

# Lumen Cloud Voice Feature Set

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## Communication & collaboration for the mobile workforce

Companies that move their phone system to the cloud can reduce expenses relating to conferencing tools.

## Turnkey solution

Everything is included. No need to worry about upgrading technology because it lives in the cloud.

## Remote deployment & provisioning

A completely hands-off experience for IT means no need to coordinate multi-location deployments, giving IT time back to focus on internal initiatives.

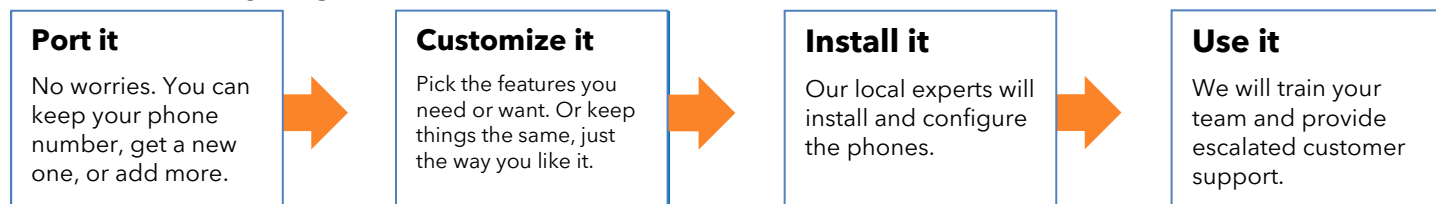
## Benefits

- Rapid time to market
- Continuous innovation and frequent releases
- No capital expenditures
- Success-based business model
- Control over product definition, reporting, and customer care

## Lumen Cloud Voice Feature Set

Cloud Voice Feature	Essentials	Plus	Premium
Auto-Attendant	✓	✓	✓
Call Forwarding	✓	✓	✓
Call Hold	✓	✓	✓
Call Park	✓	✓	✓
Call Screening	✓	✓	✓
Call Transfer	✓	✓	✓
Call Waiting	✓	✓	✓
Custom Schedules	✓	✓	✓
Do Not Disturb	✓	✓	✓
E911	✓	✓	✓
Fax to Email	✓	✓	✓
Find Me/Follow Me	✓	✓	✓
Hold Music	✓	✓	✓
Local & Long-Distance Calling	✓	✓	✓
Paging	✓	✓	✓
Presence/BLF Monitoring	✓	✓	✓
Ring Groups	✓	✓	✓
Virtual Fax	✓	✓	✓
Voice Portal for End Users	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail to Email	✓	✓	✓
Voicemail Transcription	✓	✓	✓

## We make it easy to get started



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## Key end-user benefits

With a full-stack unified communications solution, a company can save time and money

## All-in-one tool

Calling, messaging, video conferencing, and screen sharing in a single, tool that's easy to use. Reduce the need to pay for and support numerous communication solutions.

## Desktop & mobile app

Experience seamless communication, whether you're at your desk, on the move, or working from home.

## Auto-attendant

Automatically transfer callers to an extension without the need for an operator or receptionist to intervene.

## Local support

We're here for you! Our local experts will give you the support you need to take care of your customers.

*\* Lease or purchase of IP phones may be required. To learn more, ask your sales representative.*

## Lumen Cloud Voice

Calling Feature	Essentials	Plus	Premium
Call Transfer	✓	✓	✓
Call Blocking	✓	✓	✓
Call Waiting	✓	✓	✓
Auto-Answer		✓	✓
Call Recording		✓	✓

App Features	Essentials	Plus	Premium
Devices Supported		2	2
SIP/VoIP Accounts Support		1	1
Softphone Dialer		✓	✓
App Messaging & Presence		✓	✓
File Transfer		✓	✓
Persistent Chat Rooms		✓	✓
Screen Sharing			✓
Video Collaboration			✓
Voicemail Retrieval		✓	✓

Contact Management	Essentials	Plus	Premium
Import/Export		✓	✓
App Push Service (Mobile)		✓	✓
Microsoft Office		✓	✓
Microsoft Outlook		✓	✓
Apple Mac Address Book		✓	✓

Sync	Essentials	Plus	Premium
Messaging		✓	✓
Call History		✓	✓
Google G-Suite Contacts		✓	✓

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