



Licence & Features

One Licence

Xelion 7 uses a simple user licence model, each Xelion user will require a licence, this licence gives the user access to everything Xelion has to offer.

A user can have as many telephones as they need at any location and download our apps to desktop and mobiles devices.

Reliable

Xelion is 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 more than 150'000 users every business day.

All Features

There are no add-on charges with Xelion, all features are included as standard out of the box.

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

This simple model gives the customer the flexibility to adapt how they want to work over time without having to worry about if Xelion will support the changes they want to make within the business.

Features

Xelion offers a comprehensive and constantly increasing function and feature set.

The below list includes some of the most popular components Xelion customers use.



Desktop App

The Xelion desktop application gives you complete control and visibility of your communications.



Mobile App

Available for both IOS and Android, the mobile apps gives you instant access to Xelion on the move



Call Routing

Manage inbound calls via Hunt Groups, Overflows, Call Queues, Auto Attendants and much more via Xelion Phone Lines



Schedules

Route calls in different ways depending on the time and day of the week



Multi Devices

Have a desk-phone in the office, cordless at home and apps for on the move



Hot Desking

Use any Xelion handset as your own extension at any time at any location



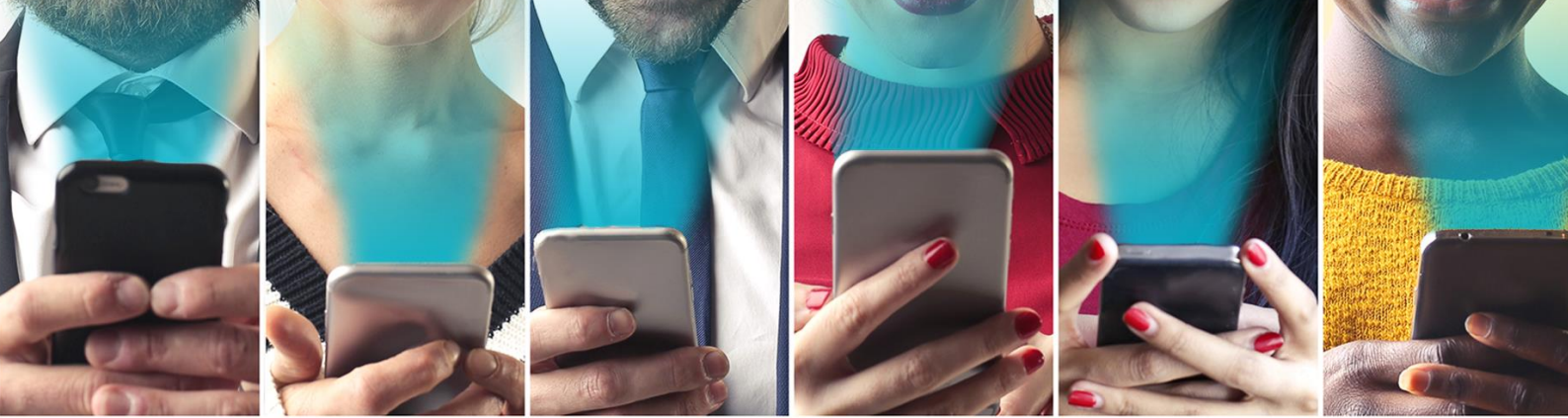
Wall Boards

See real time stats on the performance of your teams, present the wall boards on TV's across your business



Call Recording

Record individuals, teams or all calls within a business, use stop-start functionality to take payments over the phone



SMS

Send SMS messages to your customers via the Xelion Desktop app in your own brand



Instant Messaging

A private secure internal messaging tool for one to one and group communication including document sharing



Presence

Instant visibility of if your colleagues are on the phone, in the office and available



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 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 and group mail boxes can be used to collect unanswered calls including voicemail to email



Address Book

The unlimited global address book enables fast dialling of your contacts alongside a full history of all communication