# Alianza End-User Features

Alianza's 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 services to deliver the services your customers 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. | | | | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Call Queuing** <br> Allow calls to a group to enter a queue. Easily manage large call volumes without increasing costs. | | | | ✓ |
| **Directory Routing** <br> Easily find a user by dialing their first or last name. | | | | ✓ |
| **Extension Dialing** <br> While the menu plays, callers can dial their party's extension. After dialing, there is a two second delay before the call is routed. | | | | ✓ |
| **Failure Routing** <br> Choose what happens if the caller dials an invalid option or fails to dial a selection within a specified time. | | | | ✓ |
| **Forward to Phone Number** <br> Route calls to an on- or off-net phone number. | | | | ✓ |
| **Group Log In/Out** <br> Users can dial a star code to log in and out of an auto-attendant group route. | | | | ✓ |
| **Group Night Forwarding** <br> Dial a star code to forward inbound calls to an auto-attendant group to a phone number. Also known as Group Forwarding. | | | | ✓ |
| **Group Routing** <br> Route calls to ring a defined list of users either simultaneously or in order. The first user to answer gets the call. If no one answers, the call follows the group's failure route. | | | | ✓ |
| **Media Files** <br> Upload, record, and store audio files which can be reused throughout Auto-Attendant. | | | | ✓ |
| **Menu Routing** <br> 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. | | | | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Message Routing** <br> 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. | | | | ✓ |
| **Prompt Barge-In** <br> Allow callers to interrupt the Intro prompt by dialing an option (DTMF input) before they hear it. | | | | ✓ |
| **Reference Routing** <br> 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 have to call back, you could reference the Main Menu so the caller can start over. | | | | ✓ |
| **Round Robin Ring Strategy** <br> Incoming calls to a group ring to the next user in line for a more equal distribution of calls to all members of the group. | | | | ✓ |
| **Scheduled Routing** <br> Direct incoming calls to different destinations depending on when they call in, such as business or lunch hours, holidays, after-hours, etc. | | | | ✓ |
| **Sequential Ring Strategy** <br> Incoming calls to a group will 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 will follow the failure route. This strategy is ideal if a specific person should be the first to receive incoming calls. | | | | ✓ |
| **Simultaneous Ring Strategy** <br> Incoming calls to a group ring all users at once. Rings all devices for users in the group at the same time; the first user to answer gets it. | | | | ✓ |
| **Use Group Name in Caller ID** <br> Allows the auto-attendant's group 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 Routing** <br> Routes the caller to a specific user's devices or their voicemail. | | | | ✓ |

# 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, 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 specific phone numbers, during a specific time, or only when the line is busy, unanswered, or out of service. | | | | |
| * Business Lines does not support remote call forwarding. | | | | |
| **Call Waiting** | ✓ | ✓ | | ✓ |
| The user hears a tone if another call comes in while they're on an active call. Call waiting can be enabled or disabled 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 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. Customize the experience for your callers with custom hold music. Configurable per account 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** | ✓ | ✓ | ✓ | ✓ |

Updated: May 2024

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| 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 Voice 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. | | | | |
| **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. | | | | |

# 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. | | | | |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **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 user 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. Caller ID can be blocked (or unblocked) for all calls from the account or user, or for the next dialed call. | | | | |
| **Calling Line ID Delivery** | ✓ | ✓ | | ✓ |
| The caller's name (CNAM) is displayed on the device of the called party. This feature may be dependent on the phone used. | | | | |
| • **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. | | | | |
| **Shared Call Appearance** | ✓ | ✓ | | ✓ |
| Create a consistent customer experience by sending the same caller ID with calls from multiple devices or locations. | | | | |
| **Vanity Caller ID Name** | ✓ | ✓ | ✓ | ✓ |
| 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. | | | | |

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# Calling Plans

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **900/976 Call Blocking**<br>Restricts access to pay-per-call services that begin with the area code 900/976. | ✓ | ✓ | ✓ | ✓ |
| **Account Calling Plans**<br>If applied, allows all extensions on the account to share a pool of minutes. | | ✓ | ✓ | ✓ |
| **Dialing Restrictions**<br>Block calls to destinations outside the calling plan footprint, or if they exceed the allotted minutes. | ✓ | ✓ | ✓ | ✓ |
| **Local Calling**<br>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. | ✓ | ✓ | ✓ | ✓ |
| **Metered (per minute)**<br>Per-minute calling plans limit calling to a number of minutes in a specified footprint. | ✓ | ✓ | ✓ | ✓ |
| **Unmetered**<br>Unlimited local and long distance calling to defined geographies, subject to fair use provisions. | ✓ | ✓ | ✓ | ✓ |

# Devices

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Shared Devices**<br>Lines on a single ATA device can be assigned to multiple users. | | ✓ | | ✓ |
| **Softphone Support**<br>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. | | | | ✓ |

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# Dialing

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **3-Way Conference Calling** <br> Add a participant to an existing call to create a conference with up to 3 total participants. | ✓ | | | ✓ |
| **Dial from History** <br> Select a call from the dialed, missed, and received calls lists to redial the contact. | | | | ✓ |
| **Direct Inward Dialing** <br> 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** <br> Place a call to another extension on the same account. Extensions are 3–6 digits long. | | | ✓ | ✓ |
| **Localized Dialing** <br> 7- or 11-digit dialing and other localized rules are available to the caller based on the configured location of their device. | ✓ | ✓ | | ✓ |
| **Secure Calling** <br> 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**<br>All devices configured and provisioned by Alianza will dial emergency services directly when "911" or "9911" is dialed. | ✓ | ✓ | ✓ | ✓ |
| **E911 Multi-Device Support**<br>The 911 callback number and address are configured independently for each device line, even if they are tied to the same user and phone number. The same E911 address can be assigned to multiple devices in the same location. | ✓ | ✓ | ✓ | ✓ |
| **Emergency Location**<br>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**<br>When a 911 call is made from a device on the account, an email and/or SMS notification is sent to an on-site location, so they can prepare for the arrival of first responders. | ✓ | ✓ | ✓ | ✓ |

# End User Portal

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Branding**<br>The Voice Portal and system-generated emails can be custom-branded with your logo and colors to better reflect your corporate identity and project a more polished image. | ✓ | ✓ | ✓ | ✓ |
| **Language Support**<br>The portal can be displayed in English or French. | ✓ | | ✓ | |
| **Call Features**<br>End users can modify call screening and call handling settings and adjust their caller ID information. | ✓ | | ✓ | ✓ |
| **End User Access** | ✓ | ✓ | ✓ | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| 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. | | | | |
| **Voicemail Management** <br> End users can customize their greetings, view and manage any saved messages, and set up voicemail forwarding to email. | ✓ | | ✓ | ✓ |

## Hunt Groups

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Fixed Forwarding** <br> Forward incoming calls to a preconfigured phone number. This is ideal when the business needs to forward to the same number regularly, such as an after-hours answering service. | | ✓ | | |
| **Linear Ring Strategy** <br> 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). | | ✓ | | |
| **Overflow and Failure Forwarding** <br> When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Will continue to function even if there is a power outage, internet outage, or device failure. | | ✓ | ✓ | |
| **Sequential Ring Strategy** <br> Calls will ring each line in order until answered or the ring timeout is met. Lines that are busy or out of service will be skipped in the hunting sequence. | | ✓ | | |
| **Simultaneous Ring Strategy** <br> All lines will ring at the same time, so the order of lines doesn't matter. Lines that are busy or out of service will not ring. | | ✓ | | |

# IP Phone Features

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Bulk Line Configuration** | | | | ✓ |
| 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. | | | | |
| **BLF with Presence** | | | | ✓ |
| 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 other users to see if their line is available, busy, or ringing. Lines assigned to Presence/BLF will also enable speed dialing between users. | | | | |
| **Call Hold** | | ✓ | | ✓ |
| Pause your conversation so that the caller cannot hear you. While a call is on hold, the caller will hear hold music. | | | | |
| **Call Transfer** | | | | ✓ |
| Transfer a call to another user or phone number. | | | | |
|     • **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. | | | | |
| **Directory** | | | | ✓ |
| 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. | | | | |
| **Multilingual Interface** | | | | ✓ |
| Account Managers can select the user's primary language: English or French. | | | | |
| **Paging** | | | | ✓ |
| Make one-way announcements to one or more devices on your account. All phones not in use will use the speakerphone to | | | | |

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| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| play the message. This allows users to send a voice message to the company without disturbing the lobby or other areas. | | | | |
| **Shared Lines** <br> 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. | | | | ✓ |

## Media Files

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

## Phone Numbers

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Dynamic Inventory** <br> Search for and select up to 15 specific phone numbers prior to activation or activate up to 400 random phone numbers. | ✓ | ✓ | ✓ | ✓ |
| **Local Number Portability** | ✓ | ✓ | ✓ | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|:---:|:---:|:---:|:---:|
| Allows 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. | | | | ✓ |
| **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** Add additional international or domestic numbers to accounts to provide a local presence and dialing experience for callers. | | ✓ | ✓ | ✓ |

# 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 to certain states. | ✓ | ✓ | ✓ | ✓ |
| **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 | ✓ | ✓ | ✓ | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| 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. Call a few 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** | ✓ | ✓ | ✓ | ✓ |
| E-911 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 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 National Suicide Prevention Hotline** | ✓ | ✓ | ✓ | ✓ |
| Callers will be connected with a trained crisis counselor who will listen, offer support, and get them the help they need. | | | | |

## 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.

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# Virtual Fax

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Dedicated Inbound Virtual Fax \*** <br> 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. | | | ✓ | ✓ |
| **Fax Support** <br> Faxes can be received by a fax machine connected to an ATA. | ✓ | ✓ | ✓ | ✓ |
| **Fax to Email** <br> 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 *Forward Voicemail to Email* settings. Also known as Shared Inbound Fax. Inbound only. | ✓ | ✓ | | ✓ |
| **Outbound Virtual Fax \*** <br> Enables end users to send faxes from their email accounts. | | | | ✓ |

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

# Voicemail

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Access on Connectivity Failure** <br> In the event of a power outage, internet access issue, or device failure, calls will still ring through to voicemail. Other call handling rules will continue to function as configured. | ✓ | ✓ | | ✓ |
| **Message Waiting Indicator (MWI)** <br> 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 message, the MWI will turn off. | ✓ | ✓ | | ✓ |
| **Multiple Greetings** <br> 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. | ✓ | ✓ | | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **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** <br> Users can be logged in to 10 devices at a time. | | 10 | 10 |
| **Audio Calls** <br> Make and receive calls to and from company contacts and external numbers. | | ✓ | ✓ |
| **Call History Sync** <br> 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** <br> Click a contact in your Company, Personal, or Favorites list to dial. | | ✓ | ✓ |
| **Contact Management** <br> Easily add or remove individual contacts from the Personal or Favorites lists. | | ✓ | ✓ |
| **CRM Web Launch** <br> 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** <br> 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** <br> Add a custom message to your presence status. | | ✓ | ✓ |
| **Device Provisioning** <br> Alianza UC app is provisioned remotely for a hands-off IT experience. | | ✓ | ✓ |
| **Device Settings** <br> Easily check your headset, speakers, and video camera quality settings. | | ✓ | ✓ |

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| Feature | Business Cloud Communications | | |
| --- | --- | --- | --- |
| | Standard | Advanced | Professional |
| **Hold & Resume**<br>Mute, hold, resume, and transfer calls to internal or external parties easily. | | ✓ | ✓ |
| **Guest Attendance**<br>Guests are prompted to install the app and join a meeting using a URL or to join in their browser. | | | ✓ |
| **Light and Dark Modes**<br>Switch the app's color theme based on a user preference. | | ✓ | ✓ |
| **Messaging and Chat Rooms**<br>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**<br>Elevate your video conferencing interactions through enhanced collaboration tools built on Amazon Chime's SDK video engine. Each session is both secure and scalable. | | | ✓ |
| **Presence**<br>Identify when other users are Active, On the Phone, or Inactive. | | ✓ | ✓ |
| **Push Notifications**<br>Receive critical incoming calls when the app is running in the background. | | ✓ | ✓ |
| **Screen Sharing**<br>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. | | | ✓ |
| **Whiteboard Collaboration**<br>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. | | | ✓ |
| **Video Collaboration**<br>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. | | | ✓ |
| **Visual Voicemail**<br>Listen to and manage voicemails in app — no need for star codes or PINs. | | ✓ | ✓ |

Updated: May 2024

# Star  Code Features

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

## Account Call Screening

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **All Other Callers: Allow** | | ✓ | | ✓ |
| All other calls (not otherwise specified) will be allowed. | | | | |
| **All Other Callers: Block** | | ✓ | | ✓ |
| All other calls (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. | | | | |
| **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. | | | | |
| **Auto-Attendant Group Night Forwarding** | | | | ✓ |
| Allows users in an auto-attendant group to turn their calls on in the morning and off at night. Also known as Night Mode. | | | | |
| **Call Trace** | ✓ | ✓ | | ✓ |
| Mark a harassing or threatening phone call in Call History. If necessary, the user must take additional actions to establish a case with their local law enforcement agency. | | | | |
| **Custom Callers: Allow** | | ✓ | | ✓ |
| Calls from the number specified will be allowed. | | | | |
| **Custom Callers: Block** | | ✓ | | ✓ |
| Calls from the number specified will be blocked. | | | | |
| **Custom Callers: Block with Message** | | ✓ | | ✓ |
| Calls from the number specified will be blocked with a message. | | | | |

# Call Forwarding

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

# User Call Management

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Account Codes**<br>Tag (classify) calls for billing and reporting purposes. Settings can be customized at the account and user levels. | | | | ✓ |
| **Call Park**<br>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** | | ✓ | | ✓ |

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| Retrieves a call from a parking spot. | | | | |
| **Call Waiting: Disable/Enable** <br> The user hears a tone if another call comes in while they're on an active call. | ✓ | ✓ | | ✓ |
| **Call Waiting: Disable Next Call** <br> 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** <br> Enables call waiting for ALL calls to the user. | ✓ | ✓ | | ✓ |
| **Caller ID: Enable Next Call** <br> 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)** <br> Enable or disable caller ID for the user. | ✓ | ✓ | | ✓ |
| **Directed Call Pickup** <br> Pick up a ringing extension for another user. | | | | ✓ |
| **Last Call Return** <br> Dial the last caller ID number that rang the line. | ✓ | ✓ | | ✓ |
| **Pick Up Group** <br> 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** <br> Access the voicemail box assigned to the user. | ✓ | ✓ | | ✓ |

# User Call Recording

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **Start Recording**<br>Opens a new file and starts recording. | | | | ✓ |
| **Pause Recording**<br>Stops recording and keeps the recording file open. | | | | ✓ |
| **Resume Recording**<br>Resumes recording on the open file. | | | | ✓ |
| **Stop Recording**<br>Stops recording and closes the recording file. | | | | ✓ |

# User Call Screening

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|---|---|---|---|
| **All Other Callers: Allow**<br>All other callers (not otherwise specified) will be allowed. | ✓ | | | ✓ |
| **All Other Callers: Block**<br>All other callers (not otherwise specified) will be blocked. | ✓ | | | ✓ |
| **Anonymous Callers: Allow**<br>Calls without caller ID will be allowed. | ✓ | | | ✓ |
| **Anonymous Callers: Block**<br>Calls without caller ID will be blocked with a busy tone. | ✓ | | | ✓ |
| **Anonymous Callers: Disable Block with Message**<br>Calls without caller ID will no longer be blocked with a message. | ✓ | | | ✓ |
| **Anonymous Callers: Enable Block with Message**<br>Calls without caller ID will be blocked with a message. | ✓ | | | ✓ |
| **Call Pull**<br>Start a call on one device, then dial a star code to silently transfer it to another device for seamless continuity. | | | | ✓ |

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