

Agent Groups

- Welcome message (or not, if required)
- 9 other announcements
- Configure the gaps between announcements
- Own Music on hold
- Music on hold faded in and out in-between announcements
- Agent recovery time
- Call connect control (for charged calls and when they start to be charged)
- Queue Manage
- SMS SIP message to phones on queue status
- 3 routing algorithms for finding agents
- Head of queue actions
- Custom ring melody
- Daily CDR reports
- Record queue calls
- Time of day/holiday routing
- SOAP interface
 - Queue Status
 - Agent becomes available

Hunt Group

- Name hunt group for display on phone when ringing
- 3 stages
- Parallel/Sequential hunting
- Distinct ring melody
- Stack hunt groups on top of each other for complex routing and hunting
- Record all calls within the hunt group
- Final routing to any account on the PBX
- Final routing to an external telephone number
- Separate dial plan

Conference Rooms

- Users PIN code
- Admin PIN code
- Add-hoc Conference
- Scheduled Conference
- Email conference invites
- Named introduction in and out of the Conference
- Multiple Language IVR support
- Record conference calls

Service Flags

- Manual or Day/Night mode
- Manual Mode – dial the account to switch between on/off status
- Day/Night/Holiday mode – set times of day or days to set switch between on/off status
- Monitor the flag via buttons on the phone

Paging

- Page out to multiple devices
- Multicast paging
- Unicast paging
- Declare the destination devices
- Declare the source of the paging call

IVR Nodes

- Create your own IVR tree with multiple IVR nodes
- Upload a wave file
- DTMF matching
- Called From matching
- Called To Matching
- SOAP hook to external applications server
- Timeout

Calling Card/Call Back

- DISA
- Use to call in and call out
- Billing remains on the PBX
- Call back – both calls start and end with the pbx
- SOAP hook to external application server for authentication and call monitoring

Intercom

- 2 way intercom with other phones
- Star code to initiate intercom

Voicemail

- Private and Shared Voicemail
- Voicemail-to-email
- Message waiting indicator (MWI)
- Voicemail commenting
- Voicemail movement
- External Voicemail hook to Microsoft Exchange 2007
- 3 announcement modes – anonymous, named and personal
- Call cell phone with message

Call Redirection and Control

- Anonymous Call Intercept – ask user for name
- Redirect when busy
- Redirect all calls
- Redirect after x seconds
- DND
- Call Park, pick-up and retrieve
- Star code transfer

Music on Hold (MOH)

- Wave file source
- RTP stream source
- Wave input source
- Multiple source locations per PBX

Address Book

- Import address book details
- Speed dials from address book
- Domain address book
- User Address book
- Access address book from the phone

Presence and Monitoring

- Busy lamp fields (BLF)
- Auto provision BLF
- Monitor any extension
- Monitor any extension
- Instant messaging
- Attendant Console
- Secretary Phone Board

Language Support

- Multiple language support
- Web interface
- IVR prompts

Dial Plans/Trunks/Routing

- Multiple dial plans
- Pattern matching dial plan routing
- B2BUA Gateway – many SIP – Analogue/ISDN gateways
- Registered and gateway authentication
- ENUM Support
- CO-Line emulation
- ANI Number presentation

CDR Handling

- Email daily CDRs – extension, account and domain
- SOAP CDR mechanism – SOAP hook to a 3rd party application server

PBX Management

- Web based interface
- System level management
- Domain management
- User management
- SNMP monitoring