

VoIP Full Feature List

GENERAL

- **Auto-Attendant**
 - Dial by Name Directory
 - Intro Greeting
 - Post-Welcome Greeting
 - Dial by Extension
 - Multiple Language Auto Attendant
 - Configurable AA Timeouts
- **Call Pick up**
 - Directed Call pickup
 - Group pickup
 - Site pickup
 - Domain Pickup
- **Conferencing (Dedicated Bridge)**
 - Leader Login
 - Leader PIN
 - Participant PIN
 - Require Leader to Start
 - Begin and End times
 - Max # of Participants
 - Save Participants
 - Announce Participants
 - Arrive/Depart Tones
- **Paging**
 - Handset Paging
 - Overhead Paging
- **Transfer**
 - Blind Call Transfer
 - Attended Call Transfer
 - Voicemail Transfer
- **Call Park**
- **Call Retrieve**
- **Parktrieve**
- **Picktrieve**
- **Call Disposition and Reason**
- **Hot-desking**
- **Attendant Console**
- **Intercom**
- **Call Recording**
 - Mid-Call Recording Redaction
 - Full Domain Call Recording **NEW**
- **Custom MoH (Comfort Message)**
- **Multi-Language IVR**
- **Presence**
- **Time frames**
- **Text-to-Speech**
 - Portal integration for on demand text-to-speech to record greetings, auto attendants, MOH, and more

CALL CENTER

- **Smart Call Queue Routing**
 - Round Robin (longest idle)
 - Ring All
 - Skills-Based Routing
 - Linear Cascade
 - Agents to Ring initially
 - Agents to add after timeout
 - Tiered Round Robin **NEW**
 - Call Park
 - Forward if Unavailable
 - Forward if Unanswered
 - Call Back
 - SMS queuing
 - Prioritize Calls Waiting in Queues **NEW**
 - Pickup/Transfer Calls Waiting in Queues **NEW**

- **General Call Queue Settings**

- Call Recording
- Statistics
- Message to Agent
- Require Agents
- Require Music on Hold (MOH)
- Logout Agent on Missed Call
- Intro Greetings

- **Monitoring**

- Listen In (No ability to talk to either agent or caller)
- Barge In (full two-way audio with Agent and Caller)
- Whisper only (one-way audio with Agent only)

- **Call Queue Thresholds**

- Max Expected Wait Time
- Max Queue Length
- Queue Ring Timeout
- Agent Ring Timeout

- **Call Center Stats-Home Page**

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

- **Call Center Reports** (*email optional*)

- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics
- Custom Call Center Statuses 

- **Call Center Agent Settings**

- Agent Status
- Wrap Up Time
- Max Simultaneous Calls
- Queue Priority for Agent
- Request Confirmation
- Auto-Answer

USER

- **Bulk User Editing**

- **Answering Rules**

- Ring Time Out
- Do Not Disturb (DND)
- Call Screening
- Call Forwarding
 - Always
 - When Busy
 - When Unanswered
 - When Offline

- **Conferencing (Owned Bridge)**

- Leader Login
- Leader PIN
- Participant PIN
- Require Leader to start
- Begin and End Time
- Max # of Participants
- Save Participants
- Announce Participants
- Arrive/Depart Tones

- **Voicemail**

- Voicemail to Email
- Voicemail Distribution List (Deep Copy) 
- Voicemail Reminder (Persistent Notifications)

- **Call Waiting**

- Delayed Simultaneous Ring
- Extension Forbid List
- Localization
- Music on Hold (MOH)
- Operator Forward
- Presence
- Ring All
- Simultaneous Ring (Sim Ring)
- Time Frames
- Gravatar Integration

- **Single Sign-on (Google and o365)**

MONITORING

- **Customizable Modular Wall Board (ViiBoards)**

- Call Center Reports (can be received via email)
- Queue Statistics
- Agent Statistics
- Agent Availability
- DNIS Statistics

- **Call Center Stats-Home Page**

- Callers Waiting
- Average Wait Time
- Average Handling Time
- Abandon Rate
- Calls Answered
- Call Volume

- **Domain Graphs & Statistics**

- Peak Active Calls
 - By Hour
 - By Day
 - By Minute
 - All Calls
 - Off-net Only

- Call Volume

- By Hour
- By Day
- All Calls
- Off-net Only

- Total Minutes

- By hour
- By Day
- All Calls
- Off-net Only

- Users and Applications (per Domain)

- # of Users
- # of Devices
- # of Auto-Attendants
- # of Call Queues
- # of Conferences
- # of Phone Numbers

- **Usage Stats**

- Calls
- SMS
- Current Month
- Previous Month

- **Account Codes**

- **Call History**

- **Recording**

- Recording Email Notification

- **Server Management**

- **SIP Trace**

- **Trend Analysis**

- **CDR Export via portal**

DEVICE-RELATED

- **Zero Touch Provisioning**

- **Auto-Provisioning**

- **Bulk edit via portal**

- **Customization of Phone Directories**

- **Device Overrides (via portal and Admin UI)**

- **Device Passwords** (via portal and Admin UI)
- **Inventory**
- **Inventory import** (via portal and Admin UI)
- **Geography Based Provisioning**
- **Hot-desking**
- **Mass Resync**
- **Message Waiting Indicator (MWI)**
- **N-way Call**
- **Preferred Server Location**
- **Shared Line Appearance (SLA)**
- **Star Codes**
- **User Agent Permit Filter**
- **Video Telephony**
- **vButton Builder** – GUI for device button and template deployment
- **Queue Status Monitored BLF**
- **Day/Night Mode Monitored BLF**

SECURITY

- **Portal Security**
 - Secure Passwords
 - Forced Password Reset
 - Password Set/Reset via email
 - reCAPTCHA
 - v2
 - Invisible
 - Masquerade
 - User Welcome Emails
- **Transport Layer Security (TLS)**
- **Dictionary Attack Prevention for Phone Provisioning Files (S.A.F.E)**
- **Dial Permissions**
- **User Limits**
- **Reject Log**
- **Alarms**
- **Authorization Codes**
- **Call LimitsSRTP Audio Encryption**

PHONE NUMBERS

- **Phone Number Inventory**
 - Timed Enable/Disable
 - Localization
 - Enable Language on DID
- **Time of Day Routing**
- **Route Manager**
- **Alternate Numbers**
- **Allowed Numbers**
- **Anonymous Call Rejection**
- **Blocked Numbers**
- **Calling Line ID Blocking**
- **Configurable Call ID**
- **Direct Inward Dialing**
- **Normalization of Numbers**
- **Privacy**

SMS

- **Text/Chat Enhancements**
 - MMS Support
 - Group Text
 - Emoji support
 - File sharing

AUXILIARY FEATURES

- **CNAM**
- **E-911**
- **QOS Monitoring**
- **Voicemail Transcription**

UNIFIED COMMUNICATIONS

- **WebRTC**
 - Video Conference
 - ChatSMS (with PUSH support)
- **Web Phone**
 - Three-Way Calling

VIDEO CONFERENCING

- **Video Meetings**
 - Screenshare
 - Support for up to 25 participants
 - File Sharing
 - More scheduling options with email invites
 - Active Speaker Detection
 - Selectable layouts
- **Video Telephony**
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- **Day/Night Mode Monitored BLF**