

# Cloud Hosted PBX Features

**Adminer** integrated for an administrator in the superadmin group to enable easy database access.

**Announcements:** setup a recording for the auto attendant that provides announcement to callers.

**Call Broadcast:** Create a recording and select one or more groups to have the system call and play the recording.

**Call Block:** Block inbound calls by the caller id.

**Call Detail Records:** various reporting capabilities to see who called, when, call length, export to a csv file, and call detail statistics.

**Call Forward:** forward to another extension or to any phone number.

**Call Flows:** Typically used with day night mode. To direct calls between two destinations. Can work with BLF on phone to show which direction call will be directed to.

**Call Monitoring:** view which extensions are currently in a call.

**Call Pickup:** for a particular extension or any extension that is currently ringing.

**Call Queuing:** can load calls into queues so they can be answered in the order they came into the queue.

**Call Routing:** send the call different directions or perform actions based on reading the caller id info or other call information.

**Call Transfer:** transfer calls from one station to another or to an outside line

\* Announced Transfer

\* Blind Transfer

**Call Waiting:** a beep while on a call and to toggle between two different calls.

**Caller ID:** displays calling name and number

**Dial by Name:** search by first name or last name to find extension numbers on the system.

**Direct Inward System Access (DISA):** ability to call into the system, put in a pin code, and then call back outbound.

**Do Not Disturb (DND):** sends call directly to voice mail.

**Eavesdrop:** ability to eaves drop on a call and the option to barge in on the call.

**Extensions Dialing:** dial stations by extension that are internal to your system

**Follow-me:** ring a desk phone for so many rings then try a cell phone when a call comes in.

**Hunt Groups:** to ring multiple internal extensions and external numbers simultaneously or in succession (hunt groups). Can prefix the caller id name so that you can tell where the call came from. There are options to announce the caller, or require a pin number.

**Intercom:** a paging extension can be created that will send intercom calls over a speaker system.

**IVR Menu:** inbound call can be played a recording that gives customers options with extensions that can be dialed. The options can send calls to local extensions, voicemail, conference numbers, queues, or external numbers like a cell phone.

**Multi-lingual:** Support for multiple languages.

**Music On Hold:** Can add wav or mp3 file including music or even a business sales message. Now with support for multiple selectable categories of music on hold and per tenant music on hold.

**Paging:** picks up extension immediately and activates its speaker capabilities

**Ring Groups:** to ring multiple registered extensions numbers simultaneously or in succession.

**Route by Caller ID:** when a call comes in the call can be routed based on the destination number, Caller ID, and other factors. For example, certain clients can be routed to a special after hours menu.

**Scripting:** can be used to add additional features with minimal effort. Support for LUA, Javascript, Perl, and Python.

**Three-way Calling:** allows the original call to bridge a 3rd caller into the call

**Time Conditions** allow to set up different time patterns for call handling. For example, it allows to direct after hours calls differently than calls during working hours.

**Valet Parking:** Park and unpark calls in the same parking log monitor parking lots with BLF.

**Video:** available using SIP capable phones that support the H.263 and H.264.

**Voice Mail:** Access voicemail from anywhere. Voicemail can be sent as an email attachment. It can also be accessed inside the office from a Web Interface or remotely through a VPN. Support for Multi-lingual voicemail to email templates.