

Data Sheet

Power Flexible Work

Find the best fit for any size organization to ensure your employees and customers stay connected, supported, secure, and productive.



PBX Features	Standard
	Robust, reliable and secure phone system with full featured voice, video, and messaging
Call Queues	Unlimited
Visual Dial Plan Editor	Unlimited
Multi-Site Compatible	Unlimited
Auto Attendants	Unlimited
Extensions	Unlimited
Ring Groups	Unlimited
24/7 Customer Support	✓
Integrations	Popular and Vertical-Specific Integrations
Integration Licenses Included	None
Toll-Free #	Add-on
Vanity #	Add-on
Standard DID	1 Included, Extra Add-on
International DID	Add-on
International Calling <i>*subject to fair use</i>	50 + Countries Included (other countries per minute)
Toll-Free Minutes	1000 Included per Account (.019/minute thereafter)

PBX Features (continued)	Standard
Call Routing Optimizer & Analytics	✓
Hot Desking	✓
Shared Line Appearance	✓
Virtual Fax	✓
Intercom	✓
Call Recording	✓
Paging	✓
Report Caller Hold Time	✓
Hardware Rental Options (contact sales)	✓
Premium On-boarding	✓
Real-time analytics	✓
Unlimited Local & Long Distance Calling *subject to fair use	✓
Number Porting	✓
Cloud PBX	✓
Corporate/Local Directory on Phone	✓
Custom Hold Music	✓
Custom Messages & Greetings	✓
Dial by Extension	✓
Dial by Name Directory	✓
Directory Assistance	✓
Voicemail to Email	✓
Visual Voicemail	✓
Voicemail to Text	✓
Call Forwarding	✓
Call On Hold	✓
Call Park/Pickup	✓
Call/Extension Transfers	✓
Call Waiting	✓
Dynamic Caller ID	✓
Find Me/Follow Me	✓
Call Screening/Blocking/Filters	✓

PBX Features (continued)	Standard
Unlimited Call Routing	✓
Local or Geographic Phone Numbers	✓
Message Waiting Indicator	✓
Speed Dial	✓
Unlimited SMS Texting/MMS	✓
Unlimited Team Messaging	✓
Emergency Calling	✓
Simultaneous Ring	✓
Do Not Disturb	✓
Presence Monitoring	✓
Missed Call Indicator	✓
Multiple Calls per Line	✓
Last Number Redial	✓
Busy Lamp Field	✓
Call Continuity	✓
Line Failover	✓
Network Failover	✓
Call Flip	✓
Desktop Application	✓
iOS & Android Mobile App	✓
Unified User interface	✓
Single Sign On Support	✓
Zero Touch Desk Phone Provisioning	✓
Call Analytics	✓
Call Logs	✓
Call History	✓
Security and Compliance Certifications	✓
Hardware Purchase Options (contact sales)	✓
Extension Summary Reports	✓
Work From Anywhere Compatible	✓

Meeting Duration	Unlimited
HD Video Conferencing Participants	150
Cloud Meeting Recording	✓
Meeting Transcriptions	✓
Toll-Free Dial-In	✓
International Dial-In	✓
Call Me	✓
25 Simultaneous Webcams	✓
InRoom Link (H.323.SIP)	
Webinar Add-on	✓
Share Screen on iPhone/iPad	✓
Designate Meeting Co-Organizers	✓
1 year Storage (recordings and transcriptions)	✓
One-Time/Recurring Meetings	✓
Audio Conferencing	✓
Personal Meeting Room	✓
Screen Sharing	✓
Meeting Lock	✓
Password Protection	✓
Google and Microsoft Calendar Integration	✓
Mobile Join	✓
Mute/Excuse Attendees	✓
Meeting Diagnostic Reports	✓
In-Session Chat	✓
GoTo Room Hardware (contact sales)	Add-on

Contact Center Features	Standard (Add-on)
Intelligent Call Routing	
SMS Queues	
Web Chat	
Facebook Integration	
Instagram Integration	
Pre-Recorded Audio Messages	
Pre-saved text messages	
Real-Time Analytics Dashboard	
Pause Reasons	
Skill Assignment	
Tag Management	
Agent Management (login, transfer, hold, whisper, listen, barge)	
CSV Import	
Customizable Dashboard - 'Wallboard'	
Campaign Management & Drill Down	
Historic Data Mart	
Caller Summary Table	

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