

Broadvoice b-hive includes several features to meet the needs of your business and employee work patterns.

INCLUDED FEATURES	METERED	STANDARD	PROFESSIONAL
Call Forward Busy Line	●	●	●
Call Forward Don't Answer	●	●	●
Call Forwarding	●	●	●
Call Forwarding Whisper	●	●	●
Call Hold	●	●	●
Call Log	●	●	●
Call Park	●	●	●
Call Transfer	●	●	●
Call Waiting	●	●	●
Do Not Disturb	●	●	●
Forwarding	●	●	●
Forwarding Whisper	●	●	●
Find Me Follow Me	●	●	●
Hot Desking or Hoteling*	●	●	●
Intercom	●	●	●
Mobile iPhone and Android App	●	●	●
Multiple Devices Per Extension	●	●	●
Portal	●	●	●
Sound Manager	●	●	●
Voicemail to Email	●	●	●
SMS	\$0.01/message	●	●
Unlimited Domestic Calling	\$0.029/minute	●	●
Local DID	-	●	●
Paging	-	●	●
Communicator	-	●	●
Call Catch	-	-	●
Call Recording	-	-	●
Conditional Call Catch	-	-	●
Global Extension Plan	-	-	●
One Number	-	-	●
Virtual Fax	-	-	●
Video Calling	-	-	●
Screen Sharing	-	-	●
Salesforce Integration	-	-	●

ADDITIONAL ADMINISTRATIVE FEATURES

Activation Codes*	Announcement Groups	Billing Management
Block Numbers	Business Hours	Caller ID Prepend
Contact Book	Dashboard I Traffic	Dial by Name Directory
Extension Maps	Music on Hold	Outbound Call Tagging w/ Reporting
Phone Auto Provisioning	Ringtones	Shared or Split Locations

* On Yealink devices only

FEATURE DEFINITIONS	FUNCTION
Activation Codes	Enables admins to see a list of all the phones on the portal, and the provisioning URL associated with it. This makes it easier for an admin to make a move/add/change to their existing users and bring a phone back online if a change was made.
Announcement Groups	Create announcements for callers, for example “All calls are being recorded,” before transferring the call to its destination.
Billing Management	An admin can see and update the payment method on file, and view invoices, with an option to download PDF copies.
Block Numbers	Admins can block unwanted inbound calls.
Business Hours	Admins can set the forwarding rules based on business hours.
Call Catch	A user can determine where to send calls if they don’t answer the phone. They can choose to send it to their business voicemail, personal voice menu (auto attendant) or forward to another destination.
Call Forward Busy Line	Enables a user to redirect incoming calls to a specified phone number when the line is busy or set to Do Not Disturb.
Call Forward Don’t Answer	Enables a user to redirect incoming calls to a specified phone number if the phone is not answered within a certain number of rings.
Call Hold	Enables a user to place an existing call on hold for an extended period and then retrieve the call.
Call Log	Enables users to view their call history.
Call Park	Allows a user to answer a call and park it for another user to pick up. The keycode is set by the admin as either a line key or the call park extension.
Call Recording	Call recording may be enabled on professional seats, allowing end users and admins the ability to listen and download specific calls. Each seat comes with 500MB storage, which is aggregated at the account level, meaning the more seats a customer has, the more storage they have.
Call Transfer	Only visible on the phone. The account admin has the ability to change whether calls are blind transferred or warm transferred.
Call Waiting	The account admin can enable call waiting on the portal. There is an audio indicator that plays on the phone when a user has another call. Most phones allow a visual indicator, too.
Caller ID Prepend	Prepend an inbound toll-free number with a name so that inbound toll free, contact center, ring groups and/or domestic numbers display an identifier for the inbound call.
Communicator	This WebRTC softphone client includes presence, chat, SMS and calling functionality.
Conditional Call Catch	Allows users to forward calls from their cell phone into the b-hive cloud PBX.
Contact Book	A contact book is a directory, which includes your company directory and may also include frequently called numbers and may be uploaded via CSV.
Dashboard Traffic	Enables the admin to see all call traffic for a specific date range.
Dial by Name Directory	This menu allows inbound callers to reach end users by the first three letters or either a first or last name.
Do Not Disturb	Do Not Disturb is a phone feature. When enabled, the phone will not ring.
Extension Maps	Allows admins to organize users and features by extension type and easily add new users to a specific group or menu in an organized manner.
Find Me Follow Me	Allows the user to choose how to hand off calls based on their busy, available and away status.
Forwarding	The admin can forward specific DIDs to specific numbers, like an answering service, 800 numbers, an ex-employee DID to a supervisor, as failover destinations and options within an auto attendant.
Forwarding Whisper	Audio that plays in the ear of the person picking up the phone, letting the caller know where the call is coming from. Example: direct call versus a call to a sales queue.
Global Extension Plan	Broadvoice offers unlimited usage to 60 countries and 29 mobile destinations listed on broadvoice.com/global . If the country you want to call is not on the plan, we offer great international rates to almost every country in the world. Users may use the interactive tool at broadvoice.com/global to find the rates to the countries you call most often.

FEATURE DEFINITIONS	FUNCTION
Hot Desking or Hoteling	This feature allows a user to login and temporarily use a phone. Ideal for call centers where multiple users share a workstation, or a visitor's office for travelling employees.
Intercom	Intercom enables a user to page a specific person in the office through their speakerphone; it then opens the intercom for a two-way conversation.
Local DID	Standard and Professional seats include a local DID.
Mobile iPhone and Android App	The mobile app allows users to make and receive calls from their mobile device as if they are calling from their desk phone. Call recording, text, SMS and more are enabled on the device according to the user's configuration.
Multiple Devices Per Extension	One person can have multiple phones associated with the same extension, i.e. a bathroom phone in an executive office.
Music on Hold	This music is played anytime a caller is placed on hold. Admins can upload different music for different groups, Contact Center, etc. or the same music/message can be used across the entire company. There are two types of music on hold within b-hive, system-based and custom. The system-based music on hold loops in the background of the system and callers when placed on hold will hear the hold music in its then current position. The custom music on hold does not loop and returns to the beginning of the custom recording every time a caller is placed on hold.
One Number	Allows for a specific DID to receive calls, faxes and text messages. The text message is delivered to the email address designated to that number.
Outbound Call Tagging with Reporting	Like account codes, admins can set up codes for multiple use cases. These codes are required if the feature is enabled on specific end user devices. Reports include the tag, the call duration and number of calls. This report does not show the specific number called.
Paging	The account admin can create a paging group and assign it to an extension. The page will announce over the speaker phones within the group. This is a one-way announcement, whereas intercom is two-way.
Phone Auto Provisioning	Available if an admin needs to provision a phone. This is useful when an admin needs to change a user's name, if the phone gets unplugged and needs to be reset, to name a few.
Portal	Administrators have access to contact center, reports, and settings, including ring strategies and user settings. Users have access to their personal voicemails, faxes, messages, team, contract centers, reports, and presence settings.
Ringtones	The admin can set up different ring tones for internal or external calls along with specific contact centers (i.e. billing or technical support) and groups.
Salesforce Integration	Integrates your b-hive service with Salesforce for inbound screen pop and outbound click-to-call.
Shared or Split Locations	Shared locations can transfer calls between two locations and dial extensions; split locations cannot. For companies that want to separate or merge their businesses, they can do so in the portal. This does not impact billing or payment.
SMS	Allows users to send and receive text messages through their email.
Sound Manager	Upload audio to the portal, use text to speech, voice recording, or email. Users can utilize this to set up their voicemail.
Unlimited Domestic Calling	Outbound minutes include 48 domestic U.S., Hawaii and Canada. All other rates are available in the customer portal.
Video Calling and Screen Sharing	Host one-on-one or small team video meetings where you can share your screen and/or group chat.
Virtual Fax	Enables users to send and receive faxes from the portal and email. Includes 500 pages. Each additional page is \$0.05 per page.
Voicemail and Voicemail-to-Email	Voicemails are sent to both phone and email, with Caller ID info and voicemail audio. Each box comes with 500MB of storage which is aggregated at the account level, meaning the more seats a customer has the more storage they have.

Vitual Call Center

This is an optional feature applied to individual users, providing added functionality that may be critical to some users.

CALL CENTER FEATURES	FUNCTION
Automatic Call Distribution (ACD)	Manages incoming calls and handles them based on the number called and an associated database of handling instructions. The ACD provides Caller ID.
Call Queuing	Call centers use an Automatic Call Distributor (ACD) to distribute incoming calls to specific resources (agents) in the center. ACDs hold queued calls in first in, first out order until agents become available.
Call Recording (500 MB) requires the b-hive Pro seat	Call recording enables businesses to record and store calls for later analysis. Customers may purchase additional storage a la carte. Storage is aggregated at the account level, meaning the more seats a customer has, the more storage they have.
Monitor / Listen	A supervisor can silently monitor a two-party call made by or answered by an agent on a conversation with an external party. No audible sound would alert the agent or the customer that the conversation is being monitored.
Whisper	A supervisor silently monitoring a call between an agent and a customer can privately speak to the agent, without the customer hearing the discussion. This is one-directional audio from supervisor to agent. The customer will not hear the whisper. Both supervisor and agent can hear the customer.
Barge	A supervisor who is silently monitoring a call may enter a conference bridge, joining what then becomes a full three-way conference call, where all three parties can hear each other.
Manager Notifications	Managers get updates by text or email when agents miss a call or log out.
Time of Day Routing	Customers can set up call routing based on time of day, weekends and holidays.

Optional Add on Features

These optional features are applied at the account level and provide additional functionality that may be critical for some businesses. Customers are welcome to purchase one or more of the additional add-on features as desired.

FEATURE	FUNCTION
Additional Storage	Storage is aggregated and used across the account for call recording and voicemail. Additional storage is available for a nominal fee.
Auto Attendant	A voice menu system that allows callers to be transferred to an extension without going through a telephone operator or receptionist. An auto attendant may have multiple sub attendants.
Conference Bridge	The conference bridge allows customers to hold conference calls with an unlimited number of attendees. The user gets a Conference Extension and Conference Pin. The business will need a DID to associate with the bridge (not included). Customers can upload custom greetings and music on hold. Conference calls can be recorded. There are NO mute features.
Inbound Call Analytics	Inbound Call Analytics enable a customer to track inbound calls, especially useful for any customer running campaigns associated with any inbound number. Call analytics provide the following detail: the number and breakdown of calls received for the day/month/ year, map of where the calls originate and demographics that show top cities, states, and calling devices.
International DID	International DIDs are available from the list of countries below. All calling originates from the United States, not the international destination. For a list of international rates, please visit broadvoice.com/global . Rates are updated monthly.
Local DID	Local DIDs are available from the 48 domestic states, Hawaii and Canada. One DID is included with each Standard and Professional seat. Additional DIDs are available a la carte.
Parked DID	A parked DID is a DID that is owned by the customer but not in use.
Shared Fax (Virtual or Traditional Machine)	Users use email to send and receive faxes. Users receive an email confirmation of receipt. Received faxes can go to a traditional fax machine or to an email address. Faxes can be retrieved within the portal. The \$25 includes 2500 pages, both inbound and outbound. Each additional page is \$0.05 per page. The page limit for multiple Shared Fax boxes are aggregated at the account level, so if a customer has 3 Shared Faxes they can send and receive 7500 pages across the account before the additional cost per page begins to accrue.

INTERNATIONAL DIDS				
Argentina	Cyprus	Hong Kong	Mexico	Singapore
Australia	Czech Republic	Hungary	Netherlands	Slovakia
Austria	Denmark	Ireland	New Zealand	Slovenia
Bahrain	Dom. Republic	Israel	Norway	South Africa
Belgium	El Salvador	Italy	Panama	South Korea
Brazil	Estonia	Japan	Peru	Spain
Bulgaria	Finland	Latvia	Poland	Sweden
Canada	France	Lithuania	Portugal	Switzerland
Chile	Georgia	Luxembourg	Puerto Rico	Turkey
Colombia	Germany	Malaysia	Romania	UK
Croatia	Greece	Malta		