

XELION

LICENCE & FEATURES

ONE LICENCE

The Xelion user licence model is simple and straightforward, each Xelion user requires a single licence, giving them full access to everything Xelion has to offer with an unlimited number of devices.

Download the Xelion desktop and mobile applications and enter a world of seamless, flexible working.

RELIABILITY

Xelion believe in the best. That is why we are hosted within some of the most advanced data centres in the world powered by Amazon Web Services infrastructure.

With 24/7 monitoring and independent call termination Xelion offer a reliable, secure and simple use platform that services business across Europe every day.

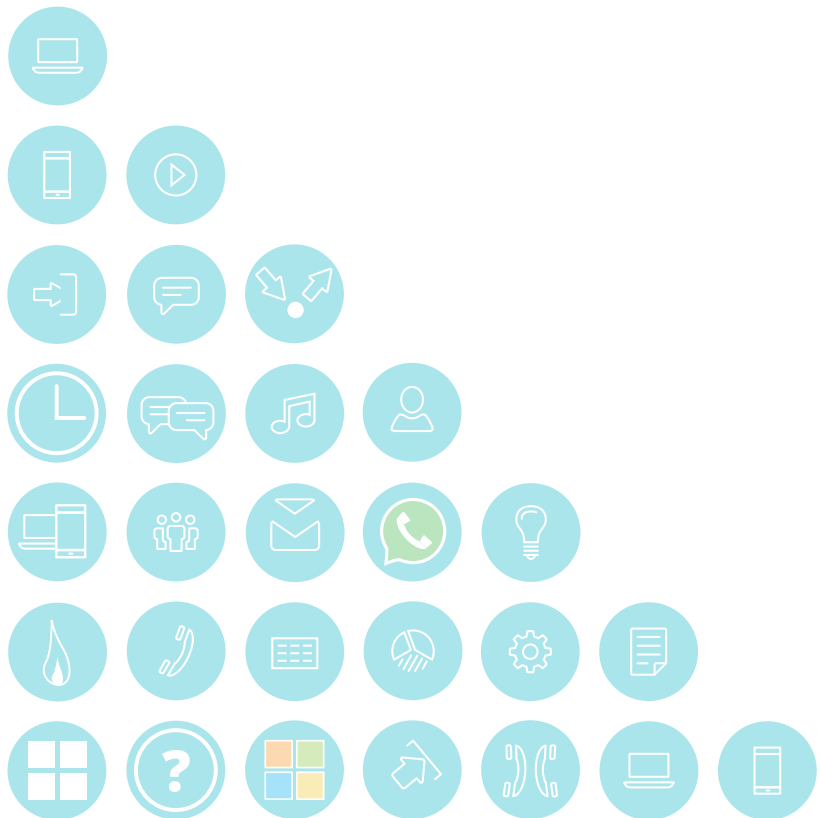
ALL FEATURES

No bolt-ons no additional charges!

All our features are included as standard out of the box.

This includes any new features that are added to the product in future releases.

This simple model gives partners the scalability and flexibility to adapt how they want to work overtime without having to worry about whether Xelion will support the changes they want to make within the business.



FEATURE LISTING

FEATURES

	Softphone	The Xelion desktop application gives you complete control and visibility of your communications through a single user interface.
	Mobile	Available for both IOS and Android, the mobile apps gives you instant access to your communications whilst on the move.
	Call Routing	Manage inbound calls via Hunt Groups, Overflows, Call Queues, Auto Attendants and much more.
	Call Schedules	Time of day routing – Route calls in different ways depending on your work schedule and in the case of emergencies.
	Multi Devices	Unlimited devices – users can have desk-phones in the office, cordless at home and mobile apps for on the move.
	Hot Desking	Use any Xelion connected handset as your own extension at any time at any location.
	Wall Boards	Real time visibility on performance stats on individuals or teams, display wall boards on screens across your business or access on the move.
	Call Recording	1GB storage per user. Record individuals, teams or all calls within a business, stop-start functionality for 3rd party payments over the phone.
	SMS	Send SMS messages to your customers via the Xelion Desktop app using your own business brand.
	Instant Messaging	A private secure internal collaboration tool for one to one and group communication including document sharing.
	Presence	Instant visibility of all colleagues. Check if they are on the phone, identify location and availability.
	Listen Live	Listen live to your team when they are on the phone to ensure quality and compliance.
	Query Tool	A database interrogation tool to gather in-depth analysis on your business communications.
	Log in and Out	Join and leave Hunt Groups depending on your availability or business role.
	Music on Hold	Use the built-in music on hold tracks or upload your own music or marketing messages.
	Voicemail	Individual or group mailboxes. Collect all unanswered calls or enable voicemail to email so you never miss those important calls.
	Address Book	The powerful, unlimited global address book enables fast dialling of your contacts alongside a full history communication log to ensure professional service. Xelion tag every inbound call to meet all GDPR requirements.

FEATURES

	Microsoft 365	Sync your calendars and contacts as standard.
	Single Sign On	Azure AD sync users can now sign into Xelion with their microsoft credentials eliminating the needs for multiple log-ins and managing multiple passwords.
	WhatsApp	Connect with your end customers like never before. Included as standard simply add the plug-in to your website and retrieve your messages keeping all your communications in one place.
	Reporting	3 Reporting packs included as standard to ensure you can manage your entire estate through a single user interface. With automated daily, weekly or monthly schedules you will always be in control of communications
	Updates	Automated updates are pushed out several times during the year to ensure the platform is performing at its optimal level.
	Power Users	Manage your teams phonenumber, set their status, add greeting or out of office messages all through the Softphone.
	Self Manage	Each Xelion user can self-manage their phone line all through the softphone or mobile app. They can update status and presence, twin to deskphone, divert calls and more.
	Listen In	Managers can listen into calls for training and support when faced with difficult customers.
	Favourites List	Have all your favourites visible for ease of use to check availability and click to dial