

BTVoice Feature List

Features	BTVoice
Cloud	
Multi-Tenant	✓
System Health Status Overview (Portal)	✓
AWS/Azure/Google/VPS Ready	✓
PABX	
Unlimited Extensions	✓
Virtual Faxing	✓
Fax to email	✓
Follow Me	✓
Phone Provisioning	✓
Call Recording	✓
Ring/Hunt Groups	✓
Conference Rooms	✓
Phone Directory	✓
IVR	✓
Class of Service	✓
SIP Forking (Multiple Devices Per Extension)	✓
Custom Dialplan Routing	✓
Native Hot Desking	✓
Executive/Secretary Routing	✓
Paging and Intercom	✓
Call Screening	✓
Dictation (Voice Notes)	✓
Direct Inward System Access (DISA)	✓
Native IVR and Routing Database & API Queries	✓
Call Spy, Barge and Whisper	✓
Personal Assistant	✓
Call Forwarding	✓
Database Lookups	✓
PIN Code Dialling	✓

Features	BTVoice
Call Centre	
Call Queueing	✓
Multiple Ring Strategies	✓
Manual Outbound Dialling	✓
Dynamic Queue Members	✓
Wallboard	✓
Queue Priorities	✓
Agent Priorities	✓
Queue VIP List	✓
Supervisor Remote Agent Login/Logout	✓
Service Level	✓
Periodic and Position Announcements	✓
Queue Callback	✓
Pause Codes	✓
UC	
Video Calling	✓
Video Conferencing	✓
WebRTC Application	✓
Native Softphone Client	✓
Mobile Application (iOS & Android)	✓
Chat	✓
Microsoft Teams Integration	✓
Extended	
Native Switchboard Operator Panel	✓
API	✓
Operator Panel Extension Presence State	✓
Realtime Supervisor Panel	✓
Recording Management Portal	✓
Reporting	
CDR Reports	✓
Agent Stats	✓
Queue Stats	✓
IVR Stats	✓
Native Billing/TMS	✓