YOURSIP TELECOM
AFFORDABLE BUSINESS COMMUNICATION SOLUTIONS

Auto Attendant	Allow callers to direct their calls. Also use to create a message-only information "mailbox" to give business hours, directions, job offerings, etc.
Blacklisting	In addition to blocking phone numbers, black listed numbers can be routed to any number, including local police.
Call Forwarding	Forward incoming calls to any desired phone number.
Call Transferring	Enables user to relocate an existing call to another telephone or attendant console.
Call Waiting	Allows user to take an additional call and switch and back and forth between calls.
Caller ID	Allows you to see who is calling, whether you're on the phone or off. You can also choose to ignore the second call and send the caller to voicemail, which will stop the call waiting tone so that you can continue your conversation.
Conference Calling	3-way conference calling lets you add a third party to your call.
Directory Assistance Listing	List your company's phone number with directory assistance.
Do Not Disturb	When "do not disturb" is enabled, all calls are sent directly to your voicemail.
Music On Hold	Callers hear your choice of music while they are on hold.
Names & Numbers Listing	Yoursip Telecom offers free listings in the Names and Number Yellow Pages.
Voicemail	Allow callers to direct their calls. Also use to create a message-only information "mailbox" to give business hours, directions, job offerings, etc
Announcement on Hold	Your announcements are played to callers on hold.
Anywhere Extensions	Remote extensions keep telecommuters and road warriors connected to their business no matter where they are. Also links satellite office and stores to internal extension dialing.
Call Log	Displays dialed, missed and incoming calls.
Calls Accounting	Allows you to capture, record, and cost telephone usage events. Useful to corporate entities to track cost allocations within the enterprise. Can also be used for hospitality businesses that charge customers for phone usage.
Custom Call Queue Announcements	Call queue announcements can be tailored for each department. Create special announcements or add an additional IVR to better handle your calls.
Custom Caller ID Name Directory	Allows you to customize the inbound Caller ID name and number for each department. Also lets you change your outbound Caller ID on a per-extension basis, allowing you to block, reveal, or change the Caller ID of every extension in your office
Scheduler	Allows you to play different messages at different times of the day – schedule custom call menus at night or on weekends, with different options for callers to choose from.
Time-Based Routing	Each user can control how calls are routed (based on time)
Unlimited Call Queues	Each queue comes with a variety of options. For example: (1) Personalized audio announcements give your queue a professional sound (2) Hold-time announcement frequency customization allows you to tailor callers' on-hold experiences (3) User/Agent priorities for more effective call routing (4) Hold time limits ensure that callers do not remain in queue for extended periods (5) Call limits keep queue volumes to manageable level
Voicemail to Email	Receive copy of voice mail to one or more email addresses.
Call Barging	Provides supervisors with the ability to actively listen to any inbound or outbound call. It also comes with an extensive permission system, so you can grant a specific group the
Call Monitoring	Provides supervisors with the ability to passively monitor any inbound or outbound call. It also comes with an extensive permission system, so you can grant a specific group the ability to barge or monitor a specific group.
Call Park	Allows you to put a call on hold at one phone set and continue the conversation from any other phone set.

Call Pick-Up	Using the "call pick-up" feature, one person can pick-up another person's phone without leaving their own desk.
Enterprise Voicemail	Our enterprise voicemail feature provides three easy ways to retrieve messages: 1- Press a single button on your office phone. 2- Dial in remotely from any outside phone. 3-Receive attached .wav files in your email.
Full Feature Automatic Call Distribution	A.C.D. (Automatic Call Distribution) allows you to route in-coming calls to your users/agents in many different ways to facilitate your unique business needs. For example: 1-Ring one person at a time in order 2-Ring in order, with memory 3-♣ Ring who has the fewest calls.
Meet Me Conferencing	Improves collaboration by allowing participants dial into a pre-established number at a specified time. The service connects all callers together, reducing the need for third party conferencing services.
Mobile Bridging	Park, transfer and record calls as if you never left the office.
Night Mode	Night mode allows you to "turn on" your phone system in the morning and switch to night mode with a few key presses. You can also set up a speed dial button on your phones for one-touch switching of mode.
On-the-Fly Recording	Provides your employees with the ability to record their own calls with the press of a button. Supervisors can also copy agents' recordings, capturing the agent name, agent extension, date, time and file size in the process.
Paging and Intercom	Page another phone, group or broadcast to all phones. Set up with external speaker – ideal for workshop, parking lot, auto service shop and warehouse settings.
Ring-All	Ring all takes one inbound call and rings all phones; the first to pick up gets the call. This feature, on other phone systems, is sometimes called "simultaneous ring".
Skills Based Routing	Assign each agent a priority and your queue will distribute calls to them accordingly. This means you can pass more leads to your star-closer, or pass fewer leads to your underperformers. Yoursip Telecom offers an additional layer of prioritization based on agent order – similarly skilled agents can receive calls in an ordered, round-robin fashion.
System Speed Dial	Set up a shared speed dial phone book so all employees can have access to commonly dial company contacts.
Voicemail Groups	Use the Voicemail Group feature to easily build groups (such as your sales team). Then dial the number of your group, just as you would normally dial an extension, and leave a message.