

Hosted Voice Features

Delivering a comprehensive suite of enterprise-grade features, nexVortex helps your business communicate more effectively, efficiently, and conveniently. Use these features as much as you want without incurring any extra costs.

User/ Phone Features

- › Hold, park, transfer, attended transfer, pickup, do not disturb, 3-way, conference calling, etc.
- › Voicemail
- › Message retrieval via phone, web, or email attachment
- › Permissions settings
- › Intercom/page through phone options
- › DSS/BLF keys
- › Phone pairing
- › Ring cell with desk phone
- › Transfer back to colleague after transfer to cell
- › Ring groups

Call Recording

- › Record on demand
- › Full-time recording with call data
- › Export call recordings
- › Single or both party record options

Automated Attendant/IVR

- › User-uploadable sound prompts
- › User-configurable menus
- › Call routing schedules
- › Multilingual dial by name directory (first, last, both)

Devices

- › Keep your existing phones or order new ones *
- › New phones can be purchased or rented

Call Center *(Optional Feature)*

- › Unlimited call queues
- › Real-time and historical reports
- › Real time browser-based graphical interface
- › Supervisory in-call monitoring and coaching

Reporting

- › System call reports with filters
- › Real time billing

Dialing Services

- › Included minutes or metered service plans available
- › Toll Free service
- › Local E911
- › Secure international dialing
- › Port your existing phone numbers

Easy Admin

- › Web-based administration
- › Role-based permissions
- › Multi-company, multi-site
- › Automated phone provisioning
- › Phone function key templates

Flexible/Customizable

- › Flexible extension numbers
- › Open standards for easy integration
- › Expand or reduce number of users quickly and easily

Planning & Implementation

- › VOIP readiness test
- › Dedicated project coordinator
- › Easily add seats and phones at any time

Geographically Redundant Data Centers

- › Cloud reliability
- › Quick, easy deployment
- › 24/7/365 monitoring
- › Automatic updates
- › System security updates
- › Tier 1 network peering

Teleworking

- › Hot desking – login to any phone
- › Mobile phone integration
- › Call transfer from mobile phone
- › DISA
- › Local E911

Conference Bridge

- › Easy conference setup via phone
- › PIN protected

* Many popular, recent IP phones can be re-provisioned with our service.