



FEATURE SHEET

My School Phones

WITH CUTTING EDGE
HOSTED TELEPHONY

Delivering unrivalled uptime and reliability.

Cutting edge hosted communications

FLEXIBLE | RELIABLE | SCALABLE

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FEATURES

Feature	Description	Silver	Gold	Feature	Description	Silver	Gold	
Address book	Company	•	•	Mobile twinning	Mobile to desk phone	•	•	
	Shared	•	•		Music on hold	Music on hold	•	•
	User	•	•			Music on hold selective	•	•
Auto attendant	Auto attendant	•	•	Network failure	Network failure company	•	•	
Busy lamp field	Busy lamp field	•	•			Network failure user	•	•
	Line monitoring	•	•	Phone buddy	Call history	•	•	
Call barring policies	Company	•	•		Call divert / call forward	•	•	
	User	•	•		Call & presence status	•	•	
Call divert	CD always	•	•		Call recording retrieval, download & storage	•	•	
	CD busy	•	•		Click to dial	•	•	
	CD no answer	•	•		Clipboard dialling	•	•	
Call forwarding	CF always	•	•		Directories	•	•	
	CF busy	•	•		Integration: Salesforce, Sugar, Dynamics, MS Teams	•	•	
	CF no answer	•	•		IM service	•	•	
	CF Overflow	•	•		SMS / email / alerts	•	•	
	CF parallel	•	•		VM retrieval & playback	•	•	
	CF sequential	•	•		Web portal access	•	•	
	PSTN, AA, CQ, VM	•	•					
Call group	HG forwarding	•	•	Privacy	Block anon calls/divert	•	•	
	HG pick up	•	•			Block anon reject	•	•
	HG reporting	•	•			Call ID Blocking	•	•
	HG sequential	•	•	Reporting & KPI	Company	•	•	
	HG simultaneous	•	•			Shared	•	•
					User	•	•	
Call history	Calls made	•	•	Time based routing	Call management planner	•	•	
	Calls missed	•	•			Multiple calendar/schedule	•	•
	Calls received	•	•			Time based routing	•	•
	Call search	•	•	Video call	Polycom, Yealink, Panasonic (check for supported handsets)	•	•	
Call park	Call park	•	•		Voice mail	Directed VM	•	•
	Call upark bay	•	•			Group	•	•
Call pickup	Call pickup	•	•			User	•	•
	Call pickup directed	•	•			VM to email	•	•
	Group pickup	•	•		VM to SMS	•	•	
Call queues	Call queues	•	•	Web-portal access	Administrator	•	•	
Call recording	Call recording	•	•			User	•	•
Call transfer	Call transfer attended	•	•		3-way call	3-way call	•	•
	Call transfer blind	•	•					
	Call transfer unattended	•	•	Optional				
Call waiting	Call waiting	•	•		Conference bridge	Conferencing facility	•	•
	Click 2 Talk	Clipboard dialling	•	•	Phone buddy enhanced	Call Control (Answer, On Hold, Transfer)	•	•
CLI presentation option	Click 2 Talk	•	•			Presence based integration across devices (Ringing, On a Call, DND)	•	•
	CLI selection on outbound calls	•	•	Reception console	Licensed per con current user	•	•	
DAP	Company directory	•	•		Softphone	PC, Mobile app	•	•
Diagnostic	Phone status	•	•	Wallboards		Agents Inbounds calls	•	•
	System diagnostic	•	•		Call overview	•	•	
Do not disturb	DND	•	•		Inbounds calls	•	•	
	Short code dialling	•	•		Outbound calls	•	•	
Ext dialling	Hot desking (Cisco 7800 and 8800 series only)	•	•		Queued calls	•	•	
	Extension mobility	Call redial	•	•				
Call return		•	•					
Last caller		•	•					
Miscellaneous	Broadcast call (Cisco)	•	•					
	Broadcast call (Yealink)	•	•					
	Outbound calling using alias	•	•					
	Pin protected out calling	•	•					