

## Hosted VoIP Business Phone Solutions.

Powered by 24-7 & West Wisconsin Telcom



### Choose Hosted VoIP?

Traditional phone systems are expensive to maintain and difficult to scale. 24-7 & WWT handles Hosted VoIP delivers enterprise-grade communication tools through the cloud, eliminating costly hardware while giving your team more flexibility, more features, and better reliability.



#### Cloud-Based

No bulky on-site PBX hardware to maintain or replace.



#### Fully Managed

24-7 & WWT handles setup, updates, and ongoing support.



#### Scalable

Add or remove lines instantly as your business grows.



#### Local Support

Real people in your community, not a national call center.



#### Reliable & Secure

Built-in E911, secure voice, and enterprise-grade uptime.



#### Cost-Effective

Predictable monthly costs with no surprise maintenance bills.

### Core Business Features

- **Auto Attendant:** An automated receptionist that greets callers and routes them to the right department or extension; no live operator needed. Supports custom greetings, business-hours menus, after-hours routing, and holiday schedules.
- **Hunt Groups:** Incoming calls ring multiple phones simultaneously or in sequence until someone answers. Perfect for sales teams, support desks, or any department where no call should go unanswered.
- **Voicemail to Email:** Voicemail messages are automatically sent to your email inbox as audio files (and optional text transcriptions), so you never miss an important message, even when you're away from your desk.
- **Call Recording** Record calls automatically or on demand. Recordings are stored securely in the cloud and accessible through the online portal, ideal for training, compliance, and quality assurance. *(Available as an add-on for Preferred and Premium seats)*
- **Anywhere, Simultaneous & Sequential:** Ring your desk phone and other numbers (mobile, home, or any device) at the same time or in sequence, so you never miss a business call regardless of where you are.
- **Hosted Fax:** Send and receive faxes directly from your browser or email. No fax machine needed. Available as a personal or shared fax line for your whole team.



## Additional Features & Tools

- **Scheduled Call Routing:** Automatically redirect calls based on time of day, day of week, or holidays. Route after-hours calls to voicemail, an answering service, or an on-call team member.
- **Virtual / Toll-Free Numbers:** Assign a main company number or toll-free number that routes to any extension, hunt group, or auto attendant, giving your business a professional, unified front.
- **Music on Hold:** Customize the audio your customers hear while on hold. Upload your own music or promotional messages to reinforce your brand while clients wait.
- **Push to Talk:** Enable instant one-way or two-way intercom-style communication between team members on their desk phones; faster than a phone call for quick internal coordination.
- **Three-Way Calling:** Bring two additional lines (internal or external) into any active call for a quick conference. No third-party service or scheduling needed; it's built right into every seat.
- **Receptionist Client:** A web-based dashboard for front-desk staff to manage incoming calls, see who's available, and perform drag-and-drop call transfers, designed for high-volume reception environments.
- **E911 Service:** Every seat on your system is assigned a validated E911 address. Emergency services can locate your employees accurately, even across multiple office locations.
- **Call Forward Not Reachable:** If your internet goes down, your calls automatically forward to any number you designate, keeping your business reachable even during unexpected outages. Essential for rural businesses where connectivity interruptions can happen.
- **Microsoft Teams Integration:** Connect your VoIP phone system with Microsoft Teams so employees can make and receive calls directly from their Teams interface. No extra app needed.
- **Corporate Directory:** A built-in, always-updated company directory that makes it easy to find and dial any colleague from any phone on the system.
- **Call Logs & Reporting:** Access detailed call history and usage reports through the online portal, helping managers track activity, monitor performance, and make informed staffing decisions.

## Call Center Solutions

Need to handle high call volume without losing customers? 24-7 & WWT handles Hosted Call Center adds a powerful layer of Automatic Call Distribution (ACD) on top of your VoIP system, keeping callers engaged in queue and routing them to the right agent as soon as one is available. No separate platform needed.

- **Call Center User:** The standard agent seat for businesses running a call queue. Agents can log in and out of queues, manage their availability status, and handle inbound calls as they are distributed by the system.
- **Advanced Call Center:** User A full-featured agent seat for high-demand environments. Includes all standard features plus enhanced call handling capabilities, ideal for teams that require skills-based routing, priority queuing, or detailed per-agent reporting.
- **Agent Call Center Client:** A dedicated software client that gives call center agents a real-time dashboard to manage their queue, view caller information, track their status, and handle calls, all from a web-based interface without extra hardware.
- **Supervisor Client:** A monitoring interface built for call center supervisors. Provides real-time visibility into agent activity, live call status, and queue performance, so supervisors can step in, redirect calls, or coach agents when it matters most.
- **Supervisor Standard:** Includes core supervisor tools for live queue monitoring and agent management, the right fit for teams that need oversight without advanced intervention features.
- **Supervisor Premium:** The most powerful supervisor seat available. Adds advanced capabilities such as call barging, agent whisper coaching, silent monitoring, and in-depth performance reporting, designed for contact centers where real-time management directly impacts customer experience.



# Choose the Right Plan

## for Every Role on Your Team



## Primer

### Basic Seat\*

**Best for:** Shared-use locations and common areas where basic inbound calling is all that is needed. Perfect for lobby phones, waiting room stations, break room lines, and shared reception lines — any station that is not tied to a specific employee and does not require a dedicated user account.

### What is included:

- Extension dialing within your PBX
- Caller ID and caller name delivery
- Local outbound calls
- Last number redial
- Music on hold
- Corporate directory access
- E911 service
- Call logs

## Preferred

### Standard Business User

**Best for:** The everyday employee who needs a fully capable business phone. This is the right seat for most of your team, covering all core call management features with long distance included. Ideal for account managers, customer service staff, administrative employees, and any team member who handles inbound and outbound calls regularly.

### Everything in Primer, plus:

- Long distance calling included
- Call park, call transfer, and call waiting
- Call forwarding (always, busy, no answer, not reachable)
- Voicemail with unified messaging and voicemail-to-email
- Hunt group eligibility
- Simultaneous ring and sequential ring
- Three-way calling
- Speed dial 100
- Call Recording (available as an add-on)

## Premium

### Power User

**Best for:** Employees with the highest communication demands who need mobile flexibility, collaboration tools, and the ability to take their business phone system beyond the desk. Built for managers, executives, receptionists handling high call volumes, team leads, and remote or hybrid employees who require software-based calling and desktop collaboration capabilities.

### Everything in Preferred, plus:

- nCommand Mobile Client (with nCommand Plus)
- Desktop sharing (with Webex)
- Web collaboration and meetings (with Webex)
- Call Recording (available as an add-on)

\* The Primer seat is a location-level seat, not assigned to an individual user. It does not include voicemail, call forwarding, call transfer, or hunt group eligibility.

# Hosted VoIP: Business Seat Plans

## Plan Comparison Table

Feature	Primer	Preferred	Premium
Best for	Location-level basic use	Standard business user	Power user / manager
Extension Dialing	✓	✓	✓
Caller ID & Name Delivery	✓	✓	✓
Call Logs	✓	✓	✓
Last Number Redial	✓	✓	✓
Music on Hold	✓	✓	✓
Corporate Directory Access	✓	✓	✓
E911 Service	✓	✓	✓
Local Outbound Calls	–	✓ LD included	✓ LD included
Call Park	–	✓	✓
Call Forwarding (Always, Busy, No-Answer, Not Reachable)	–	✓	✓
Call Transfer	–	✓	✓
Call Waiting	–	✓	✓
Voicemail / Unified Messaging	–	✓	✓
Hunt Group Inclusion	–	✓	✓
Simultaneous Ring	–	✓	✓
Sequential Ring	–	✓	✓
Speed Dial 100	–	✓	✓
Three-Way Calling	–	✓	✓
Call Recording	–	Add-on	Add-on
MS Teams Integration	–	Add-on	Add-on
nCommand Mobile Client	–	–	✓ with CommandPlus
Desktop Sharing	–	–	✓ with Webex
Web Collaboration	–	–	✓ with Webex

## Webex-Integrated Calling

For teams already using Cisco Webex as their primary collaboration platform, 24-7 & WWT also offers Webex Calling seats as an alternative to the standard VoIP tiers. These seats bring your phone system directly into the Webex environment, letting employees call, message, and meet from one unified app.

### Available Webex Calling seat options:

- Calling with Webex Basic:**  
 Entry-level seat with straightforward desk phone calling integrated into Webex. Best for employees with simple communication needs.
- Calling with Webex Standard:**  
 Adds messaging, presence, and meeting capabilities on top of basic calling. A solid fit for most business users.
- Calling with Webex Premium:**  
 Full collaboration suite: advanced calling, team messaging, meetings, file sharing, and deep integration with business tools. For power users who live in Webex all day.
- Calling with Webex Softphone:**  
 Software-only seat; no desk phone required. Employees call and receive from the Webex app on any device. Ideal for remote and hybrid workers.

Ask your 24-7 & WWT representative for Webex Calling seat pricing and availability.

Not sure which seat is right for your team?

Our local team can walk you through the options and help you build the right plan for your business.

