

## Feature Name

- Fax Server
  - Fax to Email
  - Email to Fax (Clientless)
- Per User Licensing Model
- Customizable Feature Codes
- Multitenant with Sub-Admin Accounts
- Multitenant Reporting - CDR and Call Centre
- Flexible Dial Plans
- Flexible DN Lengths
- Firewall
- DNS Server
- DHCP Server with SIP Phone Vendor Classes
- VPN Server
- Certificate Manager for SRTP and HTTPS
- Package Manager for Upgrades
- Backup and Restore Manager
- Storage Manager
- Radius Server
- License Free SIP Trunking
- STUN Server
- Built in NAT Traversal (SBC)
- SIP and TFTP Security
  - TFTP Brute Force Protection
  - SIP Brute Force Protection
  - SIP ACL lists
  - SIP Blacklists
  - SIP Password Policy Protection
  - SIP Regular Expression Pattern Blocking
- Do Not Disturb
- Call Diversion
- Out of Office (DND)
- Call Forward - Always
- Call Forward - Busy
- Call Forward - No Answer
- Call Forward - Unavailable
- Express Messaging / Send Voicemail
- Transfer to Voicemail
- One Touch Park
- Group Call Pickup
- Directed Pickup
- Blacklist Number
- Priority Call
- Blind Transfer - SIP and Mobile
- Attended Transfer - SIP and Mobile
- Conference Transfer - SIP
- Transfer/Ring Back

- Force Account Code
- Dial Group
- Retry Dial
- Call Completion (CCBS/CCNR)
- Last Number Redial
- Saved Number
- Block Caller ID
- Allow Caller ID
- Call Return/Trace
- Cancel Call Waiting
- Voicemail
- Speed Dial 100
- Speed Dial 8
- Direct Paging/Intercom
- Scheduled Paging Announcements
- Scheduled Campaigns
- Conference Bridging
- Room Monitor (Spy)
- Conference Group (Live) - Ad Hoc Conferencing 99 channels per user
- Callback on Hangup
- Background Music
- Ringling Service
- Phrase Management
- Call Recording (On Demand)
- Play Beep tone when start/stop monitoring ?
- Call Recording (Mute/UnMute)
- Hook Flash
- Disconnect/Hangup
- Channel Monitoring
- Silent Monitor
  - Enable options menu ?
  - Allow to switch between Normal (0), Whisper Agent (1), Whisper Caller (2) and Conference All (3) mode.
  - Enable Spy Group Support ?
  - Don't announce channel beep
  - Only spy on channels involved in a bridged call
- Audio Volume - Value from -4 to 4. (Negative are quieter)
- Contact Centre/ACD
  - Skills Based Routing
  - Agent Priority Per Queue
  - Detailed Historical Reports
  - Realtime Monitoring
  - Service Level Agreement per Queue
- Silent Monitor (ACD)
  - Authentication (PIN)
  - Channel Whisper
- ACD Supervisor Codes
  - Supervisor Login

Supervisor Authentication (PIN)

Supervisor Help Request

Silent Monitor (Login/Logout)

Route By Agent

Direct Agent (ACD)

Agent Login

DND on Agent Logout ?

Agent Login (External)

Use Incoming CallerID for External Agent ?

Paging

Multicast Paging (Aastra, Yealink, Snom, Polycom, Grandstream)

Agent Pause

DND on Agent Pause ?

Pause Tag/Code

Call Tagging (ACD and Non-ACD calls)

Call Tagging/Wrapup Code

Enable 'Live Call Tagging' ?

Class of Service

Hotdesk

Prefix to add to Incoming CallerID Number

Include current CallerID ?

Prefix to add to Incoming CallerID Name

Include current CallerID Name ?

Forward Originating CallerID

Wakeup Calls

Fixed Mobile Convergence

Shared Devices for Extensions

Automatic Provisioning System

Yealink

Aastra

Polycom

Cisco

Sipura/Linksys/Cisco

Panasonic SIP and SIP DECT

Vtech Hospitality Phones

Snom

Cyberdata Intercoms

Grandstream

SpectraLink

Alcatel

AudioCodes

LG-Ericsson

Certified SIP Gateways Vegastream and Mediatrix

Certified Soft Phones: ScopComm, Media5Fone, Counterpath, Jitsi

Certified PSTN cards: Sangoma, Digium