

Alianza's Cloud Communications Platform equips service providers with a comprehensive and expanding suite of end-user features. It's easy to add feature-rich cloud communication services to broadband services and deliver the services your customers expect. Service providers powered by Alianza are deploying the most flexible and profitable voice solutions available.

## Call Handling

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Busy Handling	✓	✓		✓
Call Forwarding	✓	✓	✓	✓
Call Hold	✓	✓		✓
Call Waiting	✓	✓		✓
Custom Hold Music	✓	✓		✓
Do Not Disturb	✓			✓
Dynamic Call Capacity			✓	
Find Me, Follow Me	✓			✓
No Answer Handling	✓	✓		✓
Out of Service Handling	✓	✓	✓	✓
Overflow Routing			✓	
Paging Groups				✓
Pick Up Groups				✓
Registration-based Credentials			✓	
Scheduling	✓			✓
Simultaneous Ring	✓	✓		✓

## Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Anonymous Call Reject	✓	✓	✓	✓
Block Callers w/ Message	✓	✓	✓	✓
Custom Call Screening	✓	✓	✓	✓
Phone/Web Integration	✓	✓	✓	✓
Priority Ring	✓			✓
Selective Call Acceptance	✓	✓	✓	✓

## Caller ID

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Block Caller ID	✓	✓		✓
Calling Line ID Delivery	✓	✓		✓
Shared Call Appearance	✓	✓		✓
Vanity Caller ID Name	✓	✓	✓	✓

## Calling Plans

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
900/976 Call Blocking	✓	✓	✓	✓
Account Calling Plans		✓	✓	✓
Dialing Restrictions	✓	✓	✓	✓
Local Calling	✓	✓	✓	✓
Metered (per Minute)	✓	✓	✓	✓
Unmetered	✓	✓	✓	✓

## Devices

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Shared Devices		✓		✓
Softphone Support				✓
911 Multi-Device Support		✓		✓

## Dialing

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
3-Way Conference Calling	✓			✓
Dial from Phone Logs				✓
Direct Inward Dialing	✓	✓	✓	✓
Extension to Extension Dialing			✓	✓
Localized Dialing	✓	✓		✓

## Virtual Fax

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Dedicated Fax Line			✓	✓
Fax Support	✓	✓	✓	✓
Fax to Email	✓	✓		✓

## Hunt Groups

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Fixed Forwarding		✓		
Linear Ring Strategy		✓		
Overflow and Failure Forwarding		✓	✓	
Sequential Ring Strategy		✓		
Simultaneous Ring Strategy		✓		
Fixed Forwarding		✓		

## IP Phone Features

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Busy Lamp Field (BLF) with Presence				✓
Call Transfer				✓
Directory				✓
Intercom *				✓
Multilingual Interface				✓
Paging				✓
Shared Lines				✓
Speed Dial				✓

## Auto-Attendant

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Directory				✓
IVR Builder (GUI)				✓
Prompt Barge-In				✓
Ring Groups				✓
Scheduler				✓

## Phone Numbers

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Local Number Portability	✓	✓	✓	✓
Local Numbers	✓	✓	✓	✓
Multiple Appearance Directory Numbers (MADN)				✓
Toll-Free Numbers		✓	✓	✓
Virtual Numbers		✓	✓	✓

## Voicemail

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Access on Connectivity Failure	✓	✓		✓
Message Waiting Indicator (MWI)	✓	✓		✓
Multiple Greetings	✓	✓		✓
Shared Voicemail		✓		✓
Sub-Voicemail Boxes	✓			
Visual Voicemail	✓	✓		✓
Voicemail to Email (Unified Messaging)	✓	✓		✓

## End-User Voice Portal

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Branding	✓		✓	✓
Call Recording *				✓
Language Support	✓		✓	✓
Call Features	✓		✓	✓
Call History	✓		✓	✓
Admin End Users			✓	✓
Standard End Users	✓		✓	✓
Voicemail Management	✓		✓	✓

## Cymbus Softphone App

### Business Cloud Communications

Feature	Standard	Advanced	Professional
Devices Supported		2	2
VoIP Accounts Support		1	1
Chat Rooms		✓	✓
Contact Import/Export			
Cymbus Push Notifications (Mobile)		✓	✓
File Transfer		✓	✓
Messaging		✓	✓
Presence		✓	✓
Screen Sharing			✓
Synced Messaging & Call History		✓	✓
User Portal	✓	✓	✓
Video Collaboration Service			✓



Interested in the full capabilities of Business Cloud Communications?  
See the Business Cloud Communications End-User Feature Guide here

## Public Services

N11 numbers (or codes) and other three-digit numbers provide quick access to special services based on the caller's location, without the need for an area code. Below is a summary of N11 services supported by Alianza.

Number	Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
211	Essential Community Services	✓	✓	✓	✓
411	Directory Assistance	✓	✓	✓	✓
511 (US)	Traveler Information	✓	✓	✓	✓
611	Customer Service	✓	✓	✓	✓
711	Telecommunications Relay Service (TRS)	✓	✓	✓	✓
811 (US)	Utility Location Services	✓	✓	✓	✓
811 (CAN)	Canadian Health Services	✓	✓	✓	✓
911	Emergency Services	✓	✓	✓	✓
933	Emergency Services Verification	✓	✓	✓	✓
988	National Suicide Prevention Hotline	✓	✓	✓	✓

### Routing

211 and 811 are routed to the local service number, as determined by the address in the calling phone number's customer service record.

## Star Codes

### Account Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
All Other Callers: Allow		✓		✓
All Other Callers: Block		✓		✓
Anonymous Callers: Allow		✓		✓
Anonymous Callers: Block		✓		✓
Anonymous Callers: Disable Block with Message		✓		✓
Anonymous Callers: Enable Block with Message		✓		✓
Call Trace	✓	✓		✓
Custom Callers: Allow		✓		✓
Custom Callers: Block		✓		✓
Custom Callers: Block with Message		✓		✓

### User Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
All Other Callers: Allow	✓			✓
All Other Callers: Block	✓			✓
Anonymous Callers: Allow	✓			✓
Anonymous Callers: Block	✓			✓
Anonymous Callers: Disable Block with Message	✓			✓
Anonymous Callers: Enable Block with Message	✓			✓
Custom Callers: Allow	✓			✓
Custom Callers: Block	✓			✓
Custom Callers: Block with Message	✓			✓
Custom Callers: Forward	✓			✓
Do Not Disturb: Disable	✓			✓
Do Not Disturb: Enable	✓			✓

## Call Forwarding

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Call Forward: All (On/Off)	✓	✓		✓
Call Forward: Busy (On/Off)	✓	✓		✓
Call Forward: No Answer (On/Off)	✓	✓		✓
Call Forward: Out of Service (On/Off)	✓	✓		✓
Forward Call to Voicemail				✓
Hunt Group: Fixed Forward Code		✓		
Hunt Group: Variable Forward Code		✓		

## Call Management

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Call Park		✓		✓
Call Park Retrieval		✓		✓
Call Waiting: Disable	✓	✓		✓
Call Waiting: Disable Next Call	✓	✓		✓
Call Waiting: Enable	✓	✓		✓
Caller ID: Block Next Call	✓	✓		✓
Caller ID: Enable Next Call	✓	✓		✓
Caller ID: Manage (On/Off)	✓	✓		✓
Directed Call Pickup				✓
Group Pickup				✓
Last Call Return	✓	✓		✓
Voicemail Management	✓	✓		✓

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