



Teams



Hosted PBX
& Voip



Mobile



Contact Center
& IVR



Account
Manager



Integrated
Solutions



SIP
Trunking



HOSTED PBX & VOIP

✓ Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Park
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID
- Caller ID Blocking
- Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System - Access (DISA)
- Directed Call Pickup Disable
- Outbound Dialing
- Do Not Disturb
- Find Me (Digital Assistant)
- Forward Calls Locally or Remotely (via Phone or Web)
- Incoming Call Blocking
- Incoming Call Identification
- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering
- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Premium Call Reporting
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended Transfer
- Voicemail
- Visual Voicemail
- Voicemail to Text

✓ Teams

- Call History
- Call Recording
- Calling
- Chat
- Enterprise Contacts
- Meetings
- Visual Voicemail
- Voicemail Transcription
- Zero Configuration

✓ Call Conferencing

- Conference Bridges
- 3-Way Conference Call

✓ Origination and Termination

- Domestic Origination
- Domestic Termination
- E911 Support
- Endpoint Templates
- International Termination
- Shared Line Appearance
- Toll Free Numbers

✓ Virtual Auto Attendants

- Multiple Top-level Auto - Attendants
- Sub-level Auto Attendants
- Top-level Auto Attendants (Always On or Time-based)

✓ Reporting

- Accounting and Billing Reports
- Activity Reports Call
- Center Reports Call
- Detail Records
- Call Traffic by Extension Call
- Volume Graphs

✓ Music on Hold

- Commercials on Hold (by Phone Number)
- Music on Hold (Custom or Default)



MOBILE APPLICATIONS

- Call Recording Cloud
- Extensions
- Conference Calls
- Enterprise Contacts
- Mobile Office Extensions
- Support for Softphones
- Visual Voicemail with Voice to Text