



There are five extension types which support VBC features:

Unlimited Extension

- Includes extension number
- Includes direct dial number

Mobile Unlimited Extension

- Includes all features of Unlimited Extension
- Supported on mobile devices (cell phone, tablet, and laptop)

Metered Extension

- Includes all features of Unlimited Extension
- Usage-based pricing

Virtual Extension

- Inbound-only extension that forwards calls to an alternate number on the desktop app, mobile app, or IP Phone

Virtual Mailbox

- Voicemail box extension only

VONAGE BUSINESS COMMUNICATIONS

The Features You Need to Drive Business Forward

Vonage Business Communications (VBC) offers an enterprise-grade cloud phone system with 40+ built in features to enable your business to thrive, whether using a VBC Desktop App, VBC Mobile App, or IP Phone. Additional features and third-party applications can be obtained from the Vonage App Center and facilitated by the VBC account administrator.

VBC Feature	VBC Function	Included	App Center
Mobility and Omnichannel			
Business Inbox	Send and receive messages from customers through SMS or Social Media		✓
Call Flip	Seamlessly transfer calls from mobile to desk or desk to mobile	✓	
Call Forwarding	Forward calls to a number of your choice via the User Portal, Admin Portal, or VBC Mobile App	✓	
Follow Me	A call-following feature enabled through the user portal, Vonage Admin Portal, or VBC Mobile App	✓	
Multiple devices/one extension	A multi-line phone system that allows up to five different phones on one VBC extension (included with some extension types)	✓	
Multi-Tasking	Access any area on the app during calls, like messaging, call notes, voicemails, and others	✓	
Paperless Fax	Send and receive faxes on the go from a single, integrated portal		✓
Share via VBC	Upload and send images, videos, URLs, and files within the app by clicking the native share button on your device	✓	
SMS/MMS	Send and receive business text and multimedia files like photo, video, and audio messages via your VBC number	✓	
SMS Missed Calls	Identifies the availability status of the call recipient to the caller via SMS	✓	

VBC Feature	VBC Function	Included	App Center
Voicemail	More securely enables a voicemail box for each extension, with the ability to send voicemails to email and play different messages for specific callers	✓	
Voicemail to email	Allows users to listen to voicemail messages from their computer or phone, with recordings conveniently delivered to their email inbox	✓	
Visual Voicemail	Transcribe voicemail to text and send it straight to email		✓
Collaboration and Productivity			
Call Announce	Identifies who is calling in advance, giving users the option to answer the call, send it to voicemail, or transfer it somewhere else	✓	
Call Groups	Send calls to multiple extensions and have them ring simultaneously		✓
Call Monitoring	Monitor calls, "whisper" to employees, or "barge" in to help		✓
Conference Bridge	Connect up to 30 participants with the push of a button		✓
Paging Group	Broadcast an announcement to the entire team or specified groups		✓
Team Messaging	Message, share files, and initiate video conferencing with one or more colleagues from the VBC Desktop and Mobile App	✓	
Vonage Meetings	Video conference with up to 200 colleagues and customers from the VBC Desktop and Mobile App	✓	
Customer and Employee Experience			
Busy Lamp Field	Identifies which phones are in use on the user's display	✓	
Call Announce	Identifies the caller and the purpose of the call through assigned tags, giving the recipient the option to answer, send to voicemail, or transfer before answering the call	✓	
Call Blocking	Block inbound calls (area code, local or international number); block ability to make restricted outbound calls (411 or international calls)	✓	
Call Continuity	Reroute calls to a back-up phone number as needed	✓	
Call Hold	Place a call on hold from the VBC Desktop, Mobile App, or desk phone	✓	
Call Logs	Access to detailed call records by extension or account on the Vonage Admin Portal	✓	
Call Park	Park a call on an extension that is available to additional parties to access as needed	✓	
Call Queue	Create the option to remain on the phone while waiting for a representative		✓
Company Call Recording	Record any phone call and manage call recordings		✓

VBC Feature	VBC Function	Included	App Center
Call Recording On Demand	Lets employees decide when to record calls		✓
Call Recording Additional Hours	Increase the number of hours available to record calls		✓
Call Screening	Manage inbound calls by making callers record their name before the recipient answers – this determines whether the call is to be routed to voicemail, forwarded to another recipient, or answered	✓	
Call Waiting	Notifies the recipient of an incoming call while on another line; incoming calls can be routed to voicemail or programmed to schedule a return call using SmartNumbers	✓	
Caller ID	Allows call recipients to identify incoming calls on desktop phones	✓	
Click to Call Me	Creates the ability to add a calling link to any digital medium (i.e. website, email signature) so callers can easily connect with a single click	✓	
Click to Dial	A browser-based plug-in that enables callers to dial any number with one click from an application (i.e. CRM)	✓	
Custom Call Tagging	Enables businesses to add a unique call tag to individual numbers to identify the origin of incoming calls or track incoming calls from campaigns	✓	
Call Dashboard	Provides real-time status on the identity of a caller, the recipient's identity, and the duration of a call; it is configurable to determine which user types have access to view, which users can be displayed, and provides the option to display an active call; available for desktop app only	✓	
Contacts	Includes company phone numbers, personalized listings, and the possibility to integrate Vonage Contact Center interaction plans, if applicable, making it easy to reach colleagues or customers and route calls	✓	
Directory Assistance	Comprehensive directory assistance 411 service	✓	
Do Not Disturb	Allows businesses to temporarily silence incoming calls and send them to voicemail	✓	
International Company Number*	Add an international company number for global business authenticity; also referred to as World Number		✓
Main Company Number	Designate a main company number for use in marketing materials; the number is attached to Virtual Receptionist so callers reach intended recipients		✓
Profile Pictures	Users can add a profile picture to personalize the application	✓	
Receptionist Console	An add-on which enables an extension to handle up to 50 concurrent calls		✓
Shared Line Appearance	Monitor the extensions, and pick up or park those calls as desired	✓	
Simultaneous Ring	A call forwarding option that enables an incoming call to ring on multiple numbers on a recipient's desktop or mobile app	✓	
Toll-Free Numbers**	Toll-free numbers and usage bundles for inbound calls in the U.S. and Canada		

VBC Feature	VBC Function	Included	App Center
Toll-Free Fax	Send and receive faxes on the go from a single, integrated portal		✓
VBC Admin Portal	Enables admins to manage and monitor activity on the VBC account; provides admins flexibility to self-serve and implement features and applications as needed	✓	
VBC Admin Portal Audit Log	Details transactions such as add, update, or remove and whether the event is captured from the end user or administrator; includes an audit log for the Virtual Receptionist	✓	
VBC Admin Portal 10DLC Registration	Ensures SMS compliance for business purposes through a simple built-in workflow for 10DLC registration	✓	
Vonage Support Plus	Personalized and friendly remote IT support for technology issues		✓
World Number*	Localized number from 50+ countries — see International Company Number		
Vonage World Office	VBC global reach for U.S. multinational companies with international locations	✓	
Flexibility			
Caller ID Block	Block identity of outbound calls from the VBC desktop, mobile app, or desk phone keypad; calls will be flagged as “Unavailable” or “Blocked” to recipients	✓	
Dynamic Caller ID	Switch from one outbound number to another within an account by entering a code combination on the phone	✓	
Local Phone Number	For U.S., Canada, and other North American regions, assign a local area code to expand presence in a specific geographic market		✓
Music on Hold	Four standard hold-music options when placing callers on hold — you can also upload a company soundtrack to reinforce brand identity	✓	
Phone Number Porting	Number portability allows customers to retain their existing phone numbers when migrating to VBC	✓	
Set Caller ID	Several caller ID customizations — one number for all extensions, assign a specific number, an alphanumeric name, company name, or show nothing	✓	
Smart Numbers	VBC numbers that can be programmed and routed intelligently to customize communication experiences for callers		✓
Single Sign On	VBC applications are integrated using the same authentication workflow; enables end users to only need to log in once, while being able to freely navigate to other apps	✓	
System for Cross-Domain Identity Management (SCIM)	An open standard to synchronize user information between multiple applications; enables auto-provisioning and management of users from the corporate identity management solution into VBC and eliminates the need to manually add/update users	✓	

VBC Feature	VBC Function	Included	App Center
Virtual Mailbox	Privately stores voicemail in a stand-alone voicemail mailbox		✓
Virtual Receptionist	An automated receptionist that facilitates processes for answering calls — routes calls to departments or individuals; customizes routing for emergencies, holidays, lunch times, and after-hour calls; replays outbound messages following delays in caller responses; and takes messages	✓	
VBC App Center	Offers a self-service ecosystem of valuable third-party productivity tools and enhanced VBC features without the need for professional services or development resources; accessible from the VBC Desktop and Mobile App	✓	

*Not included. Add-on managed by VBC Administrator.

**Not included. Contact a Vonage Customer Success Manager or Vonage Sales.

The VBC App Center

offers a series of add-ons and integrations to third-party applications that businesses use every day.

Application	Function
Apptivo	A stand-alone application used for sending quotes out to customers
Authvia	Generates a notification automatically for each customer that has a mobile phone attached — (Resell: Does not sit in VBC interface)
Bullhorn	Streamlines your calling, makes staffing easier, finds caller details, and adds notes, all with just one click
Clio	Automatically logs data from any device and makes tracking billable hours simple
ConnectWise	Automatically logs and records call data, while capturing user call notes from any device
Coronet	A stand-alone application that provides organizations with security for their cloud applications and communications over public networks
G-Suite	Integrates your Gmail®, Google® Contacts, and more with your business phone system to maximize day-to-day business operations
Hubspot	Integration helps enhance workflows and gain efficiencies with every inbound and outbound call
JobDiva	Click-to-dial directly from your contacts, and improve customer interactions with client information screen pops
Krisp	A stand-alone application that mutes background noise during calls
Microsoft Dynamics	Call directly from any contact; answer or send calls to voicemail to keep prospects engaged
Microsoft Office 365	Helps streamline business operations and improves real-time efficiencies with every call
Microsoft Teams	Offers native calling capabilities to Microsoft Teams desktop and mobile app
Phonewagon	A stand-alone application that provides visibility into which marketing campaigns are driving inbound phone calls toward conversion
Salesforce	View caller information from Salesforce before answering a call; create Salesforce activities during and after calls; and view Salesforce activities associated with any call — all from within the VBC interface
Spam Shield	Out-of-the-box application that blocks annoying spam calls with real-time identification
SugarCRM	Integrate customer information and increase productivity by easily creating and saving phone call activities
Surfly	A stand-alone application that enables advisors and agents to view the browser of the customer and help guide the customer to a quick resolution of their issue
UnyTalk	A stand-alone application that enables you to have context-rich conversations with video presence, voice, and text; upload documents, collaborate, and even conclude transactions using PCI-compliant payment links
VisuWell	A stand-alone application that helps medical professionals with patients on virtually any device
Volusion	A stand-alone application that builds an online store in minutes with our all-in-one ecommerce platform
Zoho	Improves customer interactions by streamlining accounts with extensive reporting capabilities — add contacts, add notes, track call duration, click-to-dial, and more

To learn more, visit www.vonage.com/support