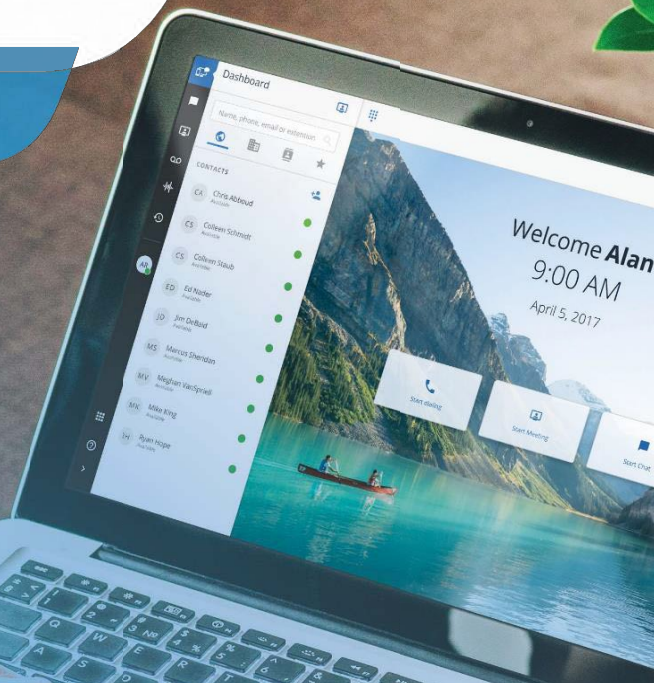




## Features Overview

# Interested in revitalizing your business communications?

With our platform, you get the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.



## IPxVoip Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help to dramatically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services, including:



UC Client



Hosted PBX & VoIP



Mobile



Contact Center & IVR



Account Manager



Integrated Solutions



SIP Trunking

## Hosted PBX & VoIP

### UC Client

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

### Call Conferencing

- Conference Bridges
- 3-Way Conference Call

### 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

# Hosted PBX & VoIP

## Call Management (cont.)

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

## Music on Hold

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

## Virtual Auto

### Attendants

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

### ACD Routing

Agents  
Pause and Unpause Queues  
Reason Codes  
Tally Codes Zero Out

## Origination and

### Termination

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

### Reporting

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

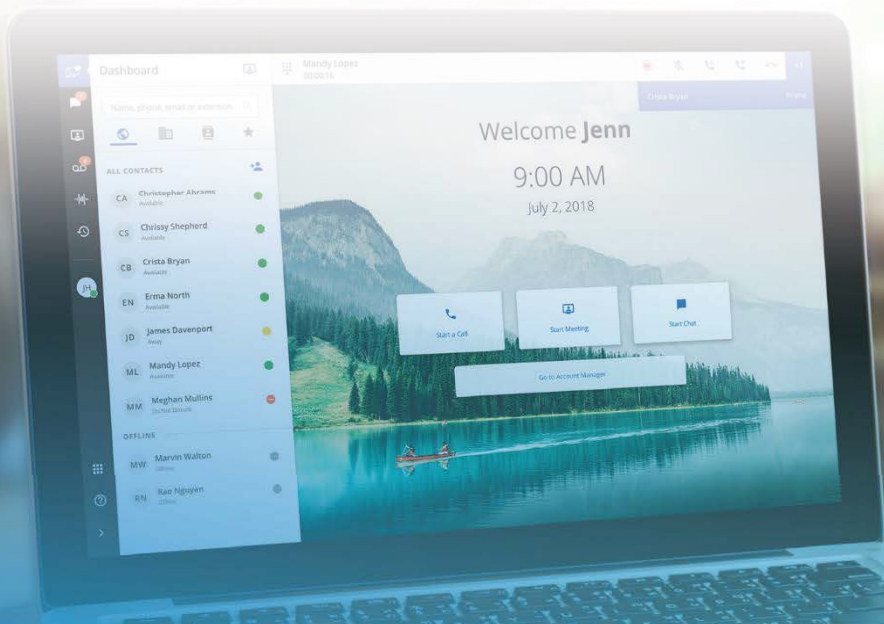
# Mobile Applications

With Mobile Applications, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, caller ID and more to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce.

## Features include:

Call Recording Cloud  
Extensions  
Conference Calls  
Enterprise Contacts

Mobile Office Extensions  
Support for Softphones  
Visual Voicemail with -  
Voice to Text



# Contact Center & IVR

## Agent Console:

Agent Controls Call Controls  
Call History  
Call Recording Controls  
Custom Screen Layout  
Custom Scripting (DNIS & Queue)  
Disposition Codes

Online Directories (with Custom Widget)  
Outgoing Calling Line ID Selection (with Dialer)  
Screen Survey Tools  
Supervisor Escalation  
Unavailable Codes

(with Multiple Levels)

## Supervisor Console:

Barge-in  
Call Center Dashboard  
Enable Alternate Routing

Historical Reports Intercept / Answer - Inbound Calls

## Additional Features:

Call Back in Queue  
Call Routing  
Interactive Voice - Response (IVR)  
Omni-channel Communications  
Outbound IVR

Real Time Queue Monitoring / Management  
Real Time Reports

Silent Monitoring (Listen In) View / Change Agent Status  
Whisper Coaching

Reporting Screen Pops  
Workforce Optimization / Management  
3rd Party & Custom - Database Integration

# Account Manager

Account Management  
Automated Billing System  
Case Management / LNP  
Click-to-Dial  
Detailed Accounting  
Endpoint Template Management  
Hunt group

Message Center  
Operator Console  
Phone Rebooter  
Shared Line Appearance  
Tax Automation  
Test My Connection  
URL Agent  
User Dashboard

# Integrated Solutions

API  
Hosted Fax  
Microsoft Outlook Plugin

Salesforce.com Plugin  
Screen Pops

# SIP Trunking

Enhanced SIP Trunking  
Standard SIP Trunking

