ITS Cloud UC Features

Intelligent phone systems for advanced communication

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ITS TECHNOLOGY SIMPLIFIED

CALLING PLANS

	OFFICE PRO	OFFICE PRO PREMIUM
Unlimited free, planet-wide extension-to-extension dialing	✓	✓
700 Free Nationwide Minute Plan	Available	Available
Unlimited Nationwide calling	Available	Available
Call Center	Available	Available

AUTO-ATTENDANTS

Callers are greeted professionally & presented with your company directory, allowing them to select where they wish to be routed to. Multi-level prompts can be configured to your specifications & greetings can be preset to change throughout the day.

Auto-Attendants	**2 (Day & Night)**	**Unlimited**
Custom Schedules		✓

EASE OF USE

3-way conferencing for all extensions	✓	✓
Attendant Console	✓	✓
Call Park/Pickup	✓	✓
Call Transfer (Blind & Supervised)	✓	✓
Dial-by-Name Directory	✓	✓
Find me-Follow me/Call Blast	✓	✓

Never miss another important business call. Determine where your office phone rings, allowing callers to dial your extension & get you on your cell

Click to Dial	✓	✓
Paging Groups	**One**	**Three**
Presence Monitoring		✓
Ring/Call Groups	**One**	**Three**
Shared Appearances	**Available**	✓
Speed Dial	✓	✓
Web-Based Admin Portal		✓
Web-Based User Portal	✓	✓
Integrated Unified Communications	✓	✓

Get voicemail delivered to email, voicemail alerts via SMS, & voicemail via RSS feed- all configurable to your specifications

AUTO CALL DISTRIBUTION (ACD) QUEUES

Allows calls to be monitored & managed from a central PC-based Attendant Console, letting you answer calls from the console, see who is on the phone & when they hang up.

	OFFICE PRO	OFFICE PRO PREMIUM
ACD Queues	**Five**	**Unlimited**
Agent Login/Logout	✓	✓
Barge/Listen/Whisper		✓
ACD Mailbox		✓

CONFERENCING

usage not included

Audio Conferencing	✓	✓
Web Conferencing (1)		✓

CALL MANAGEMENT

Call Reporting		✓
Corporate Directory	✓	✓
Custom Greetings	✓	✓
Custom Hold Music	✓	✓
Custom Messages	✓	✓
Custom Queue Hold Music		✓
Custom Queue Hold Message		✓
Call Queue Analytics	✓	✓
Individual Call Logs	✓	✓

OFFICE EFFICIENCY

Electronic Fax/E-Fax	**Basic**	**Premium**
Toll-Free Number	**One**	**Three**
Additional Toll-Free #s	**Available**	**Available**
Desktop Softphone	✓	✓
Mobile App	**Available**	✓
Voice Mail per Extension	✓	✓
Additional Voice Mail Box		✓
Phone Intercom	**Five**	**Unlimited**

**requires additional bandwidth