



# CommUNITY Inbound Services

These include UK and International Number Ranges, Number Porting (all carriers), Fax to E Mail, Cloud services Auto Attendant, Call Centre and Call Recording. Your customers do not need to have Hosted PBX extensions from CommUNITY to utilise these features, they can retain their existing PABX and even their ISDN lines.

## Numbering

What numbers can CommUNITY provide?

- International DDI Numbers – Most major destinations
- UK Geographic Numbers – 01xx and 02xx
- UK Non-Geographic Numbers – 03xx and 08xx
- UK Premium Rate Numbers – 09xx
- UK Geo and Non-Geo Number Porting

## Fax Mailbox

Fax Mailbox is a fax-to-email service where inbound fax's are delivered into the recipients email inbox. This service is suitable for customers main fax numbers or to provide DDI fax for individual users.

## Cloud Auto Attendant, Call Queuing and Statistics

Call queuing and any comfort messages, music on hold or auto attendant options are provided from the CommUNITY core. Calls are only delivered across the customer WAN when a user is available to take the call. Any number of concurrent callers can be queued

CommUNITY Inbound Services is a portfolio of numbering and access options CommUNITY Resellers can provide to their existing customers.

and there is no port requirement that limits the number of simultaneous queue messages.

## Hosted Call Recording

Hosted Call Recording can be deployed alongside an existing PBX with CommUNITY SIP Trunking without any capital expenditure. All recorded calls are charges on a per inute basis or your client can opt for unlimited call recordings. The customer can select which users or teams are being recorded and access all calls online through the Uboss web portal.

## Virtual Office Services

For mobile customers, or those without a regular office, Virtual Office Services provides a UK or International number that will intelligently 'hunt' for the user when a call is received. This allows the user total freedom to work from any location or device with the added benefit of a single voicemail box.

## Hosted Microsoft Exchange

CommUNITY Hosted Exchange provides the full collaborative capabilities of Microsoft Outlook, the world's leading email platform, as a simple per user per month charge. Shared Calendars, Contacts and anti-spam are available for new users or those that wish to migrate their existing email accounts across.