

BUSINESS TELEPHONE SYSTEM

FEATURE GUIDE

Provided Courtesy Of:



510-342-4201

www.teledynamic.com

TELEPHONE SYSTEM FEATURES

Account Codes	<p>Allows a user to input an account number while on a call for reporting purposes and bill back to customer.</p> <ul style="list-style-type: none"> • Voluntary – User has option of entering account code • Forced – User must enter an account code or can not make outgoing call • Verified – Input is compared to acceptable account codes and call is only allowed if the number matches Alternate Alters which
Automatic Number Identification (ANI)	<p>This is a telephone company feature that delivers the calling party's telephone number much like CLID except that callers can not block ANI information like they can block Calling Line ID. (available only on PRI circuits)</p>
Automatic Route Selection (ARS)	<p>Automatically selects a trunk and routes a call based on the dialed digits, time of day and day of week</p>
Auxiliary Ringing	<p>A telephone can be connected to an external loud ringer that will ring whenever that particular phone rings.</p>
Call Accounting	<p>Accepts CDR information (see below) and provides robust reporting and analysis</p>
Call Detail Recording (CDR)	<p>Records time, date, duration, number dialed and extension number of calls so that reports can be run to determine usage, abuse and fraud.</p>
Class Of Service (COS)	<p>Controls the privileges, line access and features available to a specific phone</p>
Class Of Service Override	<p>A password that can be entered on a telephone to temporarily change its class of service.</p>
Compression	<p>Shrinks the bandwidth required to make a VOIP phone call. An uncompressed phone call requires approximately 80K of bandwidth. The most common compression is G.729, providing 8K bandwidth</p>

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Computer Telephone Integration (CTI)	Typically used to enable PC-based dialing and PC-based telephone number lookups (screen pops) on incoming calls.
Direct Inward Dialing (DID)	Provides phone and its user with a unique personal telephone number, rather than just an extension. Allows outside callers to reach user directly. Requires special telephone company circuit
Dialed Number Identification Service (DNIS)	DNIS displays the number the caller dialed. The system can route the call accordingly and/or the called party can be answered appropriately. Available only on 800 #'s and PRI trunking
Hookflash	A signal sent to the telephone company to enable specific features
Language Choice	Allows users to select different languages for their telephone
Line Name	Name associated with a particular feature or service and associated line

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