



Hosted PBX & VoIP

Cost-Effective, Scalable & Fully Geo-Redundant Cloud Communications

Hosted PBX & VoIP offer a high-quality, scalable alternative to premise-based phone systems, with the advanced calling features employees need.

Silver & Black Telecoms' Hosted PBX & VOIP: Features Overview

Every business owner wants dependable and cost-efficient systems that enable business continuity and productivity. But when it comes to business communication, most modern premise-based systems still tie a business to depreciating hardware, outdated equipment, and expensive, complex software.

Silver & Black Telecoms' Hosted PBX (Private Branch Exchange) & VoIP (Voice over Internet Protocol) offers a high-quality, scalable alternative, with the proven calling features businesses needs to improve productivity and efficiency for employees.

Our platform's award-winning Hosted PBX & VoIP offers:

Call Conferencing

- Conference Bridges: Multiple on-site and outside callers can simultaneously participate in password-protected conference calls. Callers can be assigned “talk/listen” or “listen only” status.
- 3-Way Conference Call: After making or receiving a call, a user may “conference in” any third party for a 3-way call.

Call Management

- Attended Transfer: Transfer a call to an extension or phone number after announcing the party to be transferred.
- Auto Attendant Answering: Setup a telephone number that dials directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant feature.
- Automatic Call Distribution (ACD): Used to route calls in a call center environment to the appropriate agents based on factors such as time availability, behavior, and priority levels.
- Barge: Allows you to listen in on a selected extension and speak to the internal caller, but not be heard by the external caller.
- Burstable Virtual Call Paths: Call Paths are “burstable,” meaning you can configure your Hosted PBX to give extra call paths “on demand” to deliver additional calls beyond the number of paths purchased—up to 10 additional paths. The system will automatically track and bill the customers for the extra call paths and they will have use of the additional call paths for the remainder of the billing period.
- Busy Call Forwarding: Automatically forwards your calls to an extension, group, or phone number when your phone is busy.

- Call Forwarding: Forward calls via the portal, or via your device or softphone. Calls may be forwarded to any extension or phone number. *Note: device or softphone forwarding functionality may vary by manufacturer.*
- Call Hold: Place calls on hold and play music or a commercial while a caller is on hold.
- Call Park: Unlike a call placed on hold, a parked call may be picked up at another extension.
- Call Queue: Call Queues are used to route calls on a first-in, first-out basis to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD where callers hear an announcement such as “Thank you for calling, all available agents are busy, please hold for the next available agent, or press ‘1’ to leave a message.” When the call is ready to be routed, the ACD handles the routing rules.

Hosted PBX transforms business communications and improves productivity without purchasing expensive, complex phone system software and hardware that depreciates and becomes outdated.

- **Call Recording:** Selectively record calls for training or documentation purposes. Includes on-demand call recording codes (ex: *8 to pause call recording and *9 to start call recording). *Note: Call Recording requires a dedicated server in the cloud.*
- **Call Routing Time Frames:** Allows routing decisions based on time and date. Multiple schedules can be configured from departments with different hours of operation (e.g. business hours, after hours, and holiday hours).
- **Call Waiting Indicator:** Indicates an incoming call (and Caller ID if available) while another call is in process.
- **Caller ID:** Customize the appearance of your outgoing Caller ID by outgoing number or extension.
- **Caller ID Blocking:** Disable Caller ID for all outbound calls made from your Hosted PBX.
- **Caller ID Routing:** Enables the creation of one or more inbound call routing tables that route to a particular destination, based on Caller ID. A Caller ID Route matches either a call's Caller ID name or number, and then uses a predetermined call route to deliver the call to its destination.
- **Cloud Extensions:** Cloud Extensions are used to route a call to a specific destination without the use of a physical device/endpoint (Voicemail, Outside Number, Ring Group, etc.). *NOTE: Since there is no endpoint with a Cloud Extension, it cannot be placed in a ring group.*
- **Direct Inward Dialing (DID):** Set up a telephone number to dial directly to a device or extension.
- **Direct Inward System Access (DISA):** Allows remote users to dial into their hosted PBX from an outside line and make outbound calls that will display Caller ID information from a DID within their office.
- **Directed Call Pickup:** Allows users to dial *8 plus an extension number to answer a call ringing at that extension. *Note: this feature does not work with a Group or Queue call.*
- **Disable Outbound Dialing:** Disable Outbound Dialing for specific extensions.
- **Do Not Disturb:** A device or softphone feature that simulates a phone being off-the-hook and sends incoming calls directly into voicemail. Other routing options are also available.
- **Find Me (Digital Assistant):** Set up a personal assistant to find you at up to five locations. This feature is configured per extension and offers multiple options to route calls once they have reached the given extension. Callers are prompted to announce themselves and are given the option to try the next location or to leave a message.
- **Forward Calls Locally or Remotely (via Phone or Web):** Call Forwarding is easy to set up and manage from your desktop or on-the-go.
- **Incoming Call Blocking:** "Blacklist" phone numbers to block them from calling your Hosted PBX.
- **Incoming Call Identification:** Identify incoming calls by modifying the Caller ID to display Call Routing information.
- **Incoming Caller ID Routing:** Route calls based on incoming Caller ID to any Auto Attendant, extension, Ring Group, phone number, ACD, or Call Queue.
- **Incoming Privacy Screening:** Force callers with "No Caller ID" or "Blocked Caller ID" to enter a number that will be presented as their Caller ID.
- **Listen Live:** Allows you to listen in on a selected extension, but not speak.
- **Live Person Answering:** Set up a telephone number to ring a specific extension or a Ring Group—sequentially or simultaneously. This option enables your company to use a live person to answer the caller instead of an Auto Attendant.
- **Multicast Paging:** A device feature that allows announcements through the loudspeakers of a group of phones or extensions. *Note: phone specific; check per brand or model.*

- **No Answer Call Forwarding:** Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
- **Office Intercom:** Dial another user's extension and activate their phone speaker to make an announcement. Note: phone specific; check per brand or model.
- **One Button Redial:** A device or softphone feature that redials the last number dialed by the extension user. Note: not all phones support this feature.
- **1-6 Digit Extension Dialing:** Hosted PBX extensions can consist of 1-6 digits.
- **Outbound Dialing Rules:** Configure which types of outbound calls users can make.
- **Outgoing Call Blocking:** Prevent calls to specific numbers or services (e.g. a 1-900 number).
- **Premium Call Recording:** Record incoming and outgoing calls either by default or on demand. Choose which extensions get recorded automatically, which ones can use on demand, and which ones don't get recorded at all from your company portal. You can also see, search, listen to, and download all call recordings generated from a single screen. By default, we store recordings for 90 days; you also have the ability to offload files to an SFTP server.
- **Ring Groups:** Enable multiple extensions to be joined as a group, and then route calls sequentially or simultaneously to that group.
- **Shared Virtual Call Paths:** Virtual Call Paths deliver calls to and from the PSTN to either hosted endpoints or SIP Trunks. They are shared by all endpoints on a Hosted PBX, regardless of location. Customers can purchase any number of call paths to suit their needs and are limited only by budget constraints and bandwidth consumption (typically, 80 Kbps per call).
- **Speed Dial:** A device or softphone feature that automates the dialing of a predetermined phone number.
- **Unattended Transfer:** Transfer a call to another extension, group, or phone number without announcing the party being transferred.
- **Voicemail:** Associate a voice mailbox with an extension or use an announce-only voice mailbox to provide customers with a prerecorded message when they choose an option through an Auto Attendant or extension.
- **Voicemail Box Monitoring:** See when a voicemail message is left in up to three other voicemail boxes from your desk phone.
- **Visual Voicemail:** After a voicemail is received, the Hosted PBX will send an email to any valid email account or alias that you enter into your company portal. The message will include the date and time of the call, the duration, Caller ID (if provided), the mailbox number, and an attached WAV file that can be played on your PC or mobile device. You can also set up auto-delete for voicemail messages after a configurable time, or as soon they are emailed.
- **Voicemail to Text:** Don't have a smartphone or tablet capable of playing WAV files? Enter an SMS address in your company portal and the Hosted PBX will send a shorter text message to your device. *Note: Third-party text messaging rates may apply.*

Music on Hold

- **Commercials on Hold (by Phone Number):** You may upload multiple On Hold commercials to your Hosted PBX, and playback can be based on location or queue.
- **Music on Hold (Custom or Default):** You have the choice to upload custom music files, or use our default music to be played while callers are on hold.

With Silver & Black Telecoms' Hosted PBX & VoIP, your employees get the proven calling features they need to improve efficiency & productivity every day.



Origination and Termination

- **Domestic Origination:** Our platform provides local phone numbers or DIDs in most areas in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice and flexibility of Voice over IP (VoIP).
- **Domestic Terminations:** We provide competitive outbound call packages ranging from pay-as-you-go and prepaid minutes, to unlimited usage plans. Our per-minute rate is competitive, and our quality and reliability is uncompromising.
- **E911 Support:** Every location and phone number where you utilize a device or softphone must have an associated E911 entry in the Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible for updating this information with us if you move any device to a new location per our Terms of Service.
- **Endpoint Templates:** We provide the ability to create, configure, and distribute phone program templates that can be used with our auto-provisioning servers. This feature streamlines the process of adding new phone models/vendors to our platform. The templates can contain button programming, phone feature access, custom branding logos, and more.
- **International Termination:** We offer competitive international rates, which are available via our website and upon request.
- **Shared Line Appearance:** The ability to emulate a “Key System” where each phone can have predefined line keys that represent a specific phone line. Calls are delivered to the line and all phones with that line key. Any phone can pick up the call and all others will see that it is in use. Calls cannot be transferred from that line, but can be put on hold, or announced and picked up on the same phone or any other phone bearing the same line key. *Note: this is essentially a “party line” with no privacy.*
- **Toll Free Numbers:** Utilize one or multiple toll-free numbers which may be routed to a specific outside DID, Auto Attendant, group, or queue.

Reporting

- **Accounting and Billing Reports:** Detailed information about accounts receivable, invoices, and revenue can be viewed for all customers or per individual customer.
- **Activity Reports:** Activity reports provide graphs of call traffic and virtual path usage for all call types that occurred during the past 90 days.
- **Call Center Reports:** Detailed reports can be viewed for activity and performance statistics per agent or per queue. Reports include information such as answered and abandoned calls, and incoming calls per DID.
- **Call Detail Records:** Real-time call logging is available within the portal. Information displayed includes call origin, destination, duration, date and time, and call type (International, On-Net, etc.).
- **Call Traffic by Extension:** Track the number of calls by individual extensions.
- **Call Volume Graphs:** Histograms graphically display calling patterns and trends.

Virtual Auto Attendants

- **Multiple Top-level Auto Attendants:** Allows separate telephone numbers to be routed to unique Top-Level Auto Attendants. Each Auto Attendant is individually configurable.
- **Sub-level Auto Attendants:** Sub-Level Auto Attendants are often used for different departments within an organization. For example, you may have a main Auto Attendant for your company, plus Sub-Level Auto Attendants for Sales, Support, etc.
- **Top-level Auto Attendants (Always On or Time-based):** Allows callers to select menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or multiple levels of additional auto attendants.