



Un-paralleled Bundled Enterprise Feature Set

Feature Name	Extended Description
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	Encrypted Voice and Management
Package Manager for Upgrades	
Backup and Restore Manager	
Storage Manager	
Radius Server	
License Free SIP Trunking	Most vendors charge per channel





Un-paralleled Bundled Enterprise Feature Set Continued

STUN Server	
Built in NAT Traversal (SBC)	
SIP and TFTP Security	ScopServ Firewall protection from hackers and assailants
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	





Un-paralleled Bundled Enterprise Feature Set Continued

Directed Pickup	
Blacklist Number	
Priority Call	This is on many RFP's
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)	This is on many RFP's
Last Number Redial	
Saved Number	
Block Caller ID	
Allow Caller ID	
Call Return/Trace	
Cancel Call Waiting	
Voicemail	
Speed Dial 100	
Speed Dial 8	



Un-paralleled Bundled Enterprise Feature Set Continued

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	
Ringing Service	
Phrase Management	
Call Recording (On Demand)	
Play Beep tone when start/stop monitoring	
Call Recording (Mute/UnMute)	
Hook Flash	Used for Centrex Lines
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)	



Un-paralleled Bundled Enterprise Feature Set Continued

Contact Centre/ACD	https://blog.scopserv.com/2017/08/introduction-to-scoptel-queues-and-agents/
Skills Based Routing	https://blog.scopserv.com/2012/06/how-to-implement-skill-based-routing-acd-on-scoptel-pbx/
Agent Priority Per Queue	
Detailed Historical Reports	
Realtime Monitoring	
Service Level Agreement per Queue	Many vendors have only a global SLA for all queues
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	



Un-paralleled Bundled Enterprise Feature Set Continued

Paging	https://blog.scopserv.com/2018/02/how-to-setup-paging-in-scoptel/
Multicast Paging (Aastra, Yealink, Snom, Polycom, Grandstream)	Useful for paging hundreds of extensions concurrently
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	Hoteling Feature
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	https://blog.scopserv.com/2014/12/scopserv-releases-support-for-fixed-mobile-convergence/
Shared Devices for Extensions	Multiple Devices sharing a single extension number





Un-paralleled Bundled Enterprise Feature Set Continued

Automatic Provisioning System	https://blog.scopserv.com/2013/07/how-to-use-the-scoptel-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	





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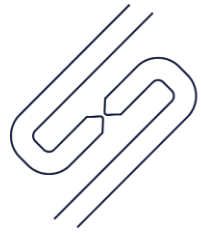
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