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 NEW

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

USER

- **Bulk User Editing** NEW
- **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 NEW (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**
- **vButton Builder – GUI for device button and template deployment**
- **Queue Status Monitored BLF**
- **Day/Night Mode Monitored BLF**