



## There are five extension types which support VBC features:

### Unlimited Extension

- Includes extension number
- Includes direct dial number

### Mobile Unlimited Extension

- Includes all features of Unlimited Extension
- Supported on mobile devices (cell phone, tablet, and laptop)

### Metered Extension

- Includes all features of Unlimited Extension
- Usage-based pricing

### Virtual Extension

- Inbound-only extension that forwards calls to an alternate number on the desktop app, mobile app, or IP Phone

### Virtual Mailbox

- Voicemail box extension only

# The Features You Need to Drive Business Forward

Vonage Business Communications (VBC) offers an enterprise-grade cloud phone system with 40+ built in features to enable your business to thrive, whether using a VBC Desktop App, VBC Mobile App, or IP Phone. Additional features and third-party applications can be obtained from the Vonage App Center and facilitated by the VBC account administrator.

VBC Feature	VBC Function	Included	App Center
<b>Mobility and Omnichannel</b>			
<b>Business Inbox</b>	Send and receive messages from customers through SMS or Social Media		✓
<b>Call Flip</b>	Seamlessly transfer calls from mobile to desk or desk to mobile	✓	
<b>Call Forwarding</b>	Forward calls to a number of your choice via the User Portal, Admin Portal, or VBC Mobile App	✓	
<b>Follow Me</b>	A call-following feature enabled through the user portal, Vonage Admin Portal, or VBC Mobile App	✓	
<b>Multiple devices/ one extension</b>	A multi-line phone system that allows up to five different phones on one VBC extension (included with some extension types)	✓	
<b>Multi-Tasking</b>	Access any area on the app during calls, like messaging, call notes, voicemails, and others	✓	
<b>Paperless Fax</b>	Send and receive faxes on the go from a single, integrated portal		✓
<b>Share via VBC</b>	Upload and send images, videos, URLs, and files within the app by clicking the native share button on your device	✓	
<b>SMS/MMS</b>	Send and receive business text and multimedia files like photo, video, and audio messages via your VBC number	✓	
<b>SMS Missed Calls</b>	Identifies the availability status of the call recipient to the caller via SMS	✓	

VBC Feature	VBC Function	Included	App Center
<b>Voicemail</b>	More securely enables a voicemail box for each extension, with the ability to send voicemails to email and play different messages for specific callers	✓	
<b>Voicemail to email</b>	Allows users to listen to voicemail messages from their computer or phone, with recordings conveniently delivered to their email inbox	✓	
<b>Visual Voicemail</b>	Transcribe voicemail to text and send it straight to email		✓
<b>Collaboration and Productivity</b>			
<b>Call Announce</b>	Identifies who is calling in advance, giving users the option to answer the call, send it to voicemail, or transfer it somewhere else	✓	
<b>Call Groups</b>	Send calls to multiple extensions and have them ring simultaneously		✓
<b>Call Monitoring</b>	Monitor calls, "whisper" to employees, or "barge" in to help		✓
<b>Conference Bridge</b>	Connect up to 30 participants with the push of a button		✓
<b>Paging Group</b>	Broadcast an announcement to the entire team or specified groups		✓
<b>Team Messaging</b>	Message, share files, and initiate video conferencing with one or more colleagues from the VBC Desktop and Mobile App	✓	
<b>Vonage Meetings</b>	Video conference with up to 200 colleagues and customers from the VBC Desktop and Mobile App	✓	
<b>Customer and Employee Experience</b>			
<b>Busy Lamp Field</b>	Identifies which phones are in use on the user's display	✓	
<b>Call Announce</b>	Identifies the caller and the purpose of the call through assigned tags, giving the recipient the option to answer, send to voicemail, or transfer before answering the call	✓	
<b>Call Blocking</b>	Block inbound calls (area code, local or international number); block ability to make restricted outbound calls (411 or international calls)	✓	
<b>Call Continuity</b>	Reroute calls to a back-up phone number as needed	✓	
<b>Call Hold</b>	Place a call on hold from the VBC Desktop, Mobile App, or desk phone	✓	
<b>Call Logs</b>	Access to detailed call records by extension or account on the Vonage Admin Portal	✓	
<b>Call Park</b>	Park a call on an extension that is available to additional parties to access as needed	✓	
<b>Call Queue</b>	Create the option to remain on the phone while waiting for a representative		✓
<b>Company Call Recording</b>	Record any phone call and manage call recordings		✓

VBC Feature	VBC Function	Included	App Center
<b>Call Recording On Demand</b>	Lets employees decide when to record calls		✓
<b>Call Recording Additional Hours</b>	Increase the number of hours available to record calls		✓
<b>Call Screening</b>	Manage inbound calls by making callers record their name before the recipient answers – this determines whether the call is to be routed to voicemail, forwarded to another recipient, or answered	✓	
<b>Call Waiting</b>	Notifies the recipient of an incoming call while on another line; incoming calls can be routed to voicemail or programmed to schedule a return call using SmartNumbers	✓	
<b>Caller ID</b>	Allows call recipients to identify incoming calls on desktop phones	✓	
<b>Click to Call Me</b>	Creates the ability to add a calling link to any digital medium (i.e. website, email signature) so callers can easily connect with a single click	✓	
<b>Click to Dial</b>	A browser-based plug-in that enables callers to dial any number with one click from an application (i.e. CRM)	✓	
<b>Custom Call Tagging</b>	Enables businesses to add a unique call tag to individual numbers to identify the origin of incoming calls or track incoming calls from campaigns	✓	
<b>Call Dashboard</b>	Provides real-time status on the identity of a caller, the recipient's identity, and the duration of a call; it is configurable to determine which user types have access to view, which users can be displayed, and provides the option to display an active call; available for desktop app only	✓	
<b>Directory Assistance</b>	Comprehensive directory assistance 411 service	✓	
<b>Do Not Disturb</b>	Allows businesses to temporarily silence incoming calls and send them to voicemail	✓	
<b>International Company Number*</b>	Add an international company number for global business authenticity; also referred to as World Number		✓
<b>Main Company Number</b>	Designate a main company number for use in marketing materials; the number is attached to Virtual Receptionist so callers reach intended recipients		✓
<b>Profile Pictures</b>	Users can add a profile picture to personalize the application	✓	
<b>Receptionist Console</b>	An add-on which enables an extension to handle up to 50 concurrent calls		✓
<b>Shared Line Appearance</b>	Monitor the extensions, and pick up or park those calls as desired	✓	
<b>Simultaneous Ring</b>	A call forwarding option that enables an incoming call to ring on multiple numbers on a recipient's desktop or mobile app	✓	
<b>Toll-Free Numbers**</b>	Toll-free numbers and usage bundles for inbound calls in the U.S. and Canada		

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<b>Toll-Free Fax</b>	Send and receive faxes on the go from a single, integrated portal		✓
<b>Vonage Admin Portal</b>	Enables admins to manage and monitor activity on the VBC account; provides admins flexibility to self-serve and implement features and applications as needed	✓	
<b>Vonage Admin Portal Audit Log</b>	Details transactions such as an add, update, or remove and whether the event is captured from End User or Administrator	✓	
<b>Vonage Support Plus</b>	Personalized and friendly remote IT support for technology issues		✓
<b>World Number*</b>	Localized number from 50+ countries – see International Company Number		
<b>Vonage World Office</b>	VBC global reach for U.S. multinational companies with international locations	✓	
Flexibility			
<b>Caller ID Block</b>	Block identity of outbound calls from the VBC desktop, mobile app, or desk phone keypad; calls will be flagged as “Unavailable” or “Blocked” to recipients	✓	
<b>Dynamic Caller ID</b>	Switch from one outbound number to another within an account by entering a code combination on the phone	✓	
<b>Local Phone Number</b>	For U.S., Canada, and other North American regions, assign a local area code to expand presence in a specific geographic market		✓
<b>Music on Hold</b>	Four standard hold-music options when placing callers on hold – you can also upload a company soundtrack to reinforce brand identity	✓	
<b>Phone Number Porting</b>	Number portability allows customers to retain their existing phone numbers when migrating to VBC	✓	
<b>Set Caller ID</b>	Several caller ID customizations – one number for all extensions, assign a specific number, an alphanumeric name, company name, or show nothing	✓	
<b>Smart Numbers</b>	VBC numbers that can be programmed and routed intelligently to customize communication experiences for callers		✓
<b>Single Sign On</b>	VBC applications are integrated using the same authentication workflow; enables end users to only need to log in once, while being able to freely navigate to other apps	✓	
<b>System for Cross-Domain Identity Management (SCIM)</b>	An open standard to synchronize user information between multiple applications; enables auto-provisioning and management of users from the corporate identity management solution into VBC and eliminates the need to manually add/update users	✓	

VBC Feature	VBC Function	Included	App Center
<b>Virtual Mailbox</b>	Privately stores voicemail in a stand-alone voicemail mailbox		✓
<b>Virtual Receptionist</b>	An automated receptionist that facilitates processes for answering calls – routes calls to departments or individuals; customizes routing for emergencies, holidays, lunch times, and after-hour calls; replays outbound messages following delays in caller responses; and takes messages	✓	
<b>Vonage App Center</b>	Offers a self-service ecosystem of valuable third-party productivity tools and enhanced VBC features without the need for professional services or development resources; accessible from the VBC Desktop and Mobile App	✓	

\*Not included. Add-on managed by VBC Administrator.

\*\*Not included. Contact a Vonage Customer Success Manager or Vonage Sales.



## The Vonage App Center

offers a series of add-ons and integrations to third-party applications that businesses use every day.

Application	Function
<b>Apptivo</b>	<b>A stand-alone application</b> used for sending quotes out to customers
<b>Authvia</b>	Generates a notification automatically for each customer that has a mobile phone attached – (Resell: Does not sit in VBC interface)
<b>Bullhorn</b>	Streamlines your calling, makes staffing easier, finds caller details, and adds notes, all with just one click
<b>Clio</b>	Automatically logs data from any device and makes tracking billable hours simple
<b>ConnectWise</b>	Automatically logs and records call data, while capturing user call notes from any device
<b>Coronet</b>	<b>A stand-alone application</b> that provides organizations with security for their cloud applications and communications over public networks
<b>G-Suite</b>	Integrates your Gmail®, Google® Contacts, and more with your business phone system to maximize day-to-day business operations
<b>Hubspot</b>	Integration helps enhance workflows and gain efficiencies with every inbound and outbound call
<b>JobDiva</b>	Click-to-dial directly from your contacts, and improve customer interactions with client information screen pops
<b>Krisp</b>	<b>A stand-alone application</b> that mutes background noise during calls
<b>Microsoft Dynamics</b>	Call directly from any contact; answer or send calls to voicemail to keep prospects engaged
<b>Microsoft Office 365</b>	Helps streamline business operations and improves real-time efficiencies with every call
<b>Phonewagon</b>	<b>A stand-alone application</b> that provides visibility into which marketing campaigns are driving inbound phone calls toward conversion
<b>Salesforce</b>	View caller information from Salesforce before answering a call; create Salesforce activities during and after calls; and view Salesforce activities associated with any call – all from within the VBC interface
<b>Spam Shield</b>	Out-of-the-box application that blocks annoying spam calls with real-time identification
<b>SugarCRM</b>	Integrate customer information and increase productivity by easily creating and saving phone call activities
<b>Surfly</b>	<b>A stand-alone application</b> that enables advisors and agents to view the browser of the customer and help guide the customer to a quick resolution of their issue
<b>UnyTalk</b>	<b>A stand-alone application</b> that enables you to have context-rich conversations with video presence, voice, and text; upload documents, collaborate, and even conclude transactions using PCI-compliant payment links
<b>VisuWell</b>	<b>A stand-alone application</b> that helps medical professionals with patients on virtually any device
<b>Volusion</b>	<b>A stand-alone application</b> that builds an online store in minutes with our all-in-one ecommerce platform
<b>Zoho</b>	Improves customer interactions by streamlining accounts with extensive reporting capabilities – add contacts, add notes, track call duration, click-to-dial, and more

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