

# ITS IP PBX Features


Intelligent phone systems  
for advanced communication




CALLING PLANS	OFFICE PRO	OFFICE PRO PREMIUM
Unlimited free, planet-wide extension-to-extension dialing	✓	✓
Unlimited Nationwide calling	Available	Available
<b>Call Center</b>	Available	Available

AUTO-ATTENDANTS 	OFFICE PRO	OFFICE PRO PREMIUM
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	OFFICE PRO	OFFICE PRO PREMIUM
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 available* *Depending on underlying carrier	✓	✓

AUTO CALL DISTRIBUTION (ACD) QUEUES 	OFFICE PRO	OFFICE PRO PREMIUM
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.		
Call Queues	Five Maximum	Unlimited
Agent Login/Logout	✓	✓
Barge/Listen/Whisper	Available	Available

CONFERENCING 	OFFICE PRO	OFFICE PRO PREMIUM
*usage not included		
Audio Conferencing	✓	✓
Web Conferencing (1)		✓

CALL MANAGEMENT	OFFICE PRO	OFFICE PRO PREMIUM
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	OFFICE PRO	OFFICE PRO PREMIUM
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