

MY LINK CLOUD

VIRTUAL TELEPHONE EXCHANGE MAIN FEATURES:

- Unlimited Capacity of simultaneous calls and extension numbers (depending on the selected virtual server);
- Automatic login Call Reports (CDR);
- Conference calls;
- Transfer calls when busy, no answer and no connection;
- Block ongoing calls;
- Interactive input menu (day and night mode);
- Restricted conversations;
- Voicemail ;Music on hold and transfer;
- Routing (time, CLIP, DID);
- Lock in time;
- Ringing groups;
- Call answering groups;
- Registration of SIP agents (without number restriction);
- Simultaneous calls without restriction (depends on the client's virtual machine) ;
- Call Recording;
- Call Ques;
- Interface in Bulgarian;
- Phonebook;
- Fax to email;
- Control panel in Bulgarian and English;
- Different levels of access to the control panel;
- Remote support for the term of the contract (add on);
- Remote support includes adjusting the system according to the customer's needs, which includes all requested changes during the contract;

ADVANTAGES OF THE VIRTUAL TELEPHONE EXCHANGE

- Lower initial cost of equipment and setup;
- Low monthly price of the service;
- Additional lines are easy to add;
- Upgrades and new features are included;
- Possibility to add 1 subscriber;
- Possibility to connect different locations ;
- Providers have more resources than users, so new features may be added;
- Installing a new feature is handled by the vendor to avoid confusion;
- Dialing and canceling virtual numbers is easy and fast;
- Moving a telephone system is easy;
- The loss of the Internet or a catastrophic event has no effect on the conversation, as calls can be sent to voicemail or mobile phone;
- Guaranteed continuity of service by the operator;

