

SERVICE/TERM	DESCRIPTION	BENEFIT
Hunt Group	Allows a call to be sent to multiple phones.	Ensures multiple phone rings when a client/supplier calls so every call is picked up.
Pickup Group	Creates a group so calls can be picked up by another user when a single phone is called.	A phone will no longer ring out and no user need stand up and walk across to a desk to answer a ringing phone. A button simply picks up the call.
Music on Hold	When a call is placed on hold, music or a message is played.	There is no silence on a call during transfer. This can be music or a marketing message and can be tailored at any time.
Corporate Directory	A system based directory that stores numbers to be shared across all users.	All numbers needed by the users of the system can be centrally stored and made available. Customer lists can be imported. Users can therefore see who is calling from the system.
Business Credit Locking	A fraud prevention service that only allows a "set" spend on a phone.	Stops fraud and prevents bill shock!
Unity Mobile	An application allowing a mobile to act like it is on the system.	A mobile phone now becomes part of the system so a user is always available. Individual user services such as voice recording now work anywhere. Works on Bluetooth car kits!
Unity Lite	A phone control app that allows a user to control settings on the system.	A user can now change settings and phone behaviour easily.
Do Not Disturb	Stops calls coming through to a handset.	No endless ringing of a phone that won't be answered.
Shared Call Appearance	Allows a user to have phones in different offices / home and share one extension number.	Allows a user to have access to their extension in multiple offices. Ensuring calls are not missed.
Voicemail	Callers can leave a voicemail on a phone that isn't answered.	Messages can be left and callers can ask for a call-back.
Call Recording	Records all calls on a phone - internal and external.	Protects the users so all calls are recorded, also a great training and qualification tool.
Auto Attendant	Provides the service to have options on a call. e.g. Press 1 for Sales, 2 for Accounts etc.	Creates a scenario where a caller gets to the right department to have their call answered by the right person first time.
Conference Bridge	Creates a virtual phone meeting room that callers dial into.	Creates a call where 5+ people in different places can all talk easily and securely.

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Call Barge in	This allows for a user to enter directly into another phone call.	A useful tool in a client facing environment, allowing an senior person to enter into the phone call.
Silent Monitoring	Silent monitoring is used in call centre environments for direct access to a phone call from an agent.	This service allows the full and unnotified monitoring of an agent call.
 PCI Call Recording	PCI call recording.	This allows the system to be fully PCI compliant with the ability to pause call recordings and adhere to PCI Standards.
Unity Reception Console	An application based reception program allowing for instant messaging, managing call flows and managing users.	Replaces the old-school reception console attached to a phone giving visibility of all users.
Broadworks Anywhere	A service allowing a mobile phone to directly link to an extension.	Allows a user to never miss a call as when away from the desk, calls are auto rerouted.
UC One Softphone	A PC / laptop based softphone application that can be used instead of a physical desk phone.	Users are no longer locked to their desk and can use a laptop or tablet based softphone on the system.
Click to Dial	A service that allows direct call dialling from applications and webpages.	Removing the requirement to dial every number. A number can simply be picked from an app or website.
CRM Integration	CRM integration is a tool used to link the telephone system and the CRM system of a business.	Full integration with a CRM system to record phone activity and screen pop information.
Unity Dashboard	A wallboard application allowing for stats to be displayed on a large screen in an office.	Up to date stats displayed in an office environment to drive productivity.
Presence	Presence allows for each user on the system to see the 'status' of other users.	Users know who is available and who is unavailable with as simple visual.
Instant Messaging	Like a text message, an instant communication method between users on the system.	Enables simple communication by staff and reduces simple emails. Also, useful to create group discussions.
Outlook Integration	Outlook Integration integrates a user's Outlook contacts directly into the system for click to dial.	Outlook contacts are always available in the phone system.
Disaster Recovery	A service that re-directs all calls to a number instantly in the event of a telephony issue.	Inbound callers always directed to somebody whether this be the main system or a DR mobile.