

# Get more out of telephony

## Microsoft 365 Integration

- Seamless integration with Azure Active Directory
- Calendar and contact sync
- Presence sync between Teams and Xelion
- Use Xelion's telephony features directly within Teams, without the need for additional licences

## Open API

Xelion comes with an open API, empowering you to integrate it seamlessly with other software. Whether you're synchronising a contact directory or initiating a call from a CRM, all Xelion management and user functions can be accessed via the API.

You don't have to be a developer to benefit from this. Xelion has ready-made integrations with over 250 other software products including Microsoft 365 and every major CRM. The development work is already done, so you can benefit instantly!

## Video calling and screen sharing

- Conduct calls within the app with people on mobile or PC
- You can make video calls via the browser without needing a Xelion licence

## Advanced Apps

- Make business calls on your smartphone via data or GSM (network-agnostic)
- View real-time status of colleagues
- Access call and chat statistics
- Native apps available for Windows, iOS, and Android.

## Optimise your availability

- Call groups:** Calls to a call group can be handled by multiple users, with configurable order settings such as circular, most-idle, or skill-based distribution.
- Scheduling:** Automatically activate an absence scenario when the company, department, or employee is not reachable.
- IVR menu:** Easily set up an interactive voice response (IVR) menu so callers can quickly reach the right department.
- Voicemail:** Each user can record or generate a personal voicemail greeting. Voicemail messages can be delivered via email and converted into text.
- Hold music:** Play music or a recorded message while callers are on hold. With Xelion, you can record IVR messages directly into the app.

[www.xelion.com](http://www.xelion.com)

# XELION

Business talks.



## Xelion highlights

### One licence for all devices:

- Desk phone
- DECT handset
- SIP devices
- Desktop
- Laptop
- Smartphone

### True omni-channel communication:

- Voice
- Video
- Instant messaging
- SMS
- Webchat
- WhatsApp

## Xelion simplifies communication

**Address book:** A complete address book where all contact details of your relationships are shared.

**Communication overview:** For every group you're signed into, you get a tab with a full communication overview.

**Calendar (integration with Microsoft 365):** Link your status to your Microsoft 365 appointments so your Xelion status automatically updates based on your availability.

**Presence list:** See at a glance who is available by phone.

**Reports and wallboards:** Monitor your organisation's availability with comprehensive reporting options, including web reports and automated reports.

**Sign in and out:** Sign into one or more departments via the app and make outgoing calls on behalf of yourself or a department. You can also turn any landline into your phone using hot desking.

**Recognising connections:** The customer card clearly shows which people within the organisation have been in contact with the client and when, allowing for quick and efficient call handling.

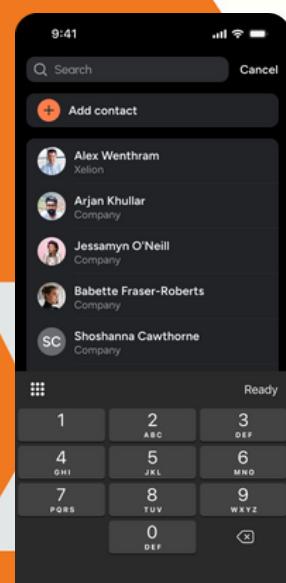
**Control your outbound calls:** In addition to signing in or out, you can choose which number you use for outbound calls or on behalf of which department you chat.

**Voicemail to text:** Voicemails are converted into text, making them easy to read.

**Text to speech:** Helps with recording things like the IVR menu and voicemail greetings.

### Partner with Xelion

Scan this QR code and discover the benefits of Xelion for your customers.



# XELION

Business talks.

## Advanced call-handling features

**Call transfer:** Answered a call for a colleague? Simply check the presence list and transfer the call with ease.

**Call recording:** Automatically record important conversations.

**Conference call:** Hold (video) calls with multiple people for efficient discussions.

**Contact centre features:** Xelion supports call queues with extensive functionality, such as skill-based routing, line hunting, agent matching, callback options, and post-call work time.

**Call monitoring:** Authorised colleagues can listen in on a call, for example, for training or quality improvement.

**Status:** Choose a status that reflects your availability, or let it follow your schedule and appointments automatically.

**Call summary:** Gain immediate insight into the content of calls you and your colleagues have conducted.

