

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

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
- › Click to Dial

Planning & Implementation

- › VoIP Readiness Test
- › Dedicated Project Coordinator
- › Easily Add Seats and Phones at Any Time

Cloud Data Center

- › 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

Switchboard

- › Browser Based
- › Real-Time View of Users, Queues, Trunks
- › Drag and Drop
- › Easy to Use

Conference Bridge

- › Easy Conference Setup via Phone
- › PIN Protected

Reporting

- › System Call Reports with Filters
- › Real Time Billing

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