Licence and Features

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telecom limited

One licence

Having all the features you need on one licence is the core of Xelion's service.

Our user licence model is simple and straightforward – one licence per user. The licence can be used on an unlimited number of devices and gives users full access to everything Xelion has to offer. Whether using the desktop or mobile application, users will benefit from a seamless and flexible working experience.

All features

All our features are included as standard out of the box, with no bolt-ons and no additional charges. When new features are added to the product, existing users will have automatic access to them.

Xelion's simple model provides partners with the scalability and flexibility they need as their business evolves. Partners have peace of mind knowing they can adapt their business as they need to with a future-proof product that can do the same.
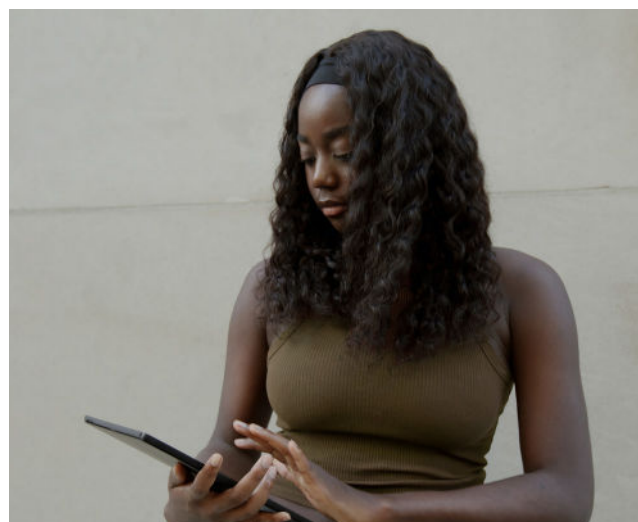
Reliability

Xelion is committed to quality, which is why we are hosted within some of the most advanced data centres in the world, powered by Amazon Web Services infrastructure.

We support businesses all over Europe every single day with a reliable, secure, and simple to use platform which includes 24/7 monitoring and independent call termination.

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Xelion features

Softphone

The Xelion desktop application gives you complete control and visibility of your communications through a single user interface.

Multi devices

Users can access the Xelion platform on unlimited devices, from desk-phones in the office and cordless options at home, to mobile apps whilst you're on the move.

Mobile

Available for both iOS and Android, the mobile apps give you instant access to your communications from anywhere.

Microsoft 365

Included as standard with every licence, users can sync their Outlook calendars and contacts as standard.

Teams status synchronisation

Sync your Teams app with Xelion, and when a user is on a Teams call it will update your Xelion status to show you as busy, creating a true unified solution whilst using different apps. For desk-phone users, the BLF key will flash red to show the user is busy.

Single sign-on

With Azure AD, sync users can sign into Xelion with their Microsoft credentials, eliminating the need for multiple logins and multiple passwords.

WhatsApp

Connect with your end customers like never before. WhatsApp is included as standard, simply add the plug-in to your website and retrieve your messages, keeping all your communications in one place.

Instant messaging

Instant messaging provides a private, secure, internal collaboration tool for one-to-one and group communication, including document sharing.

Web chat

Web chat provides another channel of communication to enhance customer experience. Web chats are channelled through departments and users, and chats can be picked up on the softphone or via a mobile, providing a true UC experience.

SMS

Send SMS messages to your customers via the Xelion desktop app using your own business brand.

Presence

Gain instant visibility of all colleagues, with the ability to see if they are on the phone, where they're located and their availability.

Hotkey dialling

Xelion allows users to customise a Control Key command, which allows them to dial out of any software or document. Simply highlight the number and hit the Control Key to dial automatically.

Call routing

Manage inbound calls via hunt groups, overflows, call queues, auto attendants and much more.

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Call recording

Record individuals, teams, or all calls within a business with 1GB of storage per user. Call recording includes the stop-start functionality for 3rd party payments over the phone.

Call schedules

Route calls to suit your work schedule or for unforeseen circumstances such as emergencies.

After call types

After call types help to improve efficiency and increase productivity. They can be set up so when a call is finished, users can select the call type they were on and attach notes to that call for future reference.

Department management

Managers are in control of their department's phonelines all through the user settings in their profiles. They can set exceptions, such as change day-night mode, upload new auto attendants, and they can administer changes without needing to request assistance.

Wallboards

Wallboards provide real time visibility of performance stats from individuals or teams. Wallboards can be displayed on screens across your business or can be accessed whilst on the move.

Listen live

Listen in real time to your team on the phone to ensure quality and compliance. Managers can listen into calls for training and support when faced with difficult customers.

Reporting

Three reporting packs are included as standard to ensure you can manage your entire estate through a single user interface. Schedule automated daily, weekly, or monthly reports to remain in control of your communications.

Hunt groups

Managers can log users in and out of the hunt group via the softphone or a mobile. By managing their departments through one interface they can increase business efficiency and customer experience.

Hunt group rules Set rules to ensure there is always someone present within a hunt group.

Log in and out Join and leave hunt groups depending on your availability or business role.

Hot desking

Use any Xelion connected handset as your own extension at any time from any location.

Query tool

A database interrogation tool that allows you to gather an in-depth analysis on your business communications.

On hold music

Use the built-in on hold music tracks or upload your own music or marketing messages to enhance customer experience.

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Voicemail   Collect all unanswered calls or enable voicemail to email individual or group mailboxes 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 a professional service. Xelion tags every inbound call to meet all GDPR requirements.

Updates   Automated updates are pushed out several times during the year to ensure the platform is performing at its optimal level.

Self-manage   Each Xelion user can independently manage their phone line all through the softphone or mobile app. Users can update their status and presence, twin to deskphone, divert calls and more.

Favourites list   Users can have their favourite contacts visible for ease of use, with the ability to check availability and click to dial. This can even be used as a sales tool to stack your sales prospects for an easy, visual reminder.

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