



CloudConnect

FEATURE SHEET

Cloud Central

IT | Cyber Security | Telecoms | Connectivity



FEATURE SHEET

Feature	Description	Silver	Gold	Feature	Description	Silver	Gold
Address book	Company	•	•	Mobile twining	Mobile to desk phone	•	•
	Shared	•	•		Music on hold	Music on hold	•
	User	•	•	Music on hold selective		•	•
Auto attendant	Auto attendant		•	Network failure	Network failure company	•	•
Busy lamp field	Busy lamp field	•	•		Network failure user	•	•
	Line monitoring	•	•	Phone buddy	Call history	•	•
Call barring policies	Company	•	•		Call divert / call forward	•	•
	User	•	•		Call & presence status	•	•
Call divert	CD always	•	•		Call recording retrieval,	•	•
	CD busy	•	•		download & storage		
	CD no answer	•	•		Click to dial	•	•
Call forwarding	CF always	•	•		Clipboard dialling	•	•
	CF busy	•	•		Directories	•	•
	CF no answer	•	•		Integration: Salesforce,	•	•
	CF Overflow	•	•		Sugar, Dynamics, MS Teams		
	CF parallel	•	•		IM service	•	•
	CF sequential	•	•		SMS / email / alerts	•	•
	PSTN, AA, CQ, VM	•	•		VM retrieval & playback	•	•
		•	Web portal access	•	•		
Call group	HG forwarding	•	•	Privacy	Block anon calls/divert	•	•
	HG pick up	•	•		Block anon reject	•	•
	HG reporting	•	•		Call ID Blocking	•	•
	HG sequential	•	•	Reporting & KPI	Company	•	•
	HG simultaneous	•	•		Shared	•	•
		•	User		•	•	
Call history	Calls made	•	•	Time based routing	Call management planner	•	•
	Calls missed	•	•		Multiple calendar/schedule	•	•
	Calls received	•	•		Time based routing	•	•
	Call search	•	•	Video call	Polycom, Yealink, Panasonic	•	•
		•	(check for supported				
Call park	Call park	•	•	handsets)			
	Call upark bay	•	•	Voice mail	Directed VM	•	•
Call pickup	Call pick up	•	•		Group	•	•
	Call pick up directed	•	•		User	•	•
	Group pick up	•	•		VM to email	•	•
Call queues	Call queues	•	•	VM to SMS	•	•	
	Call recording	•	•	Web-portal access	Administrator	•	•
Call transfer	Call transfer attended	•	•		User	•	•
	Call transfer blind	•	•	3-way call	3-way call	•	•
	Call transfer unattended	•	•				
Call waiting	Call waiting	•	•	Optional			
Click 2 Talk	Clipboard dialling	•	•		Conference bridge	Conferencing facility	•
	Click 2 Talk	•	•	Phone buddy enhanced	Call Control (Answer,	•	•
CLI presentation option	CLI selection on	•	•		On Hold, Transfer)	•	•
	outbound calls	•	•		Presence based integration	•	•
DAP	Company directory	•	•	across devices (Ringing,			
Diagnostic	Phone status	•	•	On a Call, DND)			
	System diagnostic	•	•	Reception console	Licensed per con	•	•
Do not disturb	DND	•	•		current user	•	•
	Short code dialling	•	•	Softphone	PC, Mobile app	•	•
Extension mobility	Hot desking (Cisco 7800	•	•	Wallboards	Agents Inbounds calls	•	•
	and 8800 series only)	•	•		Call overview	•	•
Last caller	Call redial	•	•		Inbounds calls	•	•
	Call return	•	•		Outbound calls	•	•
	Last caller	•	•	Queued calls	•	•	
Miscellaneous	Broadcast call (Cisco)	•	•				
	Broadcast call (Yealink)	•	•				
	Outbound calling using alias	•	•				
	Pin protected out calling	•	•				