

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 to deliver the services your customers expect. Service providers powered by Alianza are deploying the most flexible and profitable voice solutions available.

Call Handling

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

Calling Plans

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

Devices

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

Dialing

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

Auto-Attendant

Feature	Residential Voice	Business Lines	SIP Trunking	Business Cloud Communications
Call Queuing				✓
Directory				✓
Auto-Attendant Builder (GUI)				✓
Prompt Barge-In				✓
Ring Groups				✓
Schedule Routing				✓
Extension Dialing				✓
Failure Routing				✓
Forward to Phone Number				✓
Use Group Name in Caller ID				✓
Menu Routing				✓
Message Routing				✓
Reference Routing				✓
Use Routing				✓
View Only				✓

Hunt Groups

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

Phone Numbers

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

Virtual Fax

Feature	Residential Voice	Business Lines	SIP Trunking	Business Cloud Communications
Dedicated Virtual Fax			✓	✓
Fax Support	✓	✓	✓	✓
Fax to Email	✓	✓		✓
Outbound Virtual Fax				✓
Shared Virtual Fax	✓	✓		✓

Voicemail

Feature	Residential Voice	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)	✓	✓		✓
Voicemail Transcription				✓

End-User Voice Portal

Feature	Residential Voice	Business Lines	SIP Trunking	Business Cloud Communications
Branding	✓		✓	✓
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			
File Transfer		✓	✓

Messaging		✓	✓
Presence		✓	✓
Push Notifications (Mobile)		✓	✓
Screen Sharing			✓
Synced Messaging & Call History		✓	✓
User Portal	✓	✓	✓
Video Collaboration			✓



Interested in the full capabilities of Business Cloud Communications and the Cymbus softphone app? See the 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	Residential Voice	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	Residential Voice	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	Residential Voice	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	Residential Voice	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	Residential Voice	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	✓	✓		✓

Alianza and associated logo is a trademark of Alianza, Inc. Other names may be trademarks of their respective owners. The content in this document is for informational purposes only and is subject to change by Alianza without notice. Alianza assumes no liability resulting from technical or editorial errors or omissions, or for any damages resulting from the use of this information.