



## Business Plan Features

### Traditional Phone Features:

- Unlimited Calling US, Canada & Mexico
- Caller ID Number and Name
- Temporary Caller ID Block (\*67)
- Permanent Caller ID Block
- Call Waiting + Caller ID
- 911 Emergency Calling (Nomadic)
- Call Transfer
  - Courtesy transfer
  - Blind transfer
- Distinctive Ringing
- Return Call (\*69)
- Three-Way Calling
- Do Not Disturb

### Management Controls:

- Web Interface Management
- Detail & Summary Phone Usage Reports
- Remote handset provisioning
- Granular User Permissions
- Operator Panels

### Voicemail:

- Voicemail with notification to Email or Mobile
- Remote Voicemail Access

### Answering:

- Auto-Attendant
- Automated Custom Tree
- Fully Customizable Greetings
- Selective Call Forwarding to Follow Me Feature
- Follow Me Services
- Call Parking
- Intercom Paging
- DID Support
- Receptionists Operator Panels
- Busy Line Feature (BLF)
- Pattern-Based Call Blocking
- Remote Call Pickup

### Call Routing:

- Advanced Follow Me Service
- Pattern-Based Routing
- Call Forwarding
- Internal/External Transfer
- Hunt Group Support

### Call Center\*:

- Call Prioritization
- Skill Level Based Routing
- Agent Control of Status
- Call Monitoring, Barge, Whisper
- On Hold Time Announcement

*\*Requires additional licensing*