	Telephone Feature	Description	Standard
	Automatic Call Recording	As standard, all calls are automatically recorded and stored for 7 days. You can save the recording permanently, delete or share it with colleagues.	✓
	Number Catch	By clicking the mouse on a phone number on the computer screen, a telephone call is initiated immediately. Possible for example from MS Explorer, Excel, but also from a number of other applications.	✓
	Mobile as Xelion Phone	Mobile phones that support SIP can be used as Xelion phones.	✓
	Queue	Callers can be automatically placed in a queue. You can see who is waiting and you can take callers out of the queue in the order of your preference.	✓
	Presence List	You can see at a glance which colleagues are present, who is currently engaged on the telephone, and who does not want to be disturbed.	✓
	Lowest Rates	Always call at the lowest rate. If your company frequently calls to China, the calls to China can be offered through a provider with the lowest rates (least cost routing).	✓
	Repeat Calls	If a customer is in constant dialogue, Xelion 6 automatically continues calling until the call is answered.	✓
	PC Phone	The PC becomes a phone by connecting a headset or handset. Calling via the PC is easy, cheaper, and offers many more features than a desk device.	✓
	Call Report	This feature gives you direct insight into all the conversations you have had. Calls from colleagues with the same relation are also visible if configured as such.	✓
	Day-Night Setting	With the day-night setting, the answering machine is automatically set if your business is unreachable by telephone. You can also choose other absence scenarios, such as an option menu or forwarding to a mobile phone. What is unique is that you can set different absence scenarios for different moments in the same day.	✓
	Option Menu	'Choose 1 for Sales, 2 for Support, 3 for Other Questions'. You can easily create your own option menu. Moreover, behind each option you can activate another option menu.	✓
	Voicemail	Every Xelion user can record his own voicemail message. If so desired, voicemails are automatically delivered as an e-mail.	✓
	Answering Machine	For each phone number you can activate a different answering machine with its own unique message.	✓
	On Hold Music	You can make callers listen to music or a recorded voice message when they are on hold or being connected.	✓
	Call Groups	If the operator is not in a position to answer a call, the phone can ring at one or more colleagues. If the call is still not answered, it can be further forwarded to an absence scenario of your preference.	✓
	Forwarding	Internal numbers are easily forwarded, also to external numbers. Wherever you are, you don't have to miss a single call!	✓
	Group Calls	Setting up a group call is easy for anyone who works with the Xelion soft phone.	✓

	Missed Calls	You can directly see which calls you have missed, who has called you, and whether a voicemail message has been left.	✓
	Call Scheduling	Individuals or organisations with whom you would like to call can be placed on a list with just one click, possibly provided with a comment. From the list, you can directly call back or chat.	✓
	Address Book	Xelion 6 features an advanced address book in which you can search in different ways and addresses of relations are shared.	✓
	Lists	There are a number of practical lists available in Xelion 6. For example, you can create a list of favourite contacts with whom you often communicate. Other lists are missed calls, voicemails. Creating your own customised list is also possible.	✓
	Information Sharing	All information within Xelion can be shared with colleagues or kept private. Each user determines what and with whom information is shared.	✓
	Twinning	No handset connected, but still want to use convenient functions on the PC? Then twinning is ideal. As soon as you are calling from the PC, the desk phone or mobile phone will ring. When you answer, a connection is established.	✓
	Number Recognition & Routing	If your wife calls the main number, the number will be recognised, and she will automatically get you on the line instead of the operator. If you are not in, an absence scenario can ensure that the call still goes to the operator or your mobile phone.	✓
	Search Terms	For each name in the phone book, additional search functions can be added. This way, for example, Mr. Jones from law firm Toga can be found under the keyword 'lawyer' or 'solicitor'.	✓
	On location or from the cloud	Xelion 6 is available as a cloud service with which you subscribe for what you use. But also as a system that is installed on location. Functionally, both solutions offer the same extensive features.	✓
	Do not disturb	With the Do Not Disturb function you can show colleagues that you are not available. You can still place calls yourself.	✓
	Listening in on calls	Colleagues and supervisors can listen in on a conversation. This can be useful in the training of new employees or improving the quality of reception staff or help desk.	✓
	Integration with Outlook	Address information from Outlook is automatically exported to the directory in Xelion 6 and can be used on PC or smartphone. Therefore, no more duplicate data entry and always an up-to-date overview of your contacts.	✓
	Integration with CRM	Xelion 6 can be linked to the most significant CRM packages such as Exact and Afas. The CRM package automatically fills the phonebook, and communication with a relation (chat, phone, text message) is stored in the CRM package.	
	Text Messages	Easily send text messages from Xelion 6 from the PC or smart phone. You use the centralised address book in Xelion and it is also possible to send a text message to a list of people. Messages are stored in Xelion 6 if so desired.	✓
	Mobile Xelion app	With your tablet or smartphone you can access information in Xelion 6 from anywhere. You can call directly from an up-to-date address book and you have a list with the availability of colleagues. Also, you can adjust your availability with just one click, for example, if you are temporarily not available for business calls, but you want the calls to go to the receptionist.	✓
	Chat Messages	Quickly and easily chat with colleagues and relations. You choose a name from the address book and start immediately.	✓
	Availability Report	A series of reports in which you can see at a glance whether the availability of the organisation meets your expectations. Reports are automatically sent to you by e-mail.	✓