



# Wytel

## VOIP TELEPHONY

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Feature	Description
<b>Address book</b>	Company-shared and individual address book facilities.
<b>Call barring policies</b>	Bar outbound calls to all numbers, to international or to premium rate numbers.  Apply these at a company-wide level or per-user.
<b>Call Divert</b>	A multitude of call divert options including "divert always", "divert when busy" and "divert if not answered". Divert to an internal extension or an external number.
<b>Call forwarding</b>	Forward calls to multiple extensions at the same time or in sequence. Forward to an internal or external number, group of numbers, a call queue or to voicemail.
<b>Call history</b>	View a list of recent calls made, received or missed on your handset, with on-screen missed call indicator
<b>Call park</b>	Park calls and then unpark from another handset.
<b>Call pickup</b>	Pickup one ringing handset from another, company-wide or within customisable pickup groups.
<b>Call transfer</b>	Easily perform an attended (speak to the call target before transferring the call) or unattended call transfer.
<b>Click 2 Talk</b>	Instantly dial a number from your PC, by clicking a link on a webpage, or by copying to the clipboard.
<b>CLI presentation option</b>	Caller ID can be configured to present individual DDIs or a main number.
<b>Conference calling</b>	3 or 5-way conference calling (depending on handset)
<b>Do not disturb</b>	One-touch DND on most handsets
<b>Extension dialling</b>	3 or 4-digit internal extension dialling
<b>Hotdesking</b>	Simple procedure to log out from one handset and log in to another (select handsets only)

Feature	Description
<b>Line appearance keys</b>	See at a glance who is on the phone and who is available, alternatively add external numbers for one-touch speed dial
<b>Music on hold</b>	Several royalty-free tracks provided, or upload your own custom track
<b>Phone buddy</b>	Phone buddy companion software for PC included in all subscriptions, provides: <ul style="list-style-type: none"><li>- Call history</li><li>- Call divert / call forward</li><li>- Call &amp; presence status</li><li>- Call recording retrieval</li><li>- Voicemail retrieval &amp; playback</li></ul>
<b>Privacy</b>	Block anonymous calls and/or withhold outbound caller ID
<b>Time-based routing</b>	Configure business hours for each weekday and route calls accordingly, to ensure your phone system works around your business or organisation.
<b>Voicemail</b>	Group or individual voicemails with optional pin number protection.
<b>Web-portal</b>	Online web-browser based access to phone system configuration.
<b>Wytech support</b>	Award-winning email and telephone help facility to assist with system configuration changes .
<b>Optional extras</b>	
<b>Auto attendant</b>	Auto attendant menu (press 1 for sales, 2 for accounts etc) with options routable to call groups, individual handsets or external numbers.
<b>Call queueing</b>	Queue inbound calls until an agent becomes free, with full-featured monitoring and reporting facilities.
<b>Call recording</b>	Call recording, which can be temporarily suspended to ensure PCI compliance as required
<b>Video calling</b>	Two-way video-calling on a selection of compatible handsets
<b>Wallboards</b>	Live screening of call performance metrics, including inbound and outbound calls and call queue status.