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Alternate Numbers

Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity

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Anonymous Call Rejection

Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

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Anywhere

Advanced Core Services: Facilitates the deployment of BroadWorks Anywhere in multi-vendor core networks.

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Authentication

Authentication is performed upon the registration of an IP phone. This ensures that the user of the device is authorized to gain access to BroadWorks. SIP invites can also be authenticated on an ongoing basis at pre-defined intervals. Standard digest authentication is used. The authentication information is configured both in the phone and via the group web portal. All call originations from unregistered phones are denied.

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Automatic Callback

Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same group.

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Basic Call Logs

For Basic Call Logs, a maximum of 20 of the most recent logs per call type (placed, received, and missed) are stored for a user. When the maximum number is reached and a new call log is added, the oldest log of the same type is deleted.

Call logs are stored locally on the Application Server.

Users who need access to a larger number of call logs should be assigned the Enhanced Call Logs service.

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Busy Lamp Field

Enables a user to receive the call state information on monitored users. This information supports busy lamp field operation for IP attendant console phones and devices. The list of monitored users is managed by the group administrator level and above.

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Call Forwarding Always

Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

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Call Forwarding Busy

Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number.

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Call Forwarding No Answer

Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.

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Call Forwarding Not Reachable

This service forwards incoming calls to a specified destination when the user's device is not accessible by BroadWorks. The destination (phone number or SIP-URI) they forward their calls to, must be permitted by their Outgoing Calling Plan. Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination.

BroadWorks supports multipath forwarding for all types of Call Forwarding services. Thus, there are no restrictions on the number of simultaneous forwarded calls.

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Call Forwarding Selective

Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination. The user controls the service via a web interface, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

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Call Me Now

The Call Me Now service provides the ability for an external party to initiate a Click-to-Dial call to a BroadWorks user. For example, a BroadWorks user could place a Call Me Now widget on a social networking site and their friends could use the widget to place a call to them.

The Call Me Now service configuration for the target user provides for selective screening of the number provided by the external party, the type of answer confirmation that is required, and the ability to enable/disable the service.

In addition, the Outgoing Call Plan (OCP), Outgoing Digit Plan (ODP), Outgoing Pinhole Digit Plan (OPDP), Communication Barring - Fixed (CBF), and Hierarchical Communication Barring (HCB) service configurations are enhanced to support the screening of Call Me Now calls.

NOTE: The target user's terminating services run as usual for the call initiated to them, so it is possible that the call is screened or redirected instead of being answered by the target user.

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Call Notify

Enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt. The user controls the service via a web interface, which provides the ability to set the notify e-mail address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

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Call Return

The Call Return service enables a user to return the call from the last party that called. The system stores the number of the last party that called, and when the user dials a recall feature access code, the system attempts to connect the user to that party.

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Call Transfer

The Call Transfer service enables the user to transfer a call to a specified destination. Call transfers can be blind, with third-party consultation, or with three-way consultation. In addition, the Busy Camp On and Call Transfer Recall features allow the user to camp the call to transfer on a busy destination and to be recalled if the transferred call is not answered for any reason. Another option, Diversion Inhibitor, enables the user to prevent transferred calls from being redirected.

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Call Waiting

Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user presses the flash hook. The user connects with the waiting party and holds the original party. By pressing the flash hook, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up. Users can also execute call waiting via the CommPilot Call Manager.

Users can activate/deactivate the Call Waiting service for all incoming calls via their web interface. Users also have the option of canceling their Call Waiting on a per-call basis by dialing the respective feature access code for Cancel Call Waiting per Call before making the call, or after a switch-hook flash during the call. Once the call is over, Calling Waiting is restored.

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Calling Line ID Delivery Blocking

Calling Line ID Delivery Blocking blocks the delivery of a user’s identity (both name and number) to a called party.

Calls made by the user to parties outside of the group or enterprise have the presentation of their identity (name and number) blocked.

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Calling Name Delivery, Calling Number Delivery

Calling Name Delivery and Calling Number Delivery are separate services, which allow delivery of calling name and number to BroadWorks users independently of each other.

Users with Calling Name Delivery assigned and enabled are presented with the calling name, and users with Calling Number Delivery assigned and enabled are presented with the calling number of incoming calls.

The services may be enabled or disabled separately for internal and external calls.

The Internal Calling Line ID Delivery and External Calling Line ID Delivery services have precedence over the Calling Name Delivery and Calling Number Delivery services. If either Internal Calling Line ID Delivery or External Calling Line ID Delivery is assigned to a user, then the assignment or configuration of either the Calling Name Delivery or Calling Number Delivery has no effect. For example, if a user has Internal Calling Line ID Delivery assigned and disabled and Calling Number Delivery assigned and enabled for internal and external calls, and the user receives an external call, the calling number is not delivered to the user. The Calling Number Delivery service has no effect because the user also has the Internal Calling Line ID Delivery service assigned.

Calling Name Delivery may be blocked, if the user receives an external call from a BroadWorks user with the Block Calling Name for External Calls policy enabled:

- ▮ For a user who is part of a service provider, an external destination is a destination outside the user’s group.
- ▮ For a user who is part of an enterprise, an external destination is a destination outside the user’s enterprise.

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Calling Name Retrieval

This service provides a subscription-based or query method of retrieving calling name information from an external database on a per-call basis; this function is analogous to the GR-1188 Transactional Capabilities Application Part (TCAP) terminating query.

- ▮ If the name information is already present in the incoming call setup message, then the external database is not accessed.
- ▮ If the name information is not available, BroadWorks sends a request to the external database.

The query contains the caller’s number, which allows the external database to look up the caller’s name. When BroadWorks receives a response from the external database, the caller’s name information is extracted from the message and is relayed to the user.

Optionally, the service may query an external server (Calling Name server) through a Simple Object Access Protocol/eXtensible Markup Language (SOAP/XML) interface, on which a database of calling name information is kept.

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users can click-to-dial one of the contact’s phone numbers or the user can choose to display the contact’s v-card by clicking their name.

When receiving a call, the user’s Microsoft Outlook contact database is searched for a match of the caller’s phone number. If a number is matched, the user is given the option of clicking the icon next to the incoming calling name in their Call Manager window to open the caller’s v-card. Users can also choose to have new Outlook journal entries automatically opened for incoming and/or outgoing calls.

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Privacy

The Privacy service allows a user to exclude themselves from the group and enterprise directory listings as well as from the Auto Attendant extension and/or name dialing.

The user can also prevent their phone status from being available to other user.

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Remote Office

Enables users to access and use their BroadWorks service from any end point, on-net, or off-net (for example, home office, mobile phone). This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their CommPilot features while working remotely (for example, extension dialing, transfers, conference calls, Outlook integration, directories, and so on). In addition, since calls are still originated from BroadWorks, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.

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Selective Call Rejection

Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

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Selective Call Acceptance

Enables a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets user-specified criteria, the call is blocked and the caller is informed that the user is not accepting calls. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

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Sequential ring

The Sequential Ringing service allows a user to define a “find-me” list of phone numbers and URLs, which are alerted sequentially upon receiving an incoming call that matches a set of criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search at any point to leave a message by pressing a DTMF key.

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Shared call appearance

The Shared Call Appearance (SCA) service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the primary location, such as for instance, in an administrative assistant/executive scenario.

The service also has private hold capability. When a location puts a call on private hold, only the location that held the call can retrieve it. Retrieve attempts from all other locations are rejected.

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Simultaneous ring personal

The Simultaneous Ringing Personal service enables a user to have multiple destinations ring simultaneously when calls are received on their phone number. The first destination to answer the call is connected. This service is helpful, for example, when the user is not at their desk and would like their cell phone to ring when they receive a call.

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Speed Dial 8

Enables users to dial single digit codes to call up to eight different numbers, such as frequently-dialed numbers or long strings of digits that are hard to remember.

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Three-Way Calling

Enables a user to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user presses the flash hook and dials the third party. Before or after the third party answers, the user presses the flash hook and forms a three-way call with the two parties. To drop the third party, the user presses the flash hook and is reconnected with the original party in a regular two-party call. If the user hangs up, all parties are released. Users also have the ability to execute three-way calls using the CommPilot Call Manager.

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Virtual On-Net Enterprise Extensions

The service integrates the virtual private network (VPN) destinations with the BroadWorks enterprise framework by explicitly defining external destinations in the enterprise or group directory and assigning extensions to them. Users with the Virtual On-Net Enterprise Extensions service enabled can place calls to these off-net destinations by dialing an extension as they would to members of their group or enterprise, and have special billing applied to these calls.

For service provider users, an external number is a number outside the user's group, whereas for enterprise users, an external number is a number outside the user's enterprise.

The external destinations are associated with first and last names. When presenting users with the calling party or connected party identities of these external destinations, the Virtual On-Net Enterprise Extensions service overrides the public presentation of these destinations with their Virtual On-Net representations provisioned for this service.

The off-net destinations are tagged with configurable Virtual On-Net types for the purpose of differentiated billing. Virtual On-Net users are automatically included in enterprise and group





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directories and are visible to users who have been assigned the Virtual On-Net Enterprise Extensions service.

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Voice messaging

BroadWorks Voice Messaging enables users to record messages from callers for calls that are not answered within a specified number of rings, for calls that receive a busy condition, or for calls received when the user is outside of their primary zone.

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Voice Portal Calling

Enables users to make calls from the voice portal, as if making calls from their desk. Calls are still made on the user's account but can be made from any phone.

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