Feature	About the Feature
Universe for Handsets and Self Care	
One number	One number is easy to remember for customers and colleagues. One number that rings across all your devices means that you never miss a call again
One voice mail	One mailbox for all your messages received across all your devices
Multiple devices	Fixed phone, tablets, computers and mobile phones can all be part of the one universe subscription
Multiple Numbers	One user can share multiple telephone numbers between all their devices
Phone system management (IVR)	It's a graphical drag and drop system. It's just like with building blocks- no code needed
Auto Attendant (IVR)	A digital receptionist helps the customer to reach the right person or department in your company
Call Recording Private	Users private recordings
Call Recording Pro	Company-wide stereo recordings. Stereo lets you listen to each participant in turn
Greetings	Professional greetings to welcome your customers
Opening and closing hours	Route incoming calls based on time of day
Calendar	Route incoming calls based on the day of year- useful for holiday periods
PIN	Give customers access to services base on PIN access. For example 24 hour access
Text to speech	Write it and Universe will read it out loud. Universe has a brilliant text to speech feature
Sound file	Upload a sound file and let Universe play it
Divert Calls	Divert your calls before they reach the IVR
International	Say that you have an overseas office in Germany, and you want to answer your German customers in the U.K. You can have a German telephone number on Universe so that your customer service seems local to your German customers. You can even change the language of your IVR to German
On line usage	No more looking for printouts that have been filed away. Instead you can see all your usage online in the Selfcare portal
Music on hold	It is your choice. Royalty-free music or your own. We play whatever
Phone book	Company and private

DND	Do not disturb for you and your device, when you need at little silence
Call notification	Universe will let you know if someone left you a message
Rights	Set rights on a per-user basis
Timeline for user	List of your last 25 events in a simple timeline
Visual Voice mail	No need to fight your way through endless star commands.
MicroSoft Teams	Use MicroSoft Teams for collaboration and Universe for calls
Door entry control	Either use a ATA or set as a SIP telephone device.
Device support	Universe supports Cisco, Yealink and Poly in the UK
Fax	You no longer have to walk all the way to the storage room to send a fax. Now, you just send it from your PC.
Call Encryption	When you need privacy.
Voice mail as an attachment	Get the message right in you inbox.
Voice mail notification	Notifications on sms or email

IVR (Intelligent Voice Response)	
Statistics	See the real time status of all your queues and download reports.
Forward IVR to external number	Send your customers to the destination of your choice.
Jump to new IVR	If you have several call flow strategies, IVRs, you can link your call flows together.
Branch IVR	Split your IVR into several different tracks and manage your entire company's incoming telephony from your mobile app.
Receive an email from IVR	Get an email if a customer wants to be called back or if you want an alert.
Sreceive an SMS from IVR	Get a text if a customer wants to be called back or if you want an alert.
Prefix Routing	Route incoming calls based on the number that is calling.

Contact Centre Applications	
Hunt groups	Choose between Ring All, Round Robin or Randomh for agents to answer incoming customer calls
Group pick-up	Help each other answer calls by instantly putting yourself into a ring group
Queues	A way to handle customers while they wait for an agent to answer the their call.

Queue Announcement	A function that tells customers what number they are in line.
Wallboard	Overview and real-time status of all your queues right in your browser

Softphone for Android and iOS (mobile phones)

One number	Your softphone can be a part of your one number solution alongside your desktop phones. You can control your one number from the mobile application.
Time before voice mail	Set the time before your voice mail kicks in so you have time to answer.
User presence	See the presence of all your colleagues on your softphone.
Visual voice mail	Scroll through your voice mails, press to listen, swipe to delete or call back.
in/out of queues	Quick logging in and out of queues. You can do while traveling.
Change call flows	As an admin you control the companys call flow for your IVR from your mobile.
Call forward	Redirect calls "Always" and "No Answer" (includes busy)
Call transfer	Transfer call with notifications to transferred party "Attended" and without notification "Unattended".
Mute	Mute the call so that no one can hear you.
Pause	When paused the other party listens to music on hold
Speaker	Turn the speaker on and off
Call by extension	Call any extension number.
Call History	See who has called and when
Access to Self Care	Wihtin the mobile phone app you have access to your Self Care portal
Set caller ID	Pick any number on your list for called parties to see
CLIR	Be anonymous when calling, do not show your Caller ID
Phones	Android and iOS
Langauge	English, German, Polish, Danish.

Softphone for Windows and Mac (computers)

One number	Your softphone for Windows and Mac can be a part of your one number solution together with your desktop phones and your softphone for mobile.
Login to Universe Self-care	Login to Universe Self-care account directly from the desktop application. That gives you easy access to all your settings.

User presence	See the presence of all your colleagues on your softphone.
Phone book	Full Universe phone book integration.
Visual voice mail	Scroll through your voice mails, press to listen, swipe to delete or call back.
Auto start-up	Start your computer and your application automatically starts. You are ready to receive your first call of the day.
Easy Call	You can call without use of a dial pad.
History	You can call without use of a dial pad.
Call forward	Always and no answer (includes busy)
Call transfer	Drag and drop the call to transfer.
Call by extension	Call any extension number.
3-way conference	Visual setup.
Click to dial	Select a phone number on a website, click it and make the call automatically
Set caller id	Pick any number provided on your list for your called party to see
Easy answer	One click and you've answered the call
Operating Systems	Windows and Mac
Langauge	English, German, Danish, Polish

Meeting Space	
Screen share	Picture-in-Picture (PiP) while you screen share
Mute yourself	Click on one button to stop microphone
Video on/off	Click on one button to stop camera
Microphone and camera control	Increase or descrease volume and picture quality to match bandwidth
Join using a mobile app	Download from within the App for both Android and iOS
Share YouTube Video	You tube videos can be shared online with both visuals and sound
Chat	Group and private chat whilst on the video call
Mute as moderator	All start muted. Mute all other than the speaker.
Video	All start hidden.
Follow me	Moderator
Kick someone out	Moderator

Create, edit and cancel a meeting	Creator
Agenda	Creator
Add members (company and external)	Creator
Set member rights	Creator
Create and edit meeting templates	Creator
Schedule meetings	Ad hoc meetings, one time, and recurring meetings.
Meeting overview	In Selfcare
Language	English, German, Swedish, Polish, Danish, France, Spanish, and others.

SIP	
Channels	Flexible alternative to ISDN. You can have multiple channels connecting to out network via your PBX giving hi quality VoIP.
Emergency fall back number	If disaster strikes, you'll have a back-up number that will receive all incoming calls and keep your business running.
Registration	Use dynamic registration or set your own.
Authentication	An outbound call must contain Username and Password for authentication.
CLIP SA	Set what ever outgoing telephone that your contract allows.
Codecs	G.711 a/u.law, G.722, T-38
Speech bundles	Get a subscription for all your usage to cover monthly line rental and minutes usage
SIP functions	CLIP-SA, CLIR
Call encryption	An option that allows only those that need to know, to hear the call.
Bulk assign numbers	Easy assignment of numbers in Universe.