



# Find your best fit

## Make BT Cloud Work for you

BT Cloud Work is built around your business. It's responsive to your requirements, can be tailored to your needs and is primed for change as you grow.

We offer three packages:

- Basic
- Connect
- Collaborate

Find the features that are most important to you below. Then use them to shape a system that fits.

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Business Phone System	Basic	Connect	Collaborate
Cloud-based PBX; easy to manage with instant updates every 12 weeks	•	•	•
Auto-Receptionist	•	•	•
Dial-by-name directory	•	•	•
Music and messages on hold	•	•	•
Employee extensions	•	•	•
Visual voicemail	•	•	•
Voicemail with email notifications	•	•	•
Multi-site account management (federation)	•	•	•
Corporate Directory (Polycom® phones, mobile app, desktop app)	•	•	•
Internal extension-to-extension video calling (Polycom VVX camera required)	•	•	•
Role-based access control with predefined roles/ permissions	•	•	•
Role-based access control with customised roles/ permissions		•	•
Multi-level IVR (Multi-level auto attendant)		•	•
Visual IVR editor		•	•
Call monitoring (monitor, whisper, barge-in, takeover)		•	•
Single Sign-on (SSO) support		•	•
Hot desking on a shared phone		•	•



<b>Instant Messaging</b>	<b>Basic</b>	<b>Connect</b>	<b>Collaborate</b>
Send and receive up to 1,000 characters in one instant message	•	•	•
Group instant messages among colleagues; view conversation in one message thread	•	•	•
Messages sync instantly across mobile and desktop apps	•	•	•
<b>Call Management</b>			
Custom answering & call routing rules	•	•	•
Call queues	•	•	•
Call screening and blocking	•	•	•
Call logs	•	•	•
Call switch between devices	•	•	•
Call transfer	•	•	•
Call forwarding	•	•	•
On-demand call recording	•	•	•
Shared lines <sup>1</sup>	•	•	•
Call Park (park calls in a public location in an account; pick up with touch-tone support)	•	•	•
Park Locations (Private location only visible for assigned users within a group)	•	•	•
Intercom <sup>1</sup>	•	•	•
Paging <sup>1</sup>	•	•	•
Inbound caller ID number	•	•	•

	Basic	Connect	Collaborate
Outbound caller ID (phone, text, fax)	•	•	•
Return calls with *69 (call return short cuts)	•	•	•
Presence across multiple devices	•	•	•
Extension dialling	•	•	•
Historical call reports	•	•	•
User templates <sup>1</sup>	•	•	•
Missed call notification	•	•	•
Native iOS® app integrated calling	•	•	•
Multi-site support		•	•
Automatic call recording		•	•
Overflow call queues		•	•
<b>Audio Conferencing</b>			
Unlimited audio conferencing	Up to 1000 participants	Up to 1000 participants	Up to 1000 participants
Easy access across all devices	•	•	•
Own unique bridge number and access codes	•	•	•
Text-to-conference quick start	•	•	•
Host controls plus invite with international dial-in	•	•	•
Local dial-in numbers in over 55 countries	•	•	•



## Video Conferencing

	Basic	Connect	Collaborate
Host unlimited HD video conference meetings with mobile enablement		Up to 100 participants	Up to 200 participants
Large Meetings: host up to 500 participants – add on license per user <sup>6</sup>		•	•
Web sharing with advanced annotation features		•	•
Send invitation via email		•	•
Join BT Cloud Work Meetings as a participant		•	•
Meetings recordings		•	•
File sharing from cloud storage (Box, Dropbox, Google drive etc.)		•	•
Active speaker spotlight for all participants		•	•
Intuitive host controls during a meeting (mute/unmute, start/stop video, invite/manage participants, screen share, message the group etc.)		•	•
Attendee controls (attendees unmute, raise hand etc.)		•	•
Grant remote control and mouse/keyboard control for participants		•	•
Screen sharing on iPhone®/iPad® app from desktop (via USB and AirPlay)		•	•
Whiteboard sharing (Windows®, Mac®, and iPad®)		•	•
Intelligent echo cancellation		•	•
Accessibility support for attendees with disabilities		•	•
Join the video meeting by “Call Me” feature		•	•
Microsoft Outlook® Plugin: start and schedule a BT Cloud Work Meetings directly from Outlook		•	•
Integration with Outlook, Google Calendar™, and iCal®		•	•
Join meetings via web browser (don't need to download app) <sup>7</sup>		•	•



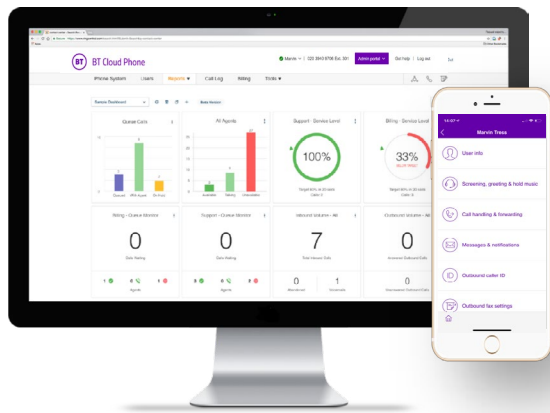
### Phone Services & Calling

	Basic	Connect	Collaborate
Local unlimited calling available (over IP)	•	•	•
UK minutes	500 mins	500 mins	Unlimited
International calling to over 100 destinations (bundles available)	•	•	•
Unified number for phone, fax and messaging	•	•	•
Cloud contact syncing	•	•	•
Phone number: non-geographic, local, vanity	•	•	•
Porting (subject to availability)	•	•	•
HD voice on phones	•	•	•
RingMe® click-to-call me	•	•	•
RingOut® click-to-call out	•	•	•
Log in with corporate email credentials	•	•	•
<b>Internet Fax</b>			
Send and receive without a fax machine	•	•	•
Get faxes by email	•	•	•
Send faxes using a fax machine with the analog adapter	•	•	•
Drag and drop files as attachments	•	•	•
Online account with activity log	•	•	•
Click to fax	•	•	•

<b>Mobile Team Messaging (Glip)</b>	<b>Basic</b>	<b>Connect</b>	<b>Collaborate</b>
Persistent chat with internal and external contacts		•	•
Start conference calls and online meetings within the app		•	•
File sharing on mobile		•	•
Unlimited cloud storage (messages, files, recordings)		•	•
Unlimited posts & guest users		•	•
Team calendar and events		•	•
Task management		•	•
Integrated with company directory		•	•
Integrated video conferencing and screen sharing		•	•
In-app document previews			
Advanced admin controls	•	•	•
Single Sign-on support		•	•
<b>Popular Integrations</b>			
Microsoft product suite - Teams, Office, Office365, Skype for Business, Dynamics and Outlook2	•	•	•
BT Cloud Work for G Suite™ and Google Chrome plugin	•	•	•
BT Cloud Work for Office 365™ (mail)	•	•	•
BT Cloud Work for Salesforce®		•	•
BT Cloud Work for Single Sign On (SSO)		•	•
BT Cloud Work for Oracle Sales® Cloud		•	•



	Basic	Connect	Collaborate
BT Cloud Work for Zendesk		•	•
BT Cloud Work for Desk		•	•
BT Cloud Work for ServiceNow®		•	•
BT Cloud Work for Box		•	•
BT Cloud Work for Active Directory (OKTA)		•	•
BT Cloud Work for Jira		•	•
BT Cloud Work for Box			
Access to the full app gallery (100+ out of the box apps, plugins and integrations)	•	•	•
API Access for 3rd party app development (create your own applications)		•	•
<b>BT Cloud Work Mobile App</b>			
Supports iPhone, iPad, and Android smartphones and tablets	•	•	•
Unified number for phone, fax, and messaging	•	•	•
Pre-call and active call management	•	•	•
Call switch to carrier	•	•	•
Call switch: instantly switch an active call between BT Cloud Work endpoints	•	•	•
View colleagues' phone presence across devices	•	•	•
Call screen with options to send to voicemail or reply with a predefined or personal message in real time	•	•	•
View report dashboard of call summary, queue activities, and user activities (admin only)	•	•	•



	Basic	Connect	Collaborate
HD voice enabled with clearer communications (OPUS codec support with adoptive audio bandwidth based on the network)	•	•	•
Interactive notifications from notification tray with quick response options	•	•	•
Quick swipe for actions for messages, favorites, documents, and draft/outbox (iOS)	•	•	•
Supports Spotlight search (iOS only)	•	•	•
Supports 3D touch (iOS only)	•	•	•
Display caller ID on “To” field (lists the number a caller dialed)	•	•	•
<b>BT Cloud Work Desktop App</b>			
Support Windows and Mac	•	•	•
Answer calls directly from the desktop app	•	•	•
Make outbound calls from the desktop app (with direct dial)	•	•	•
Support Plantronics headsets with call control (required Hub install)	•	•	•
Active call management: mute/unmute, transfer, record, park (private or public), flip calls	•	•	•
One single view for easy management of current call, incoming calls, calls on hold	•	•	•
Access voicemail and view fax directly from the app with options to save, listen/view, reply, delete, block numbers, etc.	•	•	•
View the caller’s number and extension (if any) from an incoming extension call	•	•	•
Call screen with options to ignore calls, send to voicemail, or reply with a predefined or personal message in real time	•	•	•
Head-up display (HUD)	•	•	•



	Basic	Connect	Collaborate
Call monitoring from HUD (monitor, whisper, barge-in, takeover)	•	•	•
View colleagues' phone presence status from contacts, favorites, etc.	•	•	•
Conferencing: host meeting, send invitation with international dial-in	•	•	•
Access to online meetings	•	•	•
Join Now: integration with Google Calendar for one- click join to conferencing/meetings	•	•	•
Call switch: instantly switch an active call between BT Cloud Work endpoints	•	•	•
HD voice-enabled with clearer communications (OPUS codec support with adoptive audio bandwidth based on the network)	•	•	•
Set outbound caller IDs for calls and texts	•	•	•
Integration with Microsoft Outlook/Office; reach your contacts directly from within Microsoft Office applications; automatic photo input support; Windows only	•	•	•
Integrated with Mac Address Book/Mac photo support <sup>4</sup>	•	•	•
Click to call/click to fax (from applications and websites that support call to:, tel:, and fax: protocols)	•	•	•
Join meetings via web browser (don't have to download the app) <sup>5</sup>		•	•
<b>Security</b>			
Alphanumeric password	•	•	•
Session timer	•	•	•
Encrypted VoIP	•	•	•
TLS/SRTP secure voice <sup>4</sup>	•	•	•

1. Not available for one-line tiers.
2. Windows only.
3. Not available for making and receiving calls within countries that prohibit VoIP services. However, faxes are not impacted.
4. Mac only.
5. Opt-in only.
6. On demand feature with an extra charge
7. Limited functionality

#### Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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	Basic	Connect	Collaborate
SSL encryption on server	•	•	•
Encryption at rest: encrypt all local data in mobile app and desktop app	•	•	•
Data localisation	•	•	•
<b>Analytics</b>			
BT Cloud Work Reports (historical call reporting)	•	•	•
Quality of Service (QoS) Reports (real-time call quality reporting)	•	•	•
Live Reports – add on license per user <sup>6</sup>	•	•	•
Device status reports			•
<b>Other</b>			
Multiple account management (federation) <sup>5</sup>	•	•	•
Access to BT Cloud Work App Gallery	•	•	•
Audit Trail for billing	•	•	•
API Access for third-party app development and deployment		•	•
24 / 7 support		•	•

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