



Indition Business Phone

Marketing

Business owners and customer-facing teams · September 2026

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Bring business calls into the Indition back office. Indition Business Phone gives each customer site its own phone system — numbers, staff, desk phones, a call center and outbound call campaigns — while Indition looks after the phone numbers and the connection to the phone network.

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A phone system for each customer

Each customer site has its own phone system. You choose the connected voice numbers, staff extensions, business hours, ring groups and call routes. Staff open My Phone on their own site — or press Phone on any page — to make and receive business calls, find a colleague in the staff directory and catch up on voicemail.

Every number rings exactly one phone system, and texting from a number is set up separately, so calls and texts always reach the right site.

Reach the right people

Ring a team together, in order, or in a fresh random order on every call so the work is shared fairly. Offer a simple phone menu, route callers differently outside business hours, and send unanswered calls to the right voicemail greeting. Staff take calls in the browser, in the desktop and mobile apps, on a desk phone, or on their own phone through forwarding.

The phone includes caller ID selection, microphone and speaker selection, mute, a keypad and Do Not Disturb, and call center agents show Away in red on every page so nobody wonders why the queue is not ringing them. The Windows app is in the Microsoft Store.

Answer anywhere

Every staff member gets one extension that rings wherever they are: the Phone button in Indition, the desktop app on Windows and Mac, the mobile app on iPhone and Android, and the desk phone on their desk. Answer on whichever is closest, move a live call from the desk to a cell phone without hanging up, and call out from the company number every time. The caller's record and your call script arrive with the call, on every screen.

 **indition**

Business Phone

Ready

Sign out

D

Dana Whitfield
Riverside Sewing & Quilting · Ext. 201
(614) 555-0101 · calls & texts

Phone

Messages 1

Recent calls

Voicemail

Recordings

Call center

Supervisor board

Settings

Availability: Ready

Refresh

INCOMING CALL

Margaret Holloway

Answer

Decline

Margaret Holloway (614) 555-0142 · Sales

Margaret Holloway Loyalty

Customers

Holloway Quilts · Customer since 2019

Open repair **#4821** · Ready for pickup

Last order **Sept 28** · \$214.60

Next class **Free-motion quilting** · Thu 6 pm

Open record

▼ Call script

Thank Margaret for calling Riverside. Her machine (repair #4821) is ready for pickup today; offer the 10% loyalty discount on thread and needles while she is in.

Number or extension

1

2

3

4

5

6

7

8

9

Your team

Contacts

Search names or extensions...

M

Marcus Reyes
Extension 202

↗

P

Priya Natarajan
Extension 203 · Do not disturb

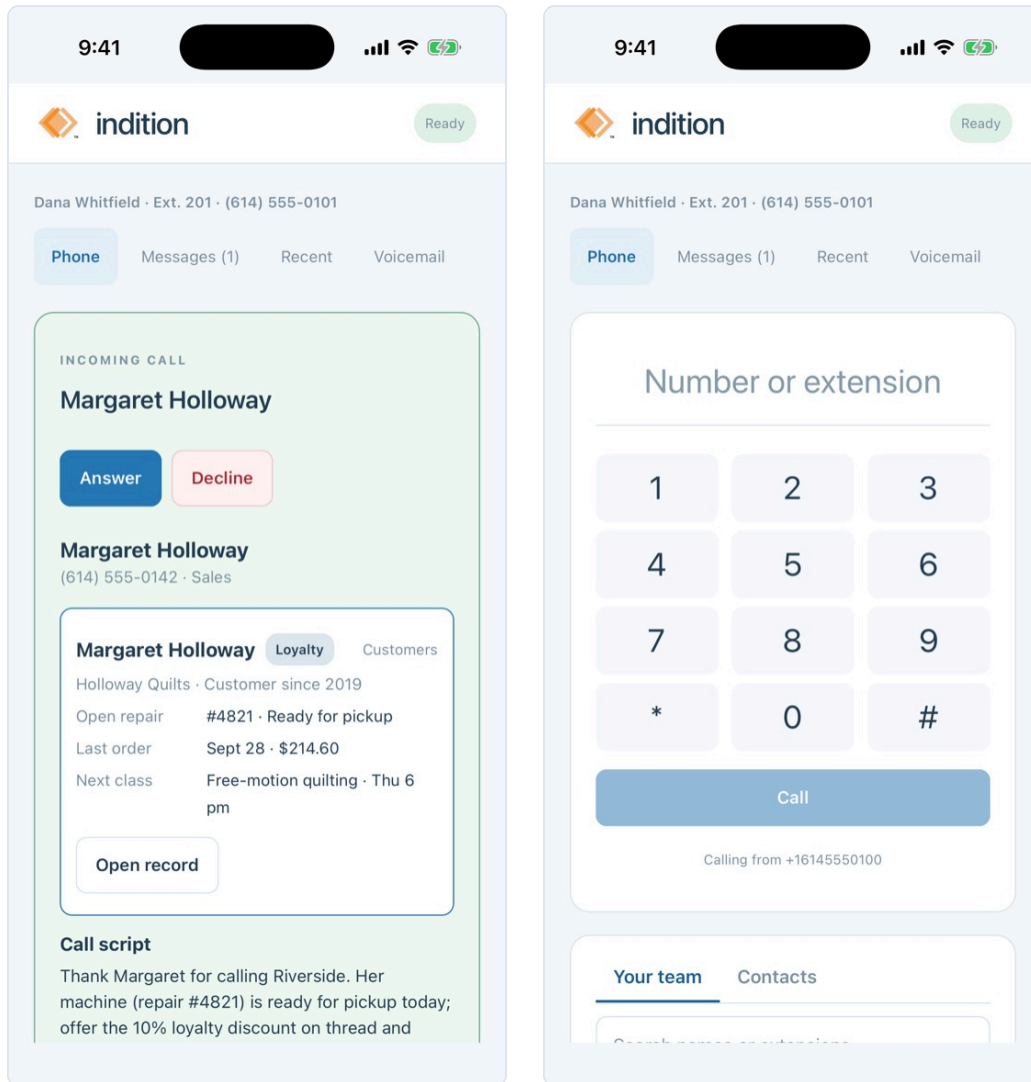
↗

O

Owen Brooks
Extension 204

↗

The desktop app: who is calling, their record and the script, before you answer.



The mobile app: the same call card, and your team one tap away.

Desk phones your team already knows

Plug in a Yealink, Grandstream or Poly desk phone, enter its MAC address once, and it sets itself up: the line, the right time zone and a staff directory of everyone on the phone system, kept current every hour. Voicemail, forwarding and Do Not Disturb are a code away, the Transfer key sends calls on, and the caller's name shows on the display. Other standards-based SIP phones and softphones connect too, and Cisco desk phones are coming.

Keep the conversation moving

Send a caller directly to another extension, or consult privately with the recipient before completing the transfer. Cancel the consultation to return to the customer, or merge everyone into a three-way call.

For a group conversation, add an extension or an allowed external number. The host can mute or remove participants, leave the conversation, or end the call for everyone. Each phone system can set a conference limit of up to 10 participants.

Keep useful call records

Call history combines the business-call record with voicemail and completed call recordings. Staff filter call history in the grid and export it to Excel. Protected playback keeps recording links inside the authenticated phone system.

Recording is a deliberate choice, set separately for office calls and for the call center: off, on demand, automatic, or automatic with pause and resume. Private transfer consultations are never recorded, and recording announcements and retention are configured before use.

Run a customer service and campaign team

Give each phone system its own queues, agents and scripts. Route callers by skills and priority, offer a callback when they cannot wait, and give agents one desktop for availability, notes and after-call work.

Supervisors see live queues and agent states, listen, coach the agent or join the conversation through separately authorized controls. Completed interactions support recording review, quality scores and reports with Excel export.

Call campaigns for any store

Call campaigns are now part of Business Phone, so any store can run outbound calling: win back lapsed customers, follow up on quotes, renew service plans or introduce a new product line. Call a list you upload from a spreadsheet, your store's own customers and customer lists, or the Commerce Connection CRM's customers and prospects.

Build the campaign in stages with scripts, objection handling and clear rules for what happens after each call. Agents get the next right person in My Call Queue with the script on screen, and managers watch results against the plan, live dashboards and alerts that say what needs attention. People marked do not contact are never called, calling hours respect each person's own time zone, and emails, texts and meeting bookings join in where the site has them.

Change settings with confidence

Every settings page saves on its own, and every save is kept in a change history you can restore with one click. Check setup tells you what is still missing before the first call, and Preview call routing shows where a call would go at any hour without dialing anyone. The call flow builder keeps your unfinished work as a private draft, so callers keep the working flow until you publish.

One place to manage connections

Indition connects your phone system to the phone network and to your numbers, so there is no telephone carrier account for you to manage. Your phone administrator adds or changes staff extensions one at a time or in bulk from a spreadsheet, and existing texting carries on through Messaging once a number is set up for it.

Know what every call was about

Recorded calls and voicemail are written down word for word, with a short summary, the customer's mood and the topics, right in call history. See at a glance how a customer felt, and let the AI suggest the wrap-up so agents finish calls faster.

Coach your team with real role plays

Ring your staff into a training call and, before each role play, pick the scenario and who plays the customer and the agents. Every role play is recorded and reviewed by AI, agent by agent, with what went well, what to work on and a scorecard, each backed by a quote — and your supervisors can confirm or correct each review. Keep a library of scenarios, run 10 or 20 in one session, and duplicate a good session to run it with the next group.

The session opens by itself when people answer, and afterwards every agent can listen to themselves again and read their own review under My Training. Re-listening to your own call is one of the quickest ways to improve.

Learn from any recording

Drop in calls or voicemails recorded anywhere, up to 20 at a time, and get the same transcript, summary, mood, topics and scorecard, with what each analysis cost and an Excel report. A recording that fails can be retried without uploading it again.

Release scope

Release 1.8.10 includes browser calling, the desktop and mobile apps, desk phones (Yealink, Grandstream and Poly set up automatically), the call center, call campaigns, AI call transcripts and insights, agent training with My Training, and recording analysis. Cisco desk phones are planned.

AI features need the AI module and are switched on per phone system. Production rollout includes an authorized live pilot. Emergency calling works from desk phones once the emergency address is set up; the browser phone and the apps are not for emergency calls.