



Kloud 7

Business Communication Services

Voice Features Overview

Description

Documentation Guidelines

Documentation relating to services provided by Kloud 7 LLC. are informational guidelines that showcase technical details and use case scenarios designed to enhance product usability. Please contact hello@kloud7.com or call 844-855-6837 for all additional inquiries..



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Overview

Kloud 7's Hosted and Trunking services have many features that are designed to enhance the day to day communication experience for individuals and entire organizations. Each business requires different features to create an optimal communication experience internally between employees and externally to their customers. To cater to these requirements, Kloud 7 offers several different types of features and groupings of features to meet the goals of extremely complex or very simple organizations.

This document is designed to explain the structure of features types and define the purpose of each feature.

User Features and Service Pack Overview

User Features Overview

Kloud 7's voice user features are enhanced communication services that are assigned to a single user. User features are designed cater to each individual based on the demands of their job role to simplify day to day communications.

For example, Company XYZ decides to assign the *Receptionist Console* feature to their main receptionist who requires an enhanced interface for handling high call volumes. In contrast, the Sales Agent in the organization is assigned the *Mobility* feature to automatically send business calls to both the desk phone and cell phone simultaneously.

Since the Sales Agent is often away from the office and the Main Receptionist is always at the office, Mobility is valuable to the Sales Agent. In contrast, the Receptionist Console would not be useful for the Sales Agent so would not be assigned. **This creates a user-centric feature set that can help enable employees to perform efficiently and lower monthly telecommunication costs for the organization.**

User Feature Service Packs

Service packs are preset groups of user level features. Kloud 7 offers two service packs options for hosted voice users.

- The standard service pack includes all of the essential and several commonly requested advanced features users require.
- The premium service pack includes all user features Kloud 7 has to offer and is designed for advanced users to support who require more advanced communication features.

Standard & Premium Service Pack Comparison

Note: Column S = Standard Enterprise and Column P = Premium Enterprise

S	P	Feature Name	Feature Description
X	X	Authentication	Allows a user to authenticate an IP phone to make calls.
X	X	Barge-in Exempt	Causes an incoming call to be automatically put on hold, or causes a held call to be automatically retrieved.
X	X	Basic Call Logs	Allows a user to see the most recently received, missed, or placed calls.
X	X	Call Forwarding Always	Allows a user to forward all calls to a specified phone number.
X	X	Call Forwarding Busy	Allows a user to forward calls to another phone number when the user's phone is busy.
X	X	Call Forwarding No Answer	Allows a user to forward calls to another phone number when the user's phone goes unanswered.
X	X	Call Forwarding Not Reachable	Allows a user to forward calls to another phone number when the user's phone is unreachable.
X	X	Calling Line ID Delivery Blocking	Allows a user to restrict the public from seeing the user's phone number when making a call.
X	X	Calling Name Delivery	Allows the calling number to be displayed for external and internal calls.
X	X	Calling Name Retrieval	Allows the display of a PSTN-originated caller's name.
X	X	Calling Number Delivery	Allows the calling number to be displayed for external and internal calls.
X	X	Calling Party Category	Allows a category to be associated with a user. The category is included in the signaling for all outgoing calls.

S	P	Feature Name	Feature Description
X	X	Call Return	Allows a user to return a call to the last party who called.
X	X	Call Transfer	Allows a user to transfer call to another phone
X	X	Call Waiting	Allows a user to receive an additional call while already in a call.
X	X	Charge Number	Allows a charge number to be included in user's origination call.
X	X	Client Call Control	Allows external or third-party clients to use the Client Application Protocol for call client applications.
X	X	Communication Barring User-Control	Allows a user to select a Communication Barring Profile to be used to screen outgoing and redirecting calls.
X	X	Connected Line Identification Presentation	Provides the calling party with the ability to be presented with the identity of the connected party, which may or may not be the dialed party.
X	X	Connected Line Identification Restriction	Allows a user to restrict their connected identity when receiving a call.
X	X	Customer Originated Trace	Allows a user to originate a trace on the last call received.
X	X	External Calling Line ID Delivery	Allows caller ID display for calls external to a group or enterprise.
X	X	Flash Call Hold	Allows a user to use a flash service for Call Hold.
X	X	Intercept User	Allows a group administrator to graciously take users out of service by providing callers with informative announcements and options.
X	X	Internal Calling Line ID Delivery	Allows caller ID display for calls within a group or enterprise.
X	X	Last Number Redial	Allows a user to access and dial the last dialed number using a feature access code.

S	P	Feature Name	Feature Description
X	X	Physical Location	Allows proper support of emergency calling in countries and regions where the location of a user cannot be derived from a user's phone number.
X	X	Polycom Phone Services	Integrate BroadWorks services with the Polycom family phone services.
X	X	Preferred Carrier User	Allows a user to have preferred carriers for long distance calls.
X	X	Privacy	Allows users to set their visibility within an Enterprise or Group
X	X	Service Scripts User	Allows user to configure Call Processing Language (CPL) script files to manage incoming and outgoing calls.
X	X	Three-Way Call	Allows a user to use Three-Way Call conferencing.
X	X	Zone Calling Restrictions	Configure zone calling restrictions and roaming restrictions policies and associate a home zone to a user.
	X	Anonymous Call Rejection	Allows a user to ignore incoming calls from anonymous callers (those with Calling Line ID Delivery blocked).
	X	Automatic Callback	Allows a user to be notified when a busy line within their group becomes available.
	X	Automatic Hold/Retrieve	Causes an incoming call to be automatically put on hold or causes a held call to be automatically retrieved.
	X	Busy Lamp Field	Allows a user to monitor the phone status of a list of users via an attendant console phone.
	X	Call Forwarding Selective	Allows a user to forward calls from selected callers to another phone number.
	X	Calling Line ID Delivery Blocking	Allows a user to restrict the public from seeing the user's phone number when making a call.
	X	Call Me Now	BroadWorks "Call Me Now" allows an end user to click on a web-based link or icon, enter their own phone number, and immediately have a call be initiated from

S	P	Feature Name	Feature Description
			BroadWorks to the number entered, at no cost to the end user. This functionality can be thought of as "reverse click-to-dial"; in this scenario the end user is actually requesting a call to the called party and upon answer at the provided number, BroadWorks will initiate a call to the called party.
	X	Call Notify	Allows e-mail notifications of calls made to the user's phone number
	X	CommPilot Call Manager	A web-based call client which allows user to make calls, hold calls, transfer calls, and make conference calls.
	X	CommPilot Express	Allows a user to easily configure their phone service based on pre-defined profiles.
	X	Custom Ringback User	Allows a user to configure the ringback played to his callers, based on their phone number, and the time of day.
	X	Custom Ringback User - Call Waiting	Allows a user to configure different ringback media played for Call Waiting calls.
	X	Custom Ringback User - Video	Adds video support for Custom Ringback User.
	X	Diversion Inhibitor	Allows a user to inhibit the terminating party's redirection services.
	X	Do Not Disturb	Allows a user to restrict all incoming phone calls.
	X	Executive	Allows a user to define an assistant pool to answer calls for the user. The executive can also define the call filtering, screening and altering settings.
	X	Executive-Assistant	Allows assistant to Opt-in to an executive's Assistant pool if enabled. It also provides the assistants the ability to provision the executive's call filtering, screening and alerting setting on behalf of the executive.
	X	External Custom Ringback	Allows a user to use an external source for ringback played to his callers.

S	P	Feature Name	Feature Description
	X	Group Night Forwarding	Allows redirecting calls placed to a user to a specified phone number or SIP-URI. The redirection can be configured manually by the administrator or automatically by a programmed business and holiday hours schedule.
	X	Hoteling Guest	Allows a user to associate their service profile with a host user and use the host user's device as their primary device.
	X	Hoteling Host	Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.
	X	In-Call Service Activation	Allows BroadWorks users hosted on a TDM system to activate mid-call services.
	X	Location-Based Calling Restrictions	Allows calls to be restricted based on Office Zone or Primary zone location.
	X	Multiple Call Arrangement	Allows a shared call appearance user to have multiple locations in use simultaneously.
	X	Music On Hold User	Allows a user to configure his own Music On Hold media.
	X	N-Way Call	Allows a user to use N-Way Call conferencing.
	X	Outlook Integration	Allows a user to integrate Microsoft Outlook contacts with the CommPilot Call Manager.
	X	Personal Assistant	Provides a do not disturb capability for the user with additional information as to why the user is not available and when they will return. This allows the caller to make better decisions on calling back and/or leaving a voice message.
	X	Pre-alerting Announcement	Allows a user to configure an announcement to be played to callers before ringing the phone, based on their phone number and time of day.

S	P	Feature Name	Feature Description
	X	Priority Alert	Allows a user to receive a distinctive ringing pattern or distinctive call waiting tone for selected callers.
	X	Push to Talk	Allows a user to make and selectively receive Push to Talk calls.
	X	Remote Office	Allows a user to assign a phone number at a remote site to be the user's current phone number.
	X	Selective Call Acceptance	Allows a user to accept phone calls from selected callers.
	X	Selective Call Rejection	Allows a user to reject phone calls from selected callers.
	X	Sequential Ring	Allows a user to configure a list of phone numbers to ring sequentially when the incoming call matches the specified criteria.
	X	Shared Call Appearance	Allows a user to have up to two additional location assignments.
	X	Shared Call Appearance 10	Allows a user to have up to 10 additional location assignments.
	X	Shared Call Appearance 15	Allows a user to have up to 15 additional location assignments.

S	P	Feature Name	Feature Description
	X	Shared Call Appearance 20	Allows a user to have up to 20 additional location assignments.
	X	Shared Call Appearance 25	Allows a user to have up to 25 additional location assignments.
	X	Shared Call Appearance 30	Allows a user to have up to 30 additional location assignments.
	X	Shared Call Appearance 35	Allows a user to have up to 35 additional location assignments.
	X	Shared Call Appearance 5	Allows a user to have up to five additional location assignments.
	X	Simultaneous Ring Personal	Allows a user to configure secondary phone numbers to ring simultaneously when the user's primary phone number rings.
	X	Speed Dial 100	Allows a user to program up to 100 speed-calling codes.
	X	Speed Dial 8	Allows a user to program up to eight speed-calling codes.
	X	Two-Stage Dialing	Allows a user access to BroadWorks originating services from their mobile phone.
	X	Video On Hold User	Allows a user to configure his own Music On Hold video media.
	X	Virtual On-Net Enterprise Extensions	Allows a user to dial Off network numbers via Extension.
	X	Voice Portal Calling	Allows a user to make a call from the Voice Portal.

Independent User Features

There are four particular features that can be added to enhance user features outside of the assigned service pack. These features are not included in feature packs to increase flexibility of assigning these features since most users that need these particular features usually do not need to upgrade to the Premium Enterprise Service Pack.

Independent User Feature Names	Feature Description
Mobility	BroadWorks Mobility extends the BroadWorks Centrex features transparently to a mobile phone. Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.
Unity Communicator	Unity is Kloud 7's proprietary application for unifying communications across all device types (Apple iOS, Android, Windows and Mac) Unified communications services are the next generation of real time communications such as voice, video, instant messaging, conferencing and collaboration from any device in any location.
Receptionist Console	BroadWorks Receptionist is an advanced Attendant Console designed to meet the specific needs of an operator including advanced call control, contact directories and phone status.
Call Recording	A HIPPA compliant cloud-based platform for documenting, storing, retrieving and analyzing call media for high value interactions that can be added to any Kloud 7 Hosted Voice user or Call Center user. Works for calls made from desk phones or mobile phones where the user travels. An intuitive web based interface can be used to manage and retrieve call recordings.

Trunking Line Features and Service Pack Overview

Trunking Line Feature Overview

Trunking line features have the same function as user features but are applied to a line rather than an individual user. A single organization often shares a group of one or more lines. Lines are delivered by Kloud 7 as analog lines, SIP Trunks or PRI Channels based on the customers' requirements.

Trunking line features are typically used for two purposes:

1. To extend the capabilities of the customers' existing on-premise phone system or PBX
2. Provide line-based features to organizations that do not have an on-premise phone system or PBX and do not utilize hosted voice services

Trunking Line Service Packs

Service packs are preset groups of features associated with a line. Kloud 7 offers two service packs options for trunking lines.

Trunking service packs are grouped as standard and premium:

- The standard service pack includes the basic dialing and forwarding services.
- The premium service pack includes all the line-based features Kloud 7 has to offer.

Premium Business Line Unlimited

Premium Business Line Feature Name	Feature Description
Authentication	Allows a user to authenticate an IP phone to make calls.
Barge-in Exempt	Causes an incoming call to be automatically put on hold or causes a held call to be automatically retrieved.
Basic Call Logs	Allows a user to see the most recently received, missed, or placed calls.
Call Forwarding Always	Allows a user to forward all calls to a specified phone number.
Call Forwarding Busy	Allows a user to forward calls to another phone number when the user's phone is busy.
Call Forwarding No Answer	Allows a user to forward calls to another phone number when the user's phone goes unanswered.
Call Forwarding Not Reachable	Allows a user to forward calls to another phone number when the user's phone is unreachable.
Calling Line ID Delivery Blocking	Allows a user to restrict the public from seeing the user's phone number when making a call.
Calling Name Delivery	Allows the calling number to be displayed for external and internal calls.
Calling Name Retrieval	Allows the display of a PSTN-originated caller's name.
Calling Number Delivery	Allows the calling number to be displayed for external and internal calls.
Calling Party Category	Allows a category to be associated with a user. The category is included in the signaling for all outgoing calls.

Premium Business Line Feature Name	Feature Description
Call Return	Allows a user to return a call to the last party who called.
Call Transfer	Allows a user to transfer call to another phone
Call Waiting	Allows a user to receive an additional call while already in a call.
Charge Number	Allows a charge number to be included in user's origination call.
Client Call Control	Allows external or third party clients to use the Client Application Protocol for call client applications.
Communication Barring User-Control	Allows a user to select a Communication Barring Profile to be used to screen outgoing and redirecting calls.
Connected Line Identification Presentation	Provides the calling party with the ability to be presented with the identity of the connected party, which may or may not be the dialed party.
Connected Line Identification Restriction	Allows a user to restrict their connected identity when receiving a call.
Customer Originated Trace	Allows a user to originate a trace on the last call received.
External Calling Line ID Delivery	Allows caller ID display for calls external to a group or enterprise.
Flash Call Hold	Allows a user to use a flash service for Call Hold.
Intercept User	Allows a group administrator to graciously take users out of service by providing callers with informative announcements and options.
Internal Calling Line ID Delivery	Allows caller ID display for calls within a group or enterprise.

Premium Business Line Feature Name	Feature Description
Last Number Redial	Allows a user to access and dial the last dialed number using a feature access code.
Physical Location	Allows proper support of emergency calling in countries and regions where the location of a user cannot be derived from a user's phone number.
Polycom Phone Services	Integrate BroadWorks services with the Polycom family phone services.
Preferred Carrier User	Allows a user to have preferred carriers for long distance calls.
Privacy	Allows users to set their visibility within an Enterprise or Group
Service Scripts User	Allows user to configure Call Processing Language (CPL) script files to manage incoming and outgoing calls.
Three-Way Call	Allows a user to use Three-Way Call conferencing.
Zone Calling Restrictions	Configure zone calling restrictions and roaming restrictions policies and associate a home zone to a user.

Group Features Overview

[Group Feature Overview](#)

Group features are features are enhanced communication services that are assigned to a group of users. Any feature that can be utilized by more than one user is considered to be a group level feature. Group level features are utilized to increase organization or department wide communications.

For example, a Hunt Group is a popular group feature business utilize to route inbound calls to more than one user in a particular pattern. This allows a call to go to the next available person and lower the rate of missed calls.

Group features can be individually selected based on the organizational needs unlike user level features

Group Feature Overview

Group Feature Name	Feature Description
Account/Authorization Codes	Allows a group administrator to restrict inter-group calls to authorized users and also track these calls.
Auto Attendant - Basic	A customizable, automated receptionist that allows callers to dial by extension or dial by name.
Auto Attendant - Basic Video	Adds video support to an Auto Attendant - Basic.
Auto Attendant - Standard	A customizable, automated receptionist that allows multiple menu levels and different menus for business hours, non-business hours and holiday hours.
Call Capacity Management	Allows a system administrator to limit the number of active sessions for a user in a group.
Call Park	Allows user to suspend a call for an extended period of time and then retrieve that call from any extension. Users assigned to a call park group can park calls on that group
Call Pickup	Users assigned to a call pickup group can answer calls from any phone in that group.
Custom Ringback Group	Allows a group administrator to configure the ringback played to callers to your group.
Custom Ringback Group - Video	Adds video support for Custom Ringback Group.
Emergency Zones	Allows a service provider to restrict SIP device call originations to within the home zone of a user's group.
Enhanced Outgoing Calling Plan	Allows a group administrator to enable enhanced functions for an outgoing calling plan.
Group Paging	Allows a user to send unidirectional paging messages to a pre-defined group.

Group Feature Name	Feature Description
Hunt Group	Allows calls to be routed to an idle member of a group using a pre-selected pattern.
Incoming Calling Plan	Allows a group administrator to restrict incoming calls by call type.
Instant Group Call	Allows users to call a group of users, where the users can be part of the same group or can be external users.
Intercept Group	Allows a service provider to graciously take a group out of service by providing callers with informative announcements and options.
Inventory Report	Allows a group administrator to produce reports on services, users, phone numbers, departments and devices.
LDAP Integration	Allows a group to retrieve contacts from a LDAP directory using their CommPilot Call Manager.
Meet-Me Conferencing	Allows a group to start Meet-Me conferences between many participants.
Music On Hold	Allows a group administrator to specify an audio or video source, for example, music or advertising that can be played to held parties in various situations.
Music On Hold - Video	Adds video support for Music on Hold
Outgoing Calling Plan	Allows a group administrator to restrict outgoing calls by call type.
Preferred Carrier Group	Allows a service provider administrator to assign preferred carriers selected when group members make calls.
Series Completion	Allows calls to be forwarded to the next line in the series for key system implementation.
Service Scripts Group	Allows a group administrator to configure Call Processing Language (CPL) script files to manage incoming and outgoing calls for all users in the group.

Group Feature Name	Feature Description
Trunk Group	Allows a group of users on a device to have a restricted number of active calls.
Voice Messaging Group	Allows simple phone retrieval of voice messages.

