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Polyvoice PBX Management System

Call Barge / Eavesdrop / Intercept

Listen into an active call from another extension.

Call Block

Block inbound calls by the caller id.

Call Broadcast

Create a recording and select one or more groups to have the system call and play the recording.

Call Detail Records

Various reporting capabilities to see who called, when, call length, export to a CSV file, and call detail statistics.

Call Flows (Day Night Mode)

Typically used with day night mode. To direct calls between two destinations. Can work with BLF on phone to show which direction call will be directed to.

Call Forward

Forward to another extension or to any phone number.

Call Monitoring

View which extensions are currently in a call.

Call Pickup

For a particular extension or any extension that is currently ringing.

Queues

Load calls into queues so they can be answered in the order they came into the queue.

Call Recordings

Record all or some calls or parts of the call.

Call Routing

Send the call different directions or perform actions based on reading the caller id info or other call information. (see Dialplan Manager)

Call Transfer

Blind & Announced Transfers

Call Waiting

A beep while on a call and to toggle between two different calls.

Caller ID

Support for customization and supporting providers.

Conference

Unlimited conference rooms for voice and video conference calls, can be optionally secured with a PIN number and can transfer current calls to a conference. Interactive conference control provides the ability to see the list of callers in the conference and manage the volume, see who is talking, kick, mute, unmute and control.

Direct Inward System Access (DISA)

Gives the ability to call into the system, put in a pin code, and then call back outbound.

Device Provisioning

Provisioning support for Yealink, Polycom, Cisco, Aastra and several other brands.

Do Not Disturb (DND)

Direct calls to voicemail.

Fax Server

A virtual fax machine that can send and receive faxes with advanced features.

Follow Me

Allows calling multiple extensions or external numbers.

Hot Desking

A way to login to another phone device and temporarily or permanently become another extension. This is sometimes known as 'hoteling' and 'extension mobility'

IVR Menus (Auto Attendant)

Create a structured interactive voice prompt for callers to use.

Music on Hold

Allows multiple categories of music on hold that can be set globally or per domain. Can inject additional audio on intervals such as 'Your call is very important to us please stand by'.

Operator Panel

A virtual panel that agents can drag and drop transfer calls. Adjust call state from available, on break, do not disturb and logged out.

Paging

Page another extension with or without password

Parking

Send a call to an unused “park” extension. The caller listens to music on hold until another extension connects to the call.

Recordings

Create and manage personalized recordings.

Ring Groups

Make one extension ring several extensions and an option to receive emails on missed calls.

User and Group Management

Edit, change or add users of all permission levels.

Voicemail

Additional features include voicemail to email and conversion of voicemails to text.