

Alianza One End-User Features

The Alianza One cloud communications platform equips service providers with a comprehensive and expanding suite of end-user features. We make it easy to add feature-rich cloud communication services to broadband customers and deliver the experiences your users expect. Service providers powered by Alianza are deploying the most flexible and profitable voice solutions available.

Account Codes

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Account Codes Associate call activity to a department, project, client account, and more. When enabled, the user is prompted to dial an account code on every outbound call.			✓	✓
Account Settings Enable Account Codes with default settings for every user at the account level. The default account settings can be overridden (customized) for individual users as needed.			✓	✓
Require for Inbound Calls When enabled, users are prompted to dial an account code on every outbound call to other account users.			✓	✓
User Settings Enable or disable Account Codes for individual users and customize their settings as needed.				✓
Validate When Dialed When enabled, outbound calls are not connected unless the user enters a valid account code.			✓	✓

Auto-Attendant

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Auto-Attendant Builder Enables identification, segmentation, and routing of callers to the most appropriate agent on a team.				✓
Directory Routing Easily find a user by dialing their first or last name.				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Extension Dialing</p> <p>While the menu plays, callers can dial their party's extension. After dialing, there is a two second delay before the call is routed.</p>				✓
<p>Failure Routing</p> <p>Choose what happens if the caller dials an invalid option or fails to dial a selection within a specified time.</p>				✓
<p>Forward to Phone Number</p> <p>Route calls to an on- or off-net phone number.</p>				✓
<p>Group Routing</p> <p>Route calls to a hunt group or queue.</p>				✓
<p>Media Files</p> <p>Upload, record, and store audio files which can be reused throughout Auto-Attendant.</p>				✓
<p>Menu Routing</p> <p>Plays a pre-recorded sound clip (.wav or .mp3), typically a phone menu readout, and waits for the touch-tone input from the user to determine the next route. Admin users can play and download the audio file from the auto-attendant builder in their browser.</p>				✓
<p>Message Routing</p> <p>Plays a pre-recorded sound clip (.wav or .mp3) which was uploaded to the route. Admin users can play and download the file from the auto-attendant builder in their browser.</p>				✓
<p>Prompt Barge-In</p> <p>Allow callers to interrupt the Intro prompt by dialing an option (DTMF input) before they hear it.</p>				✓
<p>Reference Routing</p> <p>Redirects the caller to another route in the auto-attendant. For example, if a call is routed to a user but the user doesn't answer, instead of ending the call there so they must call back, you could reference the Main Menu and the caller can start over.</p>				✓
<p>Scheduled Routing</p> <p>Direct incoming calls to different destinations depending on when they call in, such as business or lunch hours, holidays, after-hours, etc.</p>				✓
<p>User Routing</p> <p>Routes the caller to a specific user's devices or voicemail.</p>				✓

Call Groups

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Direct Routing</p> <p>Route calls to a hunt group or queue via phone number and/or extension.</p>		✓		✓
<p>Hold Music</p> <p>Select custom hold music that will play when a call is answered and then placed on hold.</p>				✓
<p>Hunt Groups</p> <p>Distribute incoming calls among a group of users based on the group's ring strategy. The first user to answer takes the call. If no one answers, the call follows the group's failure route.</p>		✓		✓
<p>Failure Routing</p> <p>Configure a failure route for calls that reach the group directly, via phone number or extension, and are not answered.</p>		✓		✓
<p>Fixed Forwarding</p> <p>Forward incoming calls to a preconfigured phone number. This is ideal when the business needs to forward calls to the same number regularly, such as an after-hours answering service.</p>		✓		✓
<p>Linear Ring Strategy</p> <p>The first available line (in service, not on a call) will ring for the time designated in the Unanswered Call Handling rules. Only one line will ring per call. Lines that are busy or out of service will be considered unavailable (also known as Rollover Lines).</p>		✓		✓
<p>Longest Idle Ring Strategy</p> <p>Ring the user who has been idle (not on a call) the longest.</p>				✓
<p>Night Forwarding</p> <p>Dial a star code to forward inbound calls to an auto-attendant group to a phone number. Also known as Group Forwarding.</p>				✓
<p>Paging Group</p> <p>Make one-way announcements to one or more devices—like the announcements over the loudspeakers at school. All users assigned to a paging group can be contacted at once via their device's speaker by dialing the group's extension.</p>				✓
<p>Pick Up Group</p>				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Allows incoming calls to be answered by any member in the assigned group by dialing a star code. If more than one extension is ringing on the account, the longest ringing call is answered.				
Round Robin Ring Strategy Ring the next user in line for a more equal distribution of calls.				✓
Sequential Ring Strategy Ring users in order, starting at the top of the list, until the call is answered. If the call reaches the end of the list unanswered, it follows the failure route.		✓		✓
Simultaneous Ring Strategy Ring all users at once; the first user to answer takes the call.		✓		✓
Show Caller ID Name Enter a custom name to be included as part of the caller ID, so the user who receives the call knows where it originated from. Example: Sales Jane Smith				✓
User Log In/Out Users can dial a star code to log in and out of the hunt group or queue.				✓
Queue Allow calls to enter a queue where they listen to announcements or hold music until an agent is available. Ideal for larger teams that may have more callers than agents at any given time.				✓
Queue Announcements Add up to three prompts, messages, or music that callers will hear when they reach the queue.				✓

Call Handling

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Busy Handling Choose how calls are handled when the line is busy: hear a busy tone, forward, or send to voicemail.	✓	✓		✓
Call Forwarding Forward calls to another phone number, user, extension (BCC), or voicemail box, so you never miss an important call. Call forwarding can be fine-tuned using a variety of settings to forward all calls or calls from	✓	✓*	✓	✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
specific phone numbers, during a specific time, or only when the line is busy, unanswered, or out of service.				
Call Waiting The user hears a tone if another call comes in while they're on an active call. Enable or disable call waiting for the account, user, or per call.	✓	✓		✓
Do Not Disturb Send all incoming calls to voicemail without ringing the phone.	✓	✓		✓
Find Me, Follow Me Route incoming calls to a customizable, sequential list of phone numbers (on- or off-net) and/or devices to keep your numbers private and never miss an important call.	✓			✓
Music On Hold Hold music plays when a call is placed on hold, transferred, or call waiting is enabled. Customizable per account and per user for a consistent and brandable caller experience.	✓	✓		✓
No Answer Handling Choose how calls are handled when a call is unanswered: hear a busy tone, forward, ring forever, or send to voicemail.	✓	✓		✓
Out of Service Handling Choose how calls are handled in the event of a power outage or device failure: hear a busy tone, forward, or send to voicemail.	✓	✓	✓	✓
Overflow Routing When a SIP trunk reaches capacity, it will attempt to route calls to the first available SIP Trunk, starting at the top of the list selected within the portal.			✓	
Paging Groups A cost-effective, mass communications tool. Configure a set of devices that will receive one-way broadcasts from anyone who dials the group's extension.				✓
Pick-Up Groups Allows incoming calls to be answered by any member in the assigned group by dialing a star code. If more than one extension is ringing on the account, the longest ringing call is answered.				✓
Scheduled Call Routing Route calls by the time of day, day of the week, or specific date it was received. Ideal for out-of-office call routing.				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Simultaneous Ring Direct calls to ring multiple lines and/or phone numbers at the same time until the call is answered or times out. It enables users to receive calls anywhere.	✓	✓		✓

* Business Lines does not support remote call forwarding.

Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Anonymous Call Reject Block calls without caller ID. The caller will hear a busy tone.	✓	✓	✓	✓
Block Callers with Message Block calls and play a message: "The number you have dialed is not accepting calls at this time."	✓	✓	✓	✓
Custom Call Screening Choose how calls from specific numbers on the Call Screening list are handled: Allow, Allow with Priority Ring, Block, Block with Message, or Forward.	✓	✓	✓	✓
Priority Ring Set a priority ringtone for incoming calls based on the user's call screening list. Choose from 7 ring patterns.	✓	✓	✓	✓
Selective Call Acceptance Restrict or filter the type of calls you receive before they ring your phone. Call screening preferences can be set in the portal or via star codes for a consistent experience across devices.	✓	✓		✓

Caller ID

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Block Caller ID Prevent caller ID from being sent with calls. Block (or unblock) for all calls from the account or user, or for the next dialed call.	✓	✓		✓
Calling Line ID Delivery	✓	✓		✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>The caller's name (CNAM) is displayed on the device of the called party. This feature may be dependent on the phone used.</p> <ul style="list-style-type: none"> Internal. The name and extension displayed on the called party's device for calls within the same account (extension-to-extension dialing). External. The name and phone number displayed on the called party's device for off-net calls. 				
<p>Shared Call Appearance</p> <p>Send the same caller ID with calls from multiple devices or locations for a consistent customer experience.</p>		✓		✓
<p>Vanity Caller ID Name</p> <p>Caller ID name does not need to match the end user or company name, the content is only limited by the characters used. Ideal to create a brand, identity, and lasting customer impression.</p>	✓	✓	✓	✓

Calling Plans

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>900/976 Call Blocking</p> <p>Restricts access to pay-per-call services that begin with the area code 900/976.</p>	✓	✓	✓	✓
<p>Account Calling Plans</p> <p>Control where and what cost is associated with calls forwarded from the auto-attendant or made from a business line. Also used to assign inbound rates for calls to toll-free numbers.</p>		✓	✓	✓
<p>Dialing Restrictions</p> <p>Block calls to destinations outside the calling plan footprint, or if they exceed the allotted minutes.</p>	✓	✓	✓	✓
<p>Fraud Protection Calling Plan</p> <p>Once configured, when suspicious activity is detected, the Fraud Protection calling plan is automatically applied to the account to block international and high-risk call destinations while preserving essential domestic calling services. Optional.</p>	✓	✓	✓	✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Local Calling</p> <p>Overrides Alianza's standard definition of local calling area allowing for a larger local calling area where calls are unrated; can be defined to NPA-XXX level.</p>	✓	✓	✓	✓
<p>Metered (per minute)</p> <p>Calling plans limiting calling to a number of minutes in a specified footprint and (optionally) include a per-minute rate once those set minutes are used.</p>	✓	✓	✓	✓
<p>Unmetered</p> <p>Unlimited local and long distance calling to defined geographies, subject to fair use provisions.</p>	✓	✓	✓	✓

Devices

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Shared Devices</p> <p>Lines on a single ATA device can be assigned to multiple users.</p>		✓		✓
<p>Softphone Support</p> <p>In addition to the Alianza UC app, third-party softphones can be used on the platform. Softphones use the same number, caller ID, calling plan, and settings as traditional phones; however, some features may be unsupported.</p>				✓

Dialing

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>3-Way Conference Calling</p> <p>Add a participant to an existing call to create a conference with up to 3 total participants.</p>	✓			✓
<p>Dial from History</p> <p>Select a call from the dialed, missed, and received calls lists to redial the contact.</p>				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Direct Inward Dialing Phone numbers that ring to phones. Local numbers can be assigned to an account from any supported rate center independent of physical location.	✓	✓	✓	✓
Extension to Extension Dialing Place a call to another extension on the same account. Extensions are 3–6 digits long.			✓	✓
Localized Dialing 7-, 10-, or 11-digit dialing and other localized rules are available to the caller based on the configured location of their device.	✓	✓		✓
Secure Calling Protect your customers by utilizing transport layer security (TLS) to establish a secure, encrypted connection between SIP devices and Alianza's network. Optional feature.		✓		✓

Enhanced 911

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Direct-Dial 911 All devices configured and provisioned by Alianza will dial emergency services directly when "911" or "9911" is dialed.	✓	✓	✓	✓
E911 Multi-Device Support The 911 callback number and its associated address are configured independently for each device line, even if they are tied to the same user. The same E911 address can be assigned to multiple devices in the same location (like several security offices).	✓	✓	✓	✓
Emergency Location The physical address assigned to a phone number allows emergency services to precisely identify a caller's location, so emergency responders know exactly where to go.	✓	✓	✓	✓
Emergency Notification System When a 911 call is made from a device on the account, an email and/or SMS notification is sent to users at an on-site location (like a front desk admin), so they can prepare for the arrival of first responders.	✓	✓	✓	✓

End User Portal

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Branding</p> <p>Custom-brand the end user portal and system-generated emails with your logo and colors to better reflect your corporate identity and project a more polished image. Full Custom Branding available for Business Cloud Communications.</p>	✓	✓	✓	✓
<p>Call Features</p> <p>End users can modify call screening and call handling settings and adjust their caller ID information, while admins can manage the same settings for the account.</p>	✓		✓	✓
<p>End User Access</p> <p>Admin users can view and manage their own settings and the settings for other users on the account. End users can update their own call handling, call screening, and voicemail settings.</p>	✓	✓	✓	✓
<p>Language Support</p> <p>The portal can be displayed in English, Spanish, or French (Canadian).</p>	✓	✓	✓	✓
<p>Single Sign-On (SSO)</p> <p>Sign in to the portal using their organization's identity provider credentials—no separate password needed. Access is managed by the provider's IT team, so users are automatically granted or removed from the platform based on their account status. Optional.</p>	✓	✓	✓	✓
<p>Voicemail Management</p> <p>End users can customize their greetings, view and manage any saved messages, and set up voicemail forwarding to email.</p>	✓	✓	✓	✓

IP Phone Features

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Bulk Line Configuration</p> <p>Import a .csv file to quickly set up the lines on an IP phone or export a .csv file to download the current line configuration.</p>				✓
<p>BLF with Presence</p> <p>Busy Lamp Field (BLF) is a light on the IP phone line which indicates the line's status or presence. Users can assign their extra device lines to</p>				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>other users to see if their line is available, busy, or ringing. Lines assigned to Presence/BLF will also enable speed dialing between users.</p>				
<p>Call Hold</p> <p>Pause your conversation so that the caller cannot hear you. While a call is on hold, the caller will hear hold music.</p>		✓		✓
<p>Call Transfer</p> <p>Transfer a call to another user or phone number.</p> <ul style="list-style-type: none"> • Attended Transfer. Speak with the receiving party to bring them up to speed or let the caller know what's going on before completing the transfer. • Blind Transfer. Transfer a call without speaking with either party. • Transfer to Voicemail. Transfer a call directly to a user's voicemail box. 				✓
<p>Directory</p> <p>A phone book which contains all account users. It is synced on all devices so each user can look up peers for one-touch dialing.</p>				✓
<p>Multilingual Interface</p> <p>Account Managers can select the user's primary language: English or French.</p>				✓
<p>Paging</p> <p>Make one-way announcements to one or more devices on your account. All phones not in use will use the speakerphone to play the message. This allows users to send a voice message to the company without disturbing the lobby or other areas.</p>				✓
<p>Shared Lines</p> <p>Two lines, or end users, can control a single device and have their calls ring to a line reserved specifically for each user. Users can monitor the status of the other extension from their phone display. Also known as Shared Line Appearance.</p>				✓

Media Files

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
<p>Media Files</p>				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Manage a library of up to 1,000 audio files that can be reused throughout the Auto-Attendant.				
Download Media Files Download prompts and messages to store a copy offline.				✓
Play Media Files Play audio files in a browser to ensure you have the right one.				✓
Record Media Files Record new prompts and messages in a browser.				✓
Upload Upload 1–50 .mp3 or .wav files at a time.				✓

Phone Numbers

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Dynamic Phone Number Activation Enhanced real-time search and phone number selection functionality. Search for and select up to 15 specific phone numbers prior to activation or activate up to 400 random phone numbers.	✓	✓	✓	✓
Local Number Portability Allow end users to keep their existing phone numbers (where supported).	✓	✓	✓	✓
Local Numbers Local numbers are available in the US and Canada.	✓	✓	✓	✓
Multiple Appearance Directory Numbers (MADN) One phone number can be assigned to ring multiple devices.		✓		✓
Phone Number Tags Tag phone numbers with up to 10 custom identifiers—such as an account name, department, location, purpose, or any other term. Tags are searchable and can be used to filter phone numbers, calls, and service activation events.	✓	✓	✓	✓
Toll-Free Numbers Treated as any other phone number, but inbound calls are billed to the owner of the number. Available in the US and Canada.		✓	✓	✓
Virtual Numbers		✓	✓	✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Add additional numbers to accounts to provide a local presence and dialing experience for callers in different locations.				

Public Services

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
211 Essential Community Services * Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit www.211.org for information about 211 services in your area.	✓	✓	✓	✓
411 Directory Assistance Phone service used to look up a published telephone number and/or address listing. (Not on Bandwidth)	✓	✓	✓	✓
511 Traveler Information (US) Local hotline for real-time information regarding traffic and road conditions for travelers and commuters. Limited availability.	✓	✓	✓	✓
611 Customer Service Dial the customer service number set up in your partition.	✓	✓	✓	✓
711 Telecommunications Relay Service (TRS) TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability.	✓	✓	✓	✓
811 Utility Location Services (US) * "Call Before You Dig" routes the caller to their local utility location services. In most states, it's the law to call before digging. Call at least 2 full business days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.	✓	✓	✓	✓
811 Canadian Health Services (CA) * Call to speak to a health care professional about medical advice, mental health, healthy eating, and more.	✓	✓	✓	✓
911 Emergency Services E911 services in the United States and Canada are provided. Calls to 911 will be sent to the nearest Public Safety Answering Point (PSAP) based on	✓	✓	✓	✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
the registered address. Both callback number and address are available to the PSAP on each call.				
933 Emergency Services Verification Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.	✓	✓	✓	✓
988 Suicide & Crisis Lifeline Callers will be connected with a trained crisis counselor who will listen, offer support, and get them the help they need.	✓	✓	✓	✓

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

Virtual Fax

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Inbound Virtual Fax * A phone number can be assigned directly to a Virtual Fax box which forwards incoming faxes to one or more email addresses as a PDF. Inbound only.			✓	✓
Outbound Virtual Fax * Enables end users to send faxes from their email accounts.				✓
Shared Inbound Fax Phone numbers can receive both phone calls and faxes. Faxes are received by the voicemail box and are forwarded to the email address as entered in the <i>Forward Voicemail to Email</i> settings.	✓	✓		✓
Virtual Fax Support Faxes can be received by a fax machine connected to an ATA.	✓	✓	✓	✓

* Available as an add-on service (additional costs apply)

Voicemail

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Access on Connectivity Failure	✓	✓		✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
In the event of a power outage, internet access issue, or device failure, calls will still ring to voicemail. Other call handling rules will continue to function as configured.				
Bypass Voicemail PIN Allows users to access their messages from a phone number on their account without a PIN. Enabled at the account level.				✓
Message Waiting Indicator (MWI) When a voicemail box has new messages, the message waiting indicator will activate on the device. Once the message has been listened to, saved, or deleted, the MWI will turn off.	✓	✓		✓
Multiple Greetings Users can upload their own voicemail greetings and personal name recording for busy and no answer scenarios. Accepted files: .wav, .mp3, and .ogg files less than 10MB.	✓	✓		✓
Shared Voicemail A single voicemail box can be shared by a group of users. Settings apply to the box and not the user. Great for departments and hunt groups.		✓		✓
Visual Voicemail End users have access to their voicemail box to play and delete messages and modify their voicemail-to-email settings.	✓	✓		✓
Voicemail to Email Forward voicemail messages as an .mp3 file to one or more email addresses.	✓	✓		✓
Voicemail Local Access Access voicemails from a line assigned to the voicemail box or by dialing a star code from a phone connected to the account.	✓	✓		✓
Voicemail Transcription Voicemail messages are transcribed and sent to one or more email addresses. If Forward Voicemail to Email is enabled, an .mp3 recording will be attached. (English only)				✓

Alianza UC App

Take communications anywhere, using any Business Cloud Communications device. The Alianza UC app allows users to easily talk, chat, meet and share with contacts and colleagues. Available on Android, iOS, Windows, and Mac. For the full capabilities, see the [BCC End User Features Guide](#).

Feature	Business Cloud Communications		
	Standard	Advanced	Professional
Devices Supported Users can be logged in to 10 devices at a time.		10	10
Audio Calls Make and receive calls to and from company contacts and external numbers.		✓	✓
Block Lists Manage a list of blocked numbers within the app.		✓	✓
Call History Sync Includes all incoming and outgoing calls from any BCC device, including the Alianza UC desktop app, mobile app, and traditional desk phones.		✓	✓
Click to Dial Click a contact in your Company, Personal, or Favorites list to dial.		✓	✓
Contact Management Easily add or remove individual contacts from the Personal or Favorites lists.		✓	✓
CRM Web Launch Automatically launch a customer's profile in a pre-configured web-based CRM tool when they call in. Supported CRMs include HubSpot, Salesforce, Zendesk, and Zoho. Desktop only.		✓	✓
Custom Branding Customize the login screen and icon, colors for user-based actions, highlights, and icons, as well as the legal, help center, and app download URLs across iOS, Android, Mac, and Windows for the feel of an in-house developed app. Additional costs apply.		✓	✓
Custom Status Message Add a custom message to your presence status.		✓	✓
Device Provisioning Alianza UC app is provisioned remotely for a hands-off IT experience.		✓	✓

END USER FEATURES DATA SHEET



Business Cloud Communications			
Feature	Standard	Advanced	Professional
Device Settings Easily check your headset, speakers, and video camera quality settings.		✓	✓
Hold & Resume Mute, hold, resume, and transfer calls to internal or external parties easily.		✓	✓
Guest Attendance Guests are prompted to install the app and join a meeting using a URL or to join from their browser.			✓
Light and Dark Modes Switch the app's color theme based on a user preference.		✓	✓
Messaging and Chat Rooms 1:1 messaging and group chats in one place. Message history is synced between devices, so you can start a conversation on one device and continue it on another.		✓	✓
Modern Meetings Elevate your video conferencing interactions through enhanced collaboration tools. Each session is both secure and scalable.			✓
Multi-Language Support Experience the app in English, French (Canadian), and Spanish. By default, the in-app experience is set to display content in the device's system language.		✓	✓
Presence Identify when other users are Active, On the Phone, or Inactive.		✓	✓
Push Notifications Receive critical incoming calls when the app is running in the background.		✓	✓
Screen Sharing Collaborate in real-time with both BCC and non-BCC users. Share your screen on-demand, one-on-one, or with multiple people in a virtual meeting room.			✓
Shortcuts Configure custom shortcuts for one-click access to frequently used actions, including speed dials, star codes, and URLs.		✓	✓
Single Sign-On (SSO) Sign in to the portal using their organization's identity provider credentials—no separate password needed. Access is managed by the provider's IT team, so users are automatically granted or removed from the platform based on their account status. Optional.		✓	✓

END USER FEATURES DATA SHEET



Business Cloud Communications

Feature	Standard	Advanced	Professional
<p>Whiteboard Collaboration</p> <p>Create and collaborate on a whiteboard while in a meeting. Draw and sketch in real time on a digital board, allowing participants to visually illustrate ideas, concepts, or discussions. Desktop only.</p>			✓
<p>Video Collaboration</p> <p>Support up to 250 participants for video, audio, and screen sharing with robust host controls and external guest access. The first 25 participants are displayed in grid mode; others can be seen in focus while speaking.</p>			✓
<p>Visual Voicemail</p> <p>Listen to and manage voicemails in app—no need for star codes or PINs.</p>		✓	✓

Star Code Features

Dial star codes to activate and deactivate these features on your account or device.

Call Forwarding

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Call Forward: All (On/Off) When enabled, all calls will be forwarded to the number specified.	✓	✓		✓
Call Forward: Busy (On/Off) When enabled, calls will be forwarded to the number specified when the line is busy.	✓	✓		✓
Call Forward: No Answer (On/Off) When enabled, unanswered calls will be forwarded to the number specified.	✓	✓		✓
Call Forward: Out of Service (On/Off) When enabled, calls will be forwarded to the number specified when the device is out of service or not registered.	✓	✓		✓
Call Forward: Custom Callers Calls from the specified number will be forwarded.	✓			✓
Hunt Group: Fixed Forward Code Forward the Hunt Group to a preconfigured phone number.		✓		
Hunt Group: Variable Forward Code Forward the Hunt Group to a specified phone number.		✓		

Call Management

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Account Codes Tag (classify) calls for billing and reporting purposes. Settings can be customized at the account and user levels.				✓
Auto-Attendant Group Night Forwarding Allow users in an auto-attendant group to turn their calls on in the morning and off at night. Also known as Night Mode.				✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Call Park Place a call in a virtual parking spot where it will remain on hold until it is retrieved from another phone in the office.		✓		✓
Call Park Retrieval Retrieves a call from a parking spot.		✓		✓
Call Waiting: Disable/Enable The user hears a tone if another call comes in while they're on a call.	✓	✓		✓
Call Waiting: Disable Next Call If call waiting is enabled on the line, this star code will disable caller ID on the current call. Future calls will not be affected.	✓	✓		✓
Caller ID: Block Next Call Enables call waiting for ALL calls to the user.	✓	✓		✓
Caller ID: Enable Next Call If the user's caller ID is blocked, this star code will enable caller ID for the current call. Future calls will not be affected. If caller ID was already enabled, it will continue to be enabled.	✓	✓		✓
Caller ID: Manage (On/Off) Enable or disable caller ID for the user.	✓	✓		✓
Dial Intercom Place an intercom call to a user's extension. The user's device will beep twice before automatically answering on speakerphone.				✓
Directed Call Pickup Pick up a ringing extension for another user.				✓
Last Call Return Dial the last caller ID number that rang the line.	✓	✓		✓
Pick Up Group Allows incoming calls to be answered by any member in the assigned group by dialing a star code. If more than one extension is ringing on the account, the longest ringing call is answered.				✓
Voicemail Management Access the voicemail box assigned to the user.	✓	✓		✓

Call Recording

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Start Recording Open a new file and start recording.				✓
Pause Recording Stop recording and keep the recording file open.				✓
Resume Recording Resume recording on the open file.				✓
Stop Recording Stop recording and close the recording file.				✓

Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
All Other Callers: Allow All other callers (not otherwise specified) will be allowed.	✓	✓		✓
All Other Callers: Block All other callers (not otherwise specified) will be blocked.	✓	✓		✓
Anonymous Callers: Allow Calls without caller ID will be allowed.	✓	✓		✓
Anonymous Callers: Block Calls without caller ID will be blocked with a busy tone.	✓	✓		✓
Anonymous Callers: Disable Block with Message Calls without caller ID will no longer be blocked with a message.	✓	✓		✓
Anonymous Callers: Enable Block with Message Calls without caller ID will be blocked with a message.	✓	✓		✓
Call Pull Start a call on one device, then dial a star code to silently transfer it to another device for seamless continuity.				✓
Call Trace Mark a harassing or threatening phone call in Call History. If necessary, the user can take actions to establish a case with local law enforcement.	✓	✓		✓

END USER FEATURES DATA SHEET



Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Custom Callers: Allow Calls from the specified number will be allowed.	✓	✓		✓
Custom Callers: Block Calls from the specified number will be blocked.	✓	✓		✓
Custom Callers: Block with Message Calls from the specified number will be blocked with a message.	✓	✓		✓
Custom Callers: Forward Calls from the specified number will be forwarded.	✓	✓		✓
Do Not Disturb: Disable/Enable Turns off DND or sends all incoming calls to voicemail without ringing the phone.	✓			✓

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