can be defined to NPA-XXX level.
Unmetered	Unlimited local and long distance calling to defined geographies; subject to fair use provisions.
Metered - Per-Minute	Per-minute calling plans limit calling to a certain number of minutes in a specified footprint.

End User Features

This document provides a high-level description of the end-user features provided by the Alianza Cloud Voice Platform and carrier services partners for residential and business end users. All star codes can be custom configured. If the end user configuration interface states "N/A" that configuration is exclusive to the Admin Portal by service provider staff.

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Calling Plan Restrictions						
900/976 Call Blocking	X	X	X	X	Restricts access to pay-per-call services that begin with the area code 900/976	N/A
Dialing Restrictions	X	X	X		Calls can be blocked when placed to destinations outside the calling plan footprint or they exceed the allotted minutes (overage).	N/A
Call Waiting						
Call Waiting	X	X	X		A user is notified of an incoming call with a tone while on an active call. The second call can be answered by pressing the hook flash.	Web
Disable Call Waiting per Call	X	X	X		Allows calls to be sent directly to Voicemail without interruption of the call waiting notification during the subsequent call.	*70
Call Hold						
Hold		X	X		Calls can be put on hold using a hold button; requires support of this feature on the IP phone.	Phone
Hook Flash Hold	X	X	X		Phones without a hold button use the hook flash to place a call on hold.	Phone
Music on Hold	X	X	X		Hold music is played when a call is placed on hold, transferred, or call waiting is answered. Music on hold is configurable on each account.	Web
Call Transfer						
Call Transfer - Attended		X	X		A call can be placed where the transferring party can introduce the caller before transferring the call. Requires phone to have relevant button.	Phone
Call Transfer - Blind		X	X		A call can be transferred without talking to the transferred party. Requires phone to have relevant button/soft key.	Phone
Call Transfer - Voicemail		X	X		Ability to send a call to another user's voicemail directly through a star code.	*xx
Dialing						
Redial	X	X	X		A call can be placed to the last number by pressing a single button. Alianza supports phones with this feature; not provided by the Cloud Voice Platform.	Phone
Call Return	X	X	X		Call return places a call to the phone number of the last incoming call regardless of the call being answered.	*69
Dial from Phone Call Logs		X	X		Dialed, missed and received calls are displayed on IP phone screens; user can click and call from this list.	Phone
Localized Dialing Experience	X	X	X		7-digit, 10-digit, and other localized dialing rules are available to the caller based on the configured location of the phone.	N/A
Conference 3-Way	X	X	X		Allows a caller to combine two additional parties to the same call.	Phone
Extension-to-Extension Dialing		X	X		Calls can be placed from extension to extensions on the same account (including remote sites) by using 3 to 6 digit extensions.	Phone
Call Screening						
Call Screening - Anonymous Allow/Forward/Rejection/Voicemail	X	X	X		Call screening options for anonymous calls - allow call, forward call, send call to voicemail or reject call with busy signal. Star codes allow or block calls; there are distinct codes for user/line and account levels.	*xx/Web
Call Screening - Toll Free Allow/Forward/Rejection/Voicemail	X	X	X		Call screening options for toll free calls - allow call, send call to voicemail or reject call with busy signal.	Web
Call Screening - Custom Allow/Forward/Rejection/Voicemail	X	X	X		Call screening options for any specified number (no limit) - allow call, send call to voicemail or reject call with busy signal. There are distinct codes for user/line and account levels.	*xx/Web
Call Screening/Selective Call Allow	X	X	X		Prompts for a phone number to be added to the call screening list as "allowed", causing future inbound call with the same Caller ID to ring through when the Selective Call Acceptance feature is enabled. Includes optional Intercept Message (caller notify) for anonymous, toll free and all other callers.	*xx/Web
Call Screening/Selective Call Forward	X	X	X		Prompts for a phone number to be added to the call screening list as "forward", causing future inbound call with the same Caller ID to be forwarded to the call screening list forwarding number.	*xx/Web
Call Screening/Selective Call Reject	X	X	X		Prompts for a phone number to be added to the call screening list as "busy", causing future inbound call with the same Caller ID to hear a busy signal. There are distinct codes for user/line and account levels.	*xx/Web
Priority Ring	X	X	X		Set devices to ring differently based on the CallerID of the incoming call using the end user's call screening list.	Web

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Distinctive Ring		X	X		Set a user's device(s) to ring differently based on called number.	Web

Caller ID

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Caller ID	X	X	X	X	Caller ID is assigned to each extension or on an account level. Any phone number assigned to an account can be used as caller ID.	Web
Caller ID Block per Call	X	X	X		Allows caller ID to not be sent during the subsequent call.	*67
Caller ID Unblock per Call	X	X	X		When Caller ID Block All Calls is enabled, this star code allows caller ID to be sent during the next call.	*xx
Caller ID Block All Calls	X	X	X		Allows caller ID to be blocked on All Calls from the account.	Web
Caller ID to Set Top Box	X				Allows caller ID to be forwarded to cable set top boxes.	N/A
Calling Line ID Delivery	X	X	X		In addition to Caller ID number, the user name (CNAM) is presented to the called party. This feature may be dependent on the phone used.	N/A
Calling Line ID Delivery - Internal		X	X		Displays the name and extension for callers in the same account for extension-to-extension dialing	Web
CNAM (Caller ID Name)	X	X	X	X	Caller ID name is set on each phone number, the CSR first name and last name are used by default.	N/A
Vanity Caller ID Name	X	X	X	X	Caller ID name can be distinct from end user name and the contents are only limited by the characters used, this value does not need to match the user or company name.	N/A

Call Handling

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Advanced Call Forwarding	X	X	X		Call forwarding can be fine-tuned using a variety of settings. Calls can be sent to Voicemail, an extension or a phone number using configurable timing such as time of day.	*xx/Web
Call Forward Always	X	X	X		Calls can be immediately forwarded to any extension or phone number. This service functions in the cloud and remains available in the event of an outage of electricity, Internet access or device failure.	*xx/Web
Call Forward Busy	X	X	X		Calls are forwarded while the extension is busy (off-hook or active call).	*xx/Web
Call Forward No Answer	X	X	X		Calls are forwarded if the extension does not answer during a configurable timeframe. Supports external numbers for Business Lines and Hosted PBX users.	*xx/Web
Call Forwarding - Out of Service	X	X	X	X	Calls are forwarded to the configured number when the phone number/extension is not accessible.	*xx/Web
Call Forwarding Phone/ Web Integration	X	X	X		Call forwarding options are available through a phone, remote Voicemail and web portal. All services are coordinated and reflect the changes made on the other.	N/A
Call Forwarding - Remote Access	X	X	X		Call Forwarding service is available in the voicemail menu, which can be accessed remotely by dialing # while listening to the voicemail greeting.	*xx
Call Forwarding Selective	X	X	X		Add any number to a Call Screening List and sets the number to be forwarded to the forwarding number.	*xx/Web
Call Forwarding Status Check	X	X	X		The status of the current call handling setting is available from the phone by dialing a *xx code, the Voicemail menu or web portal.	*xx/Web
Call Pick-Up		X			Used to answer a call ringing an extension on the same account. If more than one extension is ringing on the account, the longest ringing call is answered.	*xx
Do Not Disturb	X	X	X		Enables or disables the call handling rule that sends all calls that are allowed by the call screening list to voicemail without ringing the phone.	*xx/Web
Scheduled Call Routing	X	X			Calls can be routed based on time of day, day of week, or on a specified custom schedule.	Web

Hunt Groups

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Multi-line Hunt Groups (MLHG)			X		Calls can be routed to a set of extensions, phone numbers, and/or auto-attendant menus based on time of day or other factors. Voicemail boxes can be shared by Hunt Group members (see Voicemail features). Sequential ring is supported today and the ring order can be adjusted in real-time.	N/A
MLHG Multiple Membership			X		Hunt Group Members can belong to multiple Hunt Groups.	N/A
Overflow and Failure Forwarding			X		If all lines are busy or unreachable in a Hunt Group, the incoming call is forwarded to a distinct destination number.	N/A
Pilot Number			X		Hunt Groups can have a single pilot number, multiple pilot numbers or no pilot number. Hunt Group Pilot numbers do not need to be a member of the Hunt Group and multiple pilot numbers can point to the same Hunt Group.	N/A
Account Calling Plans		X	X		Calling plans can be applied to an account, allowing all extensions on the account to share a pool of minutes.	N/A
Multiple Appearance Directory Numbers (MADN)		X			One phone number rings multiple devices; see User Ring Groups and Device Groups	N/A

Devices

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
911 Multi-Device Support	X	X	X		911 callback number and address can be configured independently for each device line. Even if device lines are tied to the same user and phone number. This setting is independent from CallerID.	Web

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Shared Devices		X			Two end users can control a single device and have their calls ring to a line reserved specifically for each user.	N/A
Soft Client Support	X	X	X		Each account and user supports the ability to use soft clients on PCs, smartphones and tablets in addition to ATA/IP phones or as a standalone soft client only solution. The clients use the same number, caller ID, calling plan and settings. Some features may be unsupported due to the soft client functionality.	N/A
Video call support	X	X	X	X	Calls with video can be placed between endpoints/devices that support them.	N/A

Directory Listing

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Directory Listing	X	X	X	X	Listing and privacy options are controlled by the service provider upon phone number creation with support for 411 listing, phone book listing or complete privacy.	N/A

Fax

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Fax Support	X	X	X	X	Faxes can be sent and received by a fax machine connected to an ATA.	N/A
Fax to Email	X	X	X		Faxes can be answered by any Voicemail box. Faxes are sent to any email address as a PDF file attachment.	Web
Dedicated Fax Line		X	X	X	For very heavy fax usage, this solution offers the ability to assign a telephone number directly to a dedicated fax service that can forward faxes to email.	

IP Phone Features

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Busy Lamp Field (BLF) with Presence		X			Monitors whether a user is available, busy, or ringing. End users can pick up the ringing call when the status of ringing is displayed and if on a call an end user can blind transfer to the associated BLF user.	Web
Phone Directory		X			All account users can be accessed via the IP phone for one-touch dialing. Users are auto-configured on supported phones based on the users set-up in the account.	Phone
Paging		X			Allows one-way communication via the speaker phone to users on the same account. IP phones are configured in Admin Portal to have a page all button that will page all IP phones in the same device family on the same local network (uses multi-cast addresses). All advanced configuration must be done by locally on the device.	Phone
Paging Group		X			Ability to configure a specific set of devices (Paging Group) that receive a one-way announcement using a Page Priority (Standard, Priority, Emergency).	Web
Call Park - Valet		X	X		Ability to park a live call and receive a park spot at the time of parking and retrieve it from another phone or extension at that spot.	Phone/*xx
Call Park - Directed		X	X		Ability to assign a call park spot as a line on an IP Phone. The line would allow one button park and retrieval of calls. Presence of the parking spot would also be displayed.	Phone/*xx
Speed Dial - User		X			One touch dialing for users that exist on the same account.	Web
Speed Dial - Custom Number		X			One touch dialing for * codes or external numbers.	Web
Shared Lines		X			Ability to receive a call intended for another user and place an outbound call as that user. The number of shared lines is determined by the capacity of the device.	Web

IVR/Auto-Attendant

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Auto-Attendant		X	X		A prompt is presented to the caller as a menu to route a call to the chosen destination by using the phone buttons.	N/A
Prompt Barge-In		X	X		Also called "allow interrupt" or "recognize during prompt," callers can interrupt or barge in during voice prompts with DTMF tones without listening to the entire IVR message. Optional setting to enable.	N/A
Company Directory		X	X		Dial-by-name or dial-by-extension listing that allows callers to find the appropriate users or departments at a company. The Voicemail box "Personal Name" is played back to callers to validate the proper selection.	N/A
Device Ring Groups		X			Calls can be configured to ring a defined list of devices simultaneously, in order, or first available; supports granular time-outs for each device or group.	N/A
IVR (Interactive Voice Response)		X	X		Built with a combination of auto-attendant menus and hunts groups, this system guides callers through a series of menus and lets them chose their desired destination. IVR is customizable to any language.	N/A
IVR Builder GUI		X	X		Build and review menus, schedules and call flows.	N/A
Scheduler		X	X		Schedules can be added to IVRs at various points in any IVR system. The Scheduler allows for multiple rules to stack and fork the call flow.	N/A
User Ring Groups		X			Calls are sent to a defined list of users simultaneously; each user's call handling rules are referenced to determine how a call is routed.	N/A

Language

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Multilingual Error Messages	X	X	X	X	Error messages are played back to the user in the language specified on their user settings. English and French are currently supported.	Phone/Web
Multilingual Telephone Interface	X	X	X		Audio prompts and LCD displays messages are available in English and French. Some capabilities may be dependent on the phone used.	Phone

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Multilingual Voicemail Access	X	X	X		A Voicemail box is managed in the language of the user settings used to access that box, supporting English and French.	Phone/Web
Phone Number						
Direct Inward Dialing (DID)	X	X	X	X	Phone Numbers that ring to phones. Local numbers can be assigned to an account from any supported rate center independent of physical location.	N/A
Toll-free Numbers		X	X	X	Toll-free numbers can be added to an account. Toll-free numbers act like other phone numbers on the account and can be pointed at IVRs, users, or lines.	N/A
Virtual Numbers	X	X	X	X	Additional international or domestic numbers can be added to accounts to provide a local presence and dialing experience for callers.	N/A
Local Number Portability	X	X	X	X	Allows end-users to keep existing phone numbers (where supported).	N/A
SIP Trunks						
SIP Trunks				X	Calling plan and capacity control for IP trunks to support termination and origination for IP PBX, UC servers and IAD/enterprise gateways.	N/A
Dynamic Call Capacity				X	Configurable number of simultaneous concurrent calls per SIP trunk.	N/A
Registration-based Credentials				X	Allows for most standard SIP endpoints to act as a SIP Gateway.	N/A
User Call Handling						
Call Forking	X	X	X		Calls can be forked based on telephone number or extension. Ring multiple devices belonging to the same user. User answers on the most convenient endpoint.	Web
Find-me/Follow-me	X	X	X		Incoming call can be configured to ring to a list of extensions and phone numbers, sequentially with multiple hops. Extensions or phone numbers are used as find-me/follow-me destinations.	Web
Shared Call Appearance	X	X	X		Incoming calls ring multiple devices (which can be in multiple locations), and those same devices send out the same Caller ID, creating a unified experience.	Web
Simultaneous Ring	X	X	X		When used by either call forwarding or a hunt group, a list of extensions and/or phone numbers can ring at the same time.	Web
Voicemail and Unified Messaging						
Voicemail Access on Power/Connectivity Failure	X	X	X		In the event of an outage of electricity, Internet access or device failure, calls will still ring through to Voicemail. If other call handling rules have been configured, they will continue to function.	*xx/Web
Voicemail Message Advanced Playback Options	X	X	X		Voicemail messages report the time of day and the phone number that left the message.	*xx/Web
Voicemail - Multiple Greetings	X	X	X		Users can record different voicemail greetings for busy and no answer scenarios.	*xx
Voicemail Message Call Back	X	X	X		Calls can be placed to the phone number that left a message directly from the Voicemail box without having to dial the number.	*xx
Voicemail - Shared		X	X		A voicemail box can be shared by group of users (no limit to number of users). Settings are box-wide settings. Uses cases include hunt groups or departments.	N/A
Voicemail - Sub mailboxes	X	X	X		Voicemail can support sub mailboxes; feature can be turned on and support up to seven sub boxes and one primary with different greetings, PINs and email settings. Requires telephone/star codes interface for initial set-up and recording of prompts. Primary user/mailbox has administrative rights and access to all sub mailboxes. Use cases include family and company departments.	*xx/Web
Voicemail Message Waiting Indicator (MWI)	X	X	X		A stuttered dial tone notifies the caller when the Voicemail box has new messages.	Phone
Voicemail to Email/Unified Messaging	X	X	X		Voice messages received can be sent to single or multiple email addresses as an .mp3 file.	Web
Voicemail - Visual Voicemail	X	X	X		Messages can be viewed and retrieved from a web portal.	*xx/Web
Voicemail Visual Message Waiting Indicator (VMWI)	X	X	X		When a Voicemail box has new messages the message indicator will be active; requires support of this feature on the phone or Caller ID device.	Phone
Web Portal						
Branding/Language	X	X	X	X	White-label/branded end-user web portal allowing customers to self-service/self-support of common features. English and French languages are supported.	Web
Call Features	X	X	X	X	End users can modify call screening, call handling, and adjust caller ID.	Web
Call History	X	X	X	X	End users can view inbound and outbound calls with city, time stamp and duration. Users can also filter by call handling results for inbound calls (answered, busy, forwarded, missed and sent to voice mail).	Web
SMB Admin End User		X	X	X	Admin End Users have access to administrate functions on the account and can add, delete and change settings for all users.	Web
SMB Standard End User		X			Standard End Users can update call handling, call screening and check visual voicemail and manage their IP phone device lines	Web
Voicemail	X	X	X	X	End users have access to the full list of voicemail, play and delete voicemail, and change voicemail-to-email settings.	Web

Feature	Residential	Hosted IP PBX	Business Lines	SIP Trunk	Definition	End User Configuration Interface
Regulatory and Public Services						
211 – Essential Community Services	X	X	X	X	Access to information about health and human services by dialing 211 (United States).	N/A
411 – Directory Assistance	X	X	X	X	Nationwide U.S. Directory Assistance can be reached by dialing 411.	N/A
711 – TRS	X	X	X	X	Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).	N/A
811	X	X	X	X	Routes caller directly to the call center for Utility Location Services in the U.S. Provides access to Non-emergency Health Services in Canada.	N/A
911 Emergency Services	X	X	X	X	E-911 services in the United States and Canada are provided. Calls to 911 will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.	N/A
Lawful Intercept Support	X	X	X	X	Compliance with all technical requirements of the Communications Assistance for Law Enforcement Act (CALEA) and lawful intercept for other countries.	N/A