



Intermedia Unite Feature Descriptions

Category	Feature	Unite Comments
Phone Numbers	Local DIDs	Direct Inward Dialing. It is a local phone number for calling directly into a company's phone system. Intermedia can provide them for all 50 states. Search by location, zip, or NPA/NXX.
Phone Numbers	Reserve local numbers against an account	Ability to assign a phone number to a customer account without an associated phone or user
Phone Numbers	Direct Inward Dial	Phone number - each user gets a dedicated DID
Phone Numbers	Unique Extension	Each user gets a unique extension
Phone Numbers	Unlimited Local and LD	Continental US
Phone Numbers	International calling	Long distance rates to 200+ countries
Phone Numbers	Toll Free Number	Customers call into the business for free. Charges directed toward called party.
Phone Numbers	Toll Free number routing to AA, HG or extension	Toll free service can be terminated to an auto attendant, a hunt group, or the extension of an individual user, such as a receptionist
Phone Numbers	Toll Free bundles	Ability to pay less the more minutes of toll free you commit to each month
Phone Numbers	Remote market numbers (Virtual numbers)	Ability to buy phone numbers with different area codes in different locations
Phone Numbers	Directory Listing	Ability to have a business listed in the national 411 Directory Listing service
Phone Numbers	Caller ID - Inbound	The phone number of the caller is displayed on the phone
Phone Numbers	Caller ID - Outbound	The phone number of user or company making outbound calls is displayed on the called party device
Phone Numbers	Calling Name (CNAM)	Name of the person or organization that is associated with the phone number is displayed on the phone during inbound phone calls
Phone Numbers	Cloud PBX User	A subscriber to Unite service. Each user gets up to 5 devices, and gets unlimited local and LD calling, and a host of other features included as part of the service.
Phone Numbers	Resource Line	Pay per use or metered resource line. (e.g. for lobby or classroom phone with no associated vm or email login). No free phone or rebate is included. Max 1 device per resource line. Max 1 resource for every 3 standard users.
Phone Numbers	Fax Resource (pay per use, metered, or unlimited)	Line of service associated to a fax capable analog telephone adapter
Calling Features	Extension Dialing	Ability to dial 3, 4, 5 or 6 digit extensions in order to call other users within the organization
Calling Features	Busy Lamp Field	Status indicator on a user phone LCD screen that represents the status of other phones in the enterprise: on-hook, off-hook, or ringing
Calling Features	Remote-line Key	Allows a button to be programmed for a user to be able to make and take calls on behalf of another user. In essence, the same extension would appear on multiple phones in the enterprise
Calling Features	Speed Dial Key	Allows a button to be programmed to store a frequently-dialed phone number. When the user presses this button, the phone will dial the saved phone number on behalf of the user
Calling Features	Call Waiting	Audio tone indicating another inbound call is coming in. User may place one call on hold to answer the second call
Calling Features	Call Transfer	Active calls may transferred to others via warm or blind transfer
Calling Features	Call Forwarding	Forwards all calls from your extension automatically. Before you leave your extension, you can forward all your calls to ring at another extension, or to an external number.
Calling Features	3 way calling	The phone allows three callers to be joined together in a conference without having to dial into a conference bridge
Calling Features	Call Pickup - Any	Ability for a user to answer a different user's phone from their own phone
Calling Features	Call Pickup - Directed	Ability for a user to answer a different user's phone from their own phone when you know the exact extension
Calling Features	Call Pickup - Group	Ability to define a group of Users who may answer each other's phone calls
Calling Features	Call Hold	Ability to put the caller on hold at the device level. Held calls may only be retrieved from the device in which the call was held.
Calling Features	Paging via 3rd party paging device	Ability to support 3rd party paging devices through SIP enabled speakers or gateways

Calling Features	Page all phones	Paging allows you to speak through all phones at the same time via the speakerphone. Paging is used to make announcements or to let people know about a parked call.
Calling Features	Paging groups	Phone paging groups allow users to broadcast announcements to an entire team or to select employees through their speakerphones
Calling Features	7 digit dialing	Ability to designate a local area code; The system then assumes this area code if the user only dials 7 digits
Calling Features	Call Park	Holds calls at the system level. Parked calls may be answered from any phone or extension in the organization
Calling Features	Call Park timer	The designated amount of time calls are parked before ringing back to the extension from which the call was parked
Calling Features	Call Recording	Allows the user to record a call on demand. Pressing a few phone keys starts the recording
Calling Features	Music on hold	When an external call is placed on hold, the caller is presented with hold music. Choose Intermedia's hold music or upload your own. Customizable by administrator.
Calling Features	Phone Display Language Selection	Designates the language that the phones will use. Only English is available in first release.
Calling Features	Phone Time zone selection	Ability to set time zones for separate offices/locations so that the displayed time on the device LCD will be correct at all physical locations
Calling Features	911 address per device	Since 5 devices are supported per user, each device needs to have its own E911 address -- these can be entered into the system through the admin portal
Calling Features	Configurable ring tones	Select from multiple ringing tones using the phone device menu
Calling Features	Display selection options	Administrators may modify the phone's display. For each display line: Phone number, Ext, Company Name, free form text, User Name, none
Calling Features	Create alias of a configured button	Administrators can use Voice Control Panel to configure phone keys. Simply creates another instance of your phone line on another button to make or receive calls.
Calling Features	Call History Report	Administrators can view call history reports for the last 12 months
Calling Features	Voicemail	Every extension is allocated a voicemail box by default. Voicemail features include: <ul style="list-style-type: none"> - delete, skip, or save messages - send messages to another mailbox - playback control when receiving messages - change personal greeting and password - 90 minute voicemail storage per voicemail box - message key to access voicemail - numeric message count indicator
Calling Features	Access Voicemail	The ability to access voicemail messages left for your extension. Messages can be accessed via the phone or the mobile client, and is also send as an email attachment. In the near future, voicemail will also be accessed by the desktop client.
Calling Features	Call Flip	Ability to move active calls from desktop or mobile devices to a physical desk phone, or vice versa
Calling Features	Direct transfer to voicemail	Pressing * plus extension transfers active calls to a user's voicemail
Calling Features	Block outbound Caller ID	Ability to block the external party from seeing the caller ID information of the user. Setting is per user. Not per call.
Calling Features	Do not Disturb	If your extension is set to Do Not Disturb, anyone trying to call you will be sent directly to your voicemail box
Unified Communications	Point to point video telephony	Intermedia Unite enabled devices that support a web camera can deliver point to point video transmissions simultaneous with the voice call
Unified Communications	HD Voice	HD voice technology uses Digital Signal Processing (DSP) technology to capture and transmit higher quality sound. The devices on both ends of a call must be HD voice enabled in order for the feature to function correctly.
Unified Communications	Click to Call	Click on company contacts to place calls via the Unite mobile app or Unite desktop app
Unified Communications	Visual Voicemail	Visual interface used to play back or manage voicemail
Unified Communications	Email notification of received voicemail	An email can be sent to users to notify them of a voicemail left for them. Configurable by end user.
Unified Communications	Voicemail to Email	Voicemail attachment or transcription sent via email. Actual content is attached vs just a notification.
Unified Communications	Fax to Email	System converts faxes to pdf and delivers to email
Unified Communications	Voicemail transcription	Voicemail turned to text and either sent to an email box or displayed on the Unite mobile app. Transcription provides the context of the message so a user can decide if they need to attend to it immediately, or later.

<i>Unified Communications</i>	Message Waiting Indicator	The desk phone has a red LED that blinks indicating that the user has voicemail
<i>Unified Communications</i>	SMS notification of Voicemail	An email can be sent to users to notify them of a voicemail left for them
<i>Unified Communications</i>	Auto-delete voicemail	Voicemails will be deleted automatically by the system after 90 days
<i>Unified Communications</i>	Upload voicemail greeting	Each extension can record a customized greeting for their voicemail box. Configurable by end user, but need to use webpage to upload greetings. Greetings need to be recorded by other tools.
<i>Unified Communications</i>	Configure voicemail pin	Configurable by end user. A PIN password to be able to access voicemail.
<i>Unified Communications</i>	Listen to voicemail by phone	Ability to listen to voicemail via the desktop phone, or via the Unite mobile app
<i>Unified Communications</i>	Find Me/Follow Me	Ring your office phone and other phones not on the system at the same time. Up to 3 numbers, simultaneous or sequential. Configured by end user.
<i>Unified Communications</i>	Conference bridge	Ordered by administrator. Enjoy enterprise quality audio conferencing capabilities. Up to 20 active users and 100 participants are supported. Each bridge has its own dial in number, and host and participant IDs.
<i>Auto Attendant</i>	Auto Attendant included	Auto Attendant greets callers and routes calls to the right person or information 24 hrs per day. 1 Auto attendant included with Unite.
<i>Auto Attendant</i>	Multiple Auto Attendants per account	Ability to order additional auto attendants and implement them within an account
<i>Auto Attendant</i>	Configure DID for Auto Attendant	Ability to assign a phone number to an auto attendant
<i>Auto Attendant</i>	Configure Extension number for AA	Ability to assign an extension number to an auto attendant
<i>Auto Attendant</i>	Extension Dialable Auto Attendant	Ability to extension dial or transfer a call to an auto attendant
<i>Auto Attendant</i>	Display name	Ability to name an auto attendant to identify between multiple auto attendants. The name of the auto attendant which is routing the call is displayed on the phone.
<i>Auto Attendant</i>	Auto Attendant Voicemail box	Voicemail left for a system mailbox rather than voicemail left for a particular user
<i>Auto Attendant</i>	Auto Attendant voicemails sent to email address	The system will send an email to notify an administrator when a VM has been received in the auto attendant
<i>Auto Attendant</i>	Business hours and non-business hours schedule	Auto attendants can be set to have different functions during business hours than during non-business hours
<i>Auto Attendant</i>	Menu greetings	Ability to upload custom greetings into all auto attendant menus
<i>Auto Attendant</i>	Ability to upload menu greetings in Portal	Menu greetings can be recorded through the system or uploaded through the portal
<i>Auto Attendant</i>	Dial by name	Ability for user to dial by first or last name through auto attendant menu option
<i>Auto Attendant</i>	Menus	List of options from the auto attendant for a caller to choose from
<i>Auto Attendant</i>	Sub-menus	List of options placed underneath another menu
<i>Auto Attendant</i>	Configurable menu options to route to:	An auto attendant can route to the following:
<i>Auto Attendant</i>	<i>Hunt Groups</i>	Route to a defined group of users
<i>Auto Attendant</i>	<i>Users</i>	Route to an individual user
<i>Auto Attendant</i>	<i>User Voicemail</i>	route to an individual user's voicemail
<i>Auto Attendant</i>	<i>AA Voicemail</i>	route to the Auto attendant system voicemail
<i>Auto Attendant</i>	<i>Another AA</i>	route to another auto attendant
<i>Auto Attendant</i>	<i>AA Sub Menu</i>	Route to a sub menu of the auto attendant
<i>Auto Attendant</i>	<i>Replay greeting</i>	simply replay the greeting of the main auto attendant
<i>Auto Attendant</i>	<i>Dial by Name</i>	Dial by name to reach an individual user.
<i>Auto Attendant</i>	<i>Phone Number</i>	Route to an off-system phone number
<i>Auto Attendant</i>	<i>Hang up</i>	Hang up the call
<i>Auto Attendant</i>	Receptionist routing	Feature that allows a phone or group of phones to ring before being sent to an auto attendant - gives a receptionist a chance to answer first
<i>Auto Attendant</i>	Menu Timeouts	Timeout is when the caller does not choose an option (no button pressed or recognized) in the auto attendant. Administrators are presented with one of the following timeout behaviors:
<i>Auto Attendant</i>	<i>Timeout to PSTN phone number</i>	Call can be routed to any telephone number
<i>Auto Attendant</i>	<i>Timeout to Extension</i>	Call can be routed to an individual extension within the organization
<i>Auto Attendant</i>	<i>Timeout to Menu</i>	Call can be routed back to the auto attendant menu

Auto Attendant	<i>Timeout to Bulletin</i>	Call can be routed to have a bulletin played for the caller to hear such as "thank you for calling, goodbye."
Auto Attendant	<i>Timeout to HG</i>	Call can be routed to a hunt group
Auto Attendant	<i>Timeout to Dial by Name</i>	Call can be routed to the dial by name directory
Auto Attendant	<i>Timeout to Voicemail</i>	Call can be routed to the system voicemail or user voicemail box
Auto Attendant	<i>Hang up</i>	Call can be immediately disconnected
Auto Attendant	Record menu greetings via phone	Ability to record a menu greeting via the phone
Fax	Webfax	Webfax offers full fax capabilities on virtually any Windows computer. Send or receive fax through Webfax. Get email alerts whenever a fax is received, and view faxes on virtually any web-enabled device.
Fax	<i>UI to display faxes</i>	Webfax interface displays list of available faxes to read
Fax	<i>UI to view faxes</i>	Webfax interface allows you to view individual faxes
Fax	<i>Date/Time/CLI/# of pages stats</i>	Webfax interface displays this statistical information
Fax	<i>Download faxes</i>	Ability to download the fax to a computer or other mobile device
Fax	<i>Forward faxes</i>	Ability to forward faxes to other users
Fax	Fax Notifications	Emails letting the user know about status of faxed documents (inbound or outbound)
Fax	<i>Fax received notifications</i>	An email letting the user know that a fax has been received
Fax	<i>Sent fax delivered notifications</i>	An email letting the user know that a fax has been delivered
Fax	<i>Sent fax failed notifications</i>	An email letting the user know that a fax has failed to deliver to its intended location
Fax	<i>Attach fax to email</i>	Fax in pdf sent to email box
Fax	<i>Include link to view fax in email</i>	If you click the link, it will take you to the UI to view faxes
Fax	<i>Numeric notification of faxes</i>	Displays how many faxes you have waiting
Hunt Group Contact Center	Hunt Groups	Ability to ring multiple defined phones, (for example a department or a group of receptionists) in order or at once, in order to ensure that a call is not missed
Hunt Group Contact Center	Configure DID for HG	Ability to assign a phone number to a hunt group (for instance, a user could dial a number to enter directly into a support call queue.)
Hunt Group Contact Center	Configure Extension number for HG	Ability to assign a single extension to a hunt group so that a call could be transferred internally directly to a hunt group
Hunt Group Contact Center	Direct Dialable HG	Ability to directly dial a hunt group
Hunt Group Contact Center	Extension Dialable HG	Ability to dial an extension to reach a hunt group
Hunt Group Contact Center	Hunt Group call distribution Modes	The order in which phones ring within the hunt group
Hunt Group Contact Center	sequential	Top - down (ordered, when you have an ideal first person in the group)
Hunt Group Contact Center	longest idle	An algorithm determining the most inactive logged in user and routes calls in descending order of activity
Hunt Group Contact Center	round robin	Equal call distribution through all logged in users, ringing sequentially. Next person on the available list gets the call.
Hunt Group Contact Center	simultaneous	All logged in users phones ring at the same time, first person to pick up retrieves the call
Hunt Group Contact Center	Hunt group menu configuration interface	Area to set up options for call routing available during hunt group hold
Hunt Group Contact Center	Hunt Group Greeting management interface	Area to upload hunt group greetings within the management tool
Hunt Group Contact Center	Hunt Group Voicemail box	A voicemail box that belongs to a hunt group. A manager or hunt group users would have the ability to retrieve the voicemail
Hunt Group Contact Center	Voicemail notification via email	Voicemail notifications can be configured to email only hunt group users when voicemail is received
Hunt Group Contact Center	Voicemail transcription	Voicemails can be transcribed and sent to all members of a hunt group via email
Hunt Group Contact Center	Configure delete the VM on server after sending in email	The system can be configured to delete a voicemail off the server automatically after it is sent via email
Hunt Group Contact Center	Configure sending notification via SMS	The system can be configured to send SMS text messages to the members of a hunt group when a voicemail has been left
Hunt Group Contact Center	Configure marking VM as read after sending email	The system can automatically mark voicemails as "read" after sending them via email, but NOT delete them from the server

<i>Hunt Group Contact Center</i>	Option to receive email notification when a new call recording is created	When a new call recording is created within a hunt group, members of a hunt group can be notified via email when a call recording is created
<i>Hunt Group Contact Center</i>	Called Hunt group name displayed on phone	When a user's phone rings, it can be programmed to display that it is the hunt group that is ringing, and not the individual phone/extension
<i>Hunt Group Contact Center</i>	Queue calls to hunt group	Call Queuing, a standard feature of the hunt group, allows callers to be distributed to specific groups of phones. If all of the phones in the group are busy the callers will receive your custom messages and options while they hold for the next phone to become available. Users can log in and out of the hunt group through their phones or personal web portals.
<i>Hunt Group Contact Center</i>	Set Max callers on hold	Set in the system how many callers can be added to the queue before the next caller is told that the system is busy and that they should call back later
<i>Hunt Group Contact Center</i>	"Hunt next agent after" configurable	Configure the time period spent ringing one agent's phone before moving on to the next agent
<i>Hunt Group Contact Center</i>	"Hunt group timeout" configurable	If calls are in queue for a certain length of time (set by administrator) without being answered by an agent, the system can be set to take a number of actions:
<i>Hunt Group Contact Center</i>	Route to must answer or other target destination after hunt group timeout is exceeded	If hunt group timeout occurs, the call can be routed to an alternate destination
<i>Hunt Group Contact Center</i>	Agent Wrap up time configurable	A timeframe can be set for an agent to take notes after a call before another call is routed to them
<i>Hunt Group Contact Center</i>	Call Recording configurable by hunt group	Ability to record/not record individual hunt groups
<i>Hunt Group Contact Center</i>	Automatic call recording of HG calls	Hunt group calls can be set to be automatically recorded
<i>Hunt Group Contact Center</i>	Select sharing recordings via email, or saving in server	Hunt group call recordings can either be emailed or stored on server
<i>Hunt Group Contact Center</i>	One-click login / logout for agents	Administrators can program line keys to be a single-press login/logout for hunt group agents.
<i>Hunt Group Contact Center</i>	Separate greeting to announce when max callers are on hold	This is the greeting played when the defined max calls in queue is reached
<i>Hunt Group Contact Center</i>	Repeating greetings for callers on hold	Messages that can repeat to held callers after a defined period of time
<i>Hunt Group Contact Center</i>	Hunt Group Music On Hold - default	A particular choice of music just for the assigned hunt group, chosen from a list of default files that are included with the system
<i>Hunt Group Contact Center</i>	Hunt Group Music On Hold - configurable via web interface	The ability to upload custom music on hold for individual hunt groups
<i>Hunt Group Contact Center</i>	Hunt Group initial message/greeting	Ability to configure an initial greeting within an individual hunt group
<i>Hunt Group Contact Center</i>	Agent Login and Logout from Hunt Group	Users can be logged in or logged out from the hunt group either on their own, or by an administrator
<i>Hunt Group Contact Center</i>	Temporarily remove agent from hunt group if they do not answer a call	If an agent doesn't take a call when their phone rings after a set period of time, it will log the agent out for a defined period of time
<i>Hunt Group Contact Center</i>	Configure duration of temporary removal of agent from hunt group	The value of the set period of time that an agent would automatically be temporarily logged out of a hunt group
<i>Hunt Group Contact Center</i>	Visual call recording storage in VCP including date/time/from/to/duration stats	A visual inbox of call recordings within the Voice Control Panel, much like voicemail
<i>Hunt Group Contact Center</i>	Hunt group timeout feature including:	When timeout is triggered in a hunt group (caller has held in queue for a defined period of time) these actions can be configured
<i>Hunt Group Contact Center</i>	Timeout to PSTN phone number	Hunt group timeout call can be routed to any 10-digit phone number (such as a cell phone or an answering service.)
<i>Hunt Group Contact Center</i>	Timeout to User	Hunt group timeout call can be routed to an individual user within the organization
<i>Hunt Group Contact Center</i>	Timeout to AA	Hunt group timeout call can be routed to an auto attendant

<i>Hunt Group Contact Center</i>	Timeout to VM of a User	Hunt group timeout call can be routed directly to a user's voicemail box
<i>Hunt Group Contact Center</i>	Timeout to HG VM	Hunt group timeout call can be routed to the hunt group's voicemail box
<i>Hunt Group Contact Center</i>	Setting on how long to reach each agent's phones	Number of seconds before the hunt group tries to ring the succeeding agent in the hunt group queue
<i>Hunt Group Contact Center</i>	Menu options to route callers to alternate destinations including:	Pressing a button while in queue - options are offered to callers while in queue to be routed elsewhere. Calls can be routed to:
<i>Hunt Group Contact Center</i>	PSTN phone number	10 digit phone numbers
<i>Hunt Group Contact Center</i>	User	Individual users
<i>Hunt Group Contact Center</i>	AA	An auto attendant
<i>Hunt Group Contact Center</i>	HG	Another hunt group
<i>Hunt Group Contact Center</i>	User's VM	A user's voicemail
<i>Hunt Group Contact Center</i>	HG's VM	The voicemail of the hunt group
<i>Hunt Group Contact Center</i>	Hang up	Disconnect the call
<i>Hunt Group Contact Center</i>	Multiple HG greetings including:	Several greetings can be configured within individual hunt groups
<i>Hunt Group Contact Center</i>	Initial greeting	An initial greeting when entering a hunt group
<i>Hunt Group Contact Center</i>	Max callers on hold greeting	A greeting that lets the caller know when a large number of agents is on the phone with other callers
<i>Hunt Group Contact Center</i>	Music on hold	Hunt group can play music while on hold in the hunt group queue
<i>Hunt Group Contact Center</i>	Repeating message every x seconds	"Please continue to hold...." repeating message
<i>Hunt Group Contact Center</i>	HG timeout message	When the timeout has been reached, and no one is available to take the call, then a message can be played and then the caller can be presented with options to be routed elsewhere or continue to hold
<i>Hunt Group Contact Center</i>	Voicemail message	A hunt group voicemail greeting can be configured
<i>Hunt Group Contact Center</i>	Agent successfully logged in	Message that plays to AGENT that they have successfully logged into the system
<i>Hunt Group Contact Center</i>	Agent successfully logged out	Message that plays to AGENT that they have successfully logged out of the system
<i>Hunt Group Contact Center</i>	Visual Agents Status	Administrator can view agent status (logged in or out) in an interface
<i>Hunt Group Contact Center</i>	Agent log in/out in status	Administrator can log agents in/out of the system on their behalf
<i>Hunt Group Contact Center</i>	Add PSTN numbers as HG Agents	A non-system phone number can be part of a hunt group
<i>Hunt Group Reporting</i>	<i>All Agent group report for today</i>	Returns a report that summarizes today's call statistics for the hunt group as a whole. Includes an active call report, call averages report, as well as agent logs
<i>Hunt Group Reporting</i>	<i>All Agent report for any time frame</i>	Returns a report that summarizes call statistics over defined periods for the hunt group as a whole. Includes call statistics such as failed and abandoned calls. Also includes reports of hold time, talk time, and call duration.
<i>Hunt Group Reporting</i>	<i>Specific Agent report for today</i>	Returns a report that displays information about a specific agent: their active call status: logged in/out and what time last logged in/out
<i>Hunt Group Reporting</i>	<i>Specific Agent report for any time frame</i>	Returns a report that summarizes call statistics over time for a single agent within a hunt group. Includes statistics such as a historical calls report including total calls, rolled calls, and calls per hour. It includes average/max daily talk time, as well as total time logged in per day.
<i>Hunt Group Reporting</i>	<i>Active Calls Report</i>	The Active calls report provides a snapshot of all active calls and Agents within the hunt group. It includes current number of active calls
<i>Hunt Group Reporting</i>	<i>Calls on hold</i>	Part of the active calls report -- displays the current number of calls that are on hold within the specified hunt group
<i>Hunt Group Reporting</i>	<i>Agents logged in</i>	Part of the active calls report -- displays the current number of agents that are logged into the hunt group and available to take calls as part of the group
<i>Hunt Group Reporting</i>	<i>Connected calls in Hunt Group</i>	Part of the active calls report -- displays the total number of Active calls + held calls + queued calls

<i>Hunt Group Reporting</i>	<i>Average Call Duration</i>	Average call duration is part of the call averages report -- which displays the average and maximum total call length for the specified date range. Call length is defined as the time between a call entering the hunt group, and the call being terminated, and includes all hold time and talk time.
<i>Hunt Group Reporting</i>	<i>Average Hold Time</i>	Average hold time is part of the call averages report -- will display the average and maximum hold times for the specified date range
<i>Hunt Group Reporting</i>	<i>Average Talk Time</i>	Average Talk time is part of the call averages report -- will display the average amount of talk time (connected, active calls which are not on hold) for the specified date range
<i>Hunt Group Reporting</i>	<i>Maximum Talk Time</i>	Maximum Talk time is part of the call averages report -- will display the talk time of the longest connected call (connected, active calls which are not on hold) for the specified date range.
<i>Hunt Group Reporting</i>	<i>Total Calls Received</i>	The historical Calls report will display metrics on this Agent's total number of inbound phone calls over time
<i>Hunt Group Reporting</i>	<i># of calls that connected after being in queue</i>	Part of the call statistics report -- displays the number of calls during a specified date range which were connected after holding
<i>Hunt Group Reporting</i>	<i># of calls that connected immediately</i>	Part of the call statistics report -- displays the number of calls during a specified date range which were connected immediately - callers who did not have to wait in a queue
<i>Hunt Group Reporting</i>	<i># of abandoned calls</i>	Part of the call statistics report -- displays the number of calls during a specified date range which were abandoned - callers who hung up while in queue
<i>Hunt Group Reporting</i>	<i># of failed calls due to Max Calls Limit being reached</i>	Part of the call statistic report -- displays the number of calls during a specified date range which "failed" due to the max calls limit being reached. These failed calls were routed elsewhere (such as hunt group voicemail) due to the expected wait.
<i>Hunt Group Reporting</i>	<i>Configure SLA for calls on hold</i>	Setting up a service level agreement helps administrators understand whether they are meeting the minimum hold times they have committed to their callers. Displays service levels within the hold time report in order to view actual vs SLA hold times on a single graph.
<i>Hunt Group Reporting</i>	<i>Talk time historical trending graph</i>	Talk time report will display the average and maximum talk time for the specified date range
<i>Hunt Group Reporting</i>	<i>Call Statistics historical trending graph</i>	The Call statistics report will display metrics on this hunt group's inbound phone calls. These include failed calls due to max callers, abandoned calls, connected after holding, and calls answered immediately.
<i>Hunt Group Reporting</i>	<i>Zoom into to data</i>	The administrator can zoom into the call statistics graph in order to view shorter periods of time than the specified date range in order to gain more detail
<i>Mobile integration</i>	Unite Mobile app for iOS and Android	The Unite mobile app is supported by both Android and Apple iOS
<i>Mobile integration</i>	Active Directory Integration	Contacts and global address lists are imported into Unite from the existing Active Directory
<i>Mobile integration</i>	Full featured softphone	The Unite mobile app is a full-featured softphone. The user can call or receive calls directly through the app, and can use all of its cloud-enabled features such as call management, visual voicemail, as well as many others.
<i>Mobile integration</i>	Mid Call Control	The Unite mobile app allows mid-call features such as call flip, call hold, call park, call transfer, management of multiple calls
<i>Mobile integration</i>	Visual Voicemail	Voicemail presented in a visual "inbox" style interface
<i>Mobile integration</i>	Integrated with iOS CallKit support	Provides seamless operation with iOS including aggregated call logs, using iOS dialing capabilities and other functions
<i>Mobile integration</i>	Listen to voicemail by Unite mobile	The visual voicemail interface allows the user to press a button to listen to voicemail. Voicemails may be played, forwarded, or deleted. Voicemails may be managed in any order that the user wishes.
<i>Mobile integration</i>	Find-me Follow-me settings	This setting tells the system what to do with the call if it is unanswered. It may be forwarded elsewhere, or go to voicemail. When you set this up in the app, you are setting up the entire user FMFM settings, not just the individual device.
<i>Mobile integration</i>	Voicemail settings (record greeting, new voicemail notification settings)	Voicemail settings allows the user to customize a standard and custom greeting, with the ability to toggle between them. It also allows voicemail notifications to be able to be turned on/off and where to send the email notifications. Also turn transcription on/off.
<i>Mobile integration</i>	Voicemail transcription	Transcription is voicemail changed to text. The transcriptions can both be displayed in the app, as well as sent via email.
<i>Mobile integration</i>	Mobile Assistant with geo location integration	Mobile assistant learns calling patterns and preferences by observing how and when the user makes and receives calls. It will suggest custom rules which will route calls depending on location, time of day, meeting status.
<i>Mobile integration</i>	Push notification	Message that appears when the phone rings or receives a message
<i>Mobile integration</i>	Integrated with iOS CallKit support	Integrated

Mobile integration	Contact synchronization between mobile and Desktop devices, or when moving to new device	The mobile app syncs contacts from both your phone's contacts, as well as the contacts from the active directory, and makes them available on the mobile app
Mobile integration	Call Flip	Ability to switch between user devices during active calls. Active calls can be switched from the mobile app to the user desktop phone or vice versa
Mobile integration	Call join	Ability to add active calls together into a 3-way call
Mobile integration	Call History	Call history shows all calls/misssed calls for the last 90 days
Mobile integration	Smart search contact by name or number	Entering a keyword searches the internal active directory. It will search names, departments, and locations
Mobile integration	One button dial into conference bridge	Configure bridge number and ID in Unite for 1 touch login to bridge
Desktop integration	Unite Desktop app	Remote control for the associated phone. It integrates the company directory and enables click-to-call, as well as mid-call management features such as call flip, call transfer, and call park.
Desktop integration	Support for PC and MAC	The Intermedia Unite desktop app is supported by both Mac and PC
Desktop integration	Active Directory Integration	Global address lists are imported into the Unite desktop app from the existing Active Directory
Desktop integration	Click to call	The ability to click to call anyone in the organization's directory with a single click
Desktop integration	Mid Call Control	Call transfer, call park, and call flip are the mid-call control abilities of the desktop app
Desktop integration	Contact synchronization between mobile and Desktop devices, or when moving to new device	All devices sync to the app from active directory
Desktop integration	Call Flip	Call flip allows the user to switch an active desktop call from the desktop phone to their mobile app on their mobile device
Desktop integration	Call History	Call history allows the user to view all calls connected and calls missed for the last 90 days. Contact information of the caller, time and date are listed. Calls are listed in chronological order and the user can filter to view only missed calls if desired.
Desktop integration	Smart search contact by name or number	Entering a keyword searches the internal active directory. It will search names, departments, and locations
Desktop integration	Line Presence	User can view the line status of other contacts within the organization: available, away, busy, on a call, or offline. The system automatically displays whether callers are busy on a call. Other settings can be manually updated.
Desktop integration	Launch AnyMeeting button	The desktop app user can launch an instance of AnyMeeting by clicking on the "Enter my Meeting" button located behind the Meeting tab of the desktop app.
Partner	Pre-qual tool	Pre-qual tests for 2 things up front: 1) checks addresses to make sure that the address is accurate and that E911 service is available at the address. 2) checks phone numbers to verify availability, inventory and whether the number can be ported.
Partner	Bandwidth tester	Bandwidth tester is a browser tool found at https://www.telecomsvc.com/broadbandtester . It tests the amount of bandwidth the internet circuit is providing to the local network. It tests for download/upload speed, latency, packet loss, and jitter at the time that the test is run.
Partner	Multi-day VoIP test tool	VoIP Scout is a network testing tool which is installed at the customer site. It makes a series of test calls to the VoIP network, and measures the quality of each call. It measures packet loss, delay and jitter. VoIP Scout is available as both a software app or an appliance.
Partner	Click to Buy	Additional hardware and services may be purchased directly from the Intermedia Unite administrative control panel
Partner	Centralized provisioning	HostPilot allows administrators to provision hardware and service to users within an organization themselves, in the same manner in which other Intermedia data services are provisioned
Partner	Plug and Play phones	Phones sold by Intermedia are preprogrammed to work seamlessly with Intermedia Unite. They can be plugged anywhere there is an internet connection, and will work exactly as intended.
Partner	Grey Label capability	The Intermedia Unite service is available to be resold as a grey label platform called "Elevate."
Partner	Partner can adjust sell pricing at account level	Channel partners have the ability to set their own pricing within the Intermedia Unite quoting system for a specific account
Partner	Partner can adjust default sell pricing for new accounts	Channel partners have the ability to set their own default sell pricing within the Intermedia Unite quoting system

Partner	Quote tool	The intuitive Intermedia Unite quoting tool allows partners to present customers with clear, concise and accurate quoting
Partner	Telco taxes calculated for partners	PLR partners receive accurate telecom tax quotes from Intermedia in order to pass on the tax to the customer without any special tax knowledge or billing systems
Partner	Online number porting request tool	Online tool to request number ports. High priority on roadmap
Device support	Polycom	IP5000
Device support	Polycom	IP6000
Device support	Polycom	IP7000
Device support	Polycom	VVX201
Device support	Polycom	VVX300
Device support	Polycom	VVX310
Device support	Polycom	VVX400
Device support	Polycom	VVX410
Device support	Polycom	VVX500
Device support	Polycom	VVX600
Device support	Cisco	SPA303
Device support	Cisco	SPA504G
Device support	Cisco	SPA525G2
Device support	Yealink	W52 Cordless Phone
Device support	Yealink	W52 Cordless Base
Device support	Yealink	T40P
Device support	Yealink	T41P
Device support	Yealink	T42G
Device support	Yealink	T46G
Device support	Yealink	T48G
Device support	Expansion modules / Sidecars	Polycom/Cisco/Yealink expansion modules are supported
Device support	Fax Adaptor	Cisco SPA112