

Alianza End-User Features

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.

Auto-Attendant

Auto-attendants enable the identification, segmentation, and routing of callers to the most appropriate agent within your team. Available with Business Cloud Communications.

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Auto-Attendant Builder				✓
Call Queuing				✓
Directory Routing				✓
Extension Dialing				✓
Failure Routing				✓
Forward to Phone Number				✓
Group Log In/Out				✓
Group Night Forwarding				✓
Group Routing				✓
Media Files				✓
Menu Routing				✓
Message Routing				✓
Prompt Barge-In				✓
Reference Routing				✓
Round Robin Ring Strategy				✓
Scheduled Routing				✓
Sequential Ring Strategy				✓
Simultaneous Ring Strategy				✓
Use Group Name in Caller ID				✓
User Routing				✓

Call Handling

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

Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Anonymous Call Reject	✓	✓	✓	✓
Block Callers with 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				✓
E911 Multi-Device Support		✓		✓

Dialing

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

Localized Dialing	✓	✓		✓
Secure Calling		✓	✓	✓

End-User Portal

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Branding	✓		✓	✓
Language Support	✓		✓	✓
Call Features	✓		✓	✓
Call History	✓		✓	✓
End User Access			✓	✓
Voicemail Management	✓		✓	✓

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		✓		

IP Phone Features

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Bulk Line Configuration				✓
Busy Lamp Field (BLF) with Presence				✓
Call Hold	✓	✓		✓
Call Transfer				✓
Directory				✓
Multilingual Interface				✓
Paging				✓

Shared Lines	✓
Speed Dial	✓

Phone Numbers

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

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	Traveler Information (US)	✓	✓	✓	✓
611	Customer Service	✓	✓	✓	✓
711	Telecommunications Relay Service (TRS)	✓	✓	✓	✓
811	Utility Location Services (US)	✓	✓	✓	✓
811	Canadian Health Services (CA)	✓	✓	✓	✓
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.

Virtual Fax

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Dedicated Inbound Fax *			✓	✓
Fax Support	✓	✓	✓	✓
Fax to Email	✓	✓		✓
Outbound Virtual Fax *				✓
Shared Inbound Fax	✓	✓		✓

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

Voicemail

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Access on Connectivity Failure	✓	✓		✓
Message Waiting Indicator (MWI)	✓	✓		✓
Multiple Greetings	✓	✓		✓
Shared Voicemail		✓		✓
Visual Voicemail	✓	✓		✓
Voicemail to Email	✓	✓		✓
Voicemail Local Access	✓	✓		✓
Voicemail Transcription				✓

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 using their VoIP service. Available on Android, iOS, Windows, and Mac. Included in the Advanced and Professional feature plans.

Feature	Business Cloud Communications		
	Standard	Advanced	Professional
Devices Supported		10	10
Audio Calls		✓	✓
Call History Sync		✓	✓
Contact Management		✓	✓
CRM Web Launch		✓	✓
Custom Status Message		✓	✓
Light and Dark Modes		✓	✓
Messaging and Chat Rooms		✓	✓
Modern Meetings		✓	✓
Presence		✓	✓
Push Notifications		✓	✓
Screen Sharing			✓
Synced Messaging & Call History		✓	✓
Troubleshooting		✓	✓
Whiteboard Collaboration			✓
Video Collaboration			✓
Visual Voicemail		✓	✓



Interested in the full capabilities of Business Cloud Communications and the Alianza UC app? See the [BCC End-User Features Definitions Guide](#).

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				✓

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
Account Codes				✓
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				✓
Pick Up Group				✓
Last Call Return	✓	✓		✓
Voicemail Management	✓	✓		✓

Call Recording

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud Communications
Start Recording				✓
Pause Recording				✓
Resume Recording				✓
Stop Recording				✓

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	✓	✓

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