



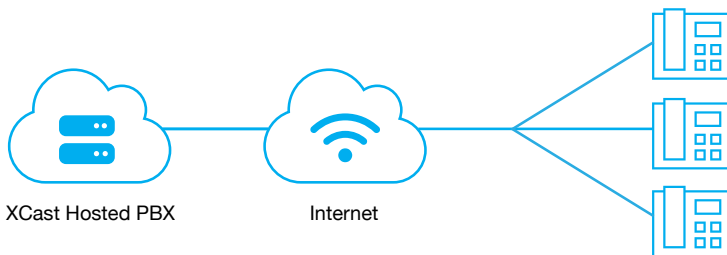
Cloud Contact Center Solutions



Hosted PBX Solution

Supports Remote & In-Office Workers

Experience the flexibility and reliability of our Hosted PBX services. Designed for businesses that need scalable and cost-effective communication solutions, our Hosted PBX allows you to manage your phone system entirely in the cloud, reducing the need for expensive on-site equipment.



SIP Trunking Services

Address SIP Trunks

For IP enabled as well as cloud based communication systems. Transmits and receives all digital information-including voice calls, text and video.

Device SIP Trunks

Connects devices (like a desk phone) that are provisioned to send calls using the SIP protocol for data transmission. Utilizes PRI's and gateways.

Hosted PBX Features

- » Automatic Call Distribution (ACD)
- » Advanced ACD Queue Reporting
- » Automated Customer Callback Option
- » Call Monitoring (Whisper and Barge-in)
- » Call Park, Call Blocking, Call Pick-Up, Call Waiting, Call Recording, Call Forwarding
- » CallBlast - find me/follow me for up to 4 additional numbers
- » High Volume thresholds
- » Multiple Conference Bridges
- » Robocall blocking features
- » Tier Position Announcement
- » Time Zone Settings for Each Extension
- » Online VoIP Control Panel (VCP) - administrative platform to manage all features
- » Attendant Console
- » Auto-Attendants and Company Directories
- » Blind and Supervised Call Transfers
- » Broadcast and Direct Intercom Feature
- » Complete Suite of Administrative Reports
- » Custom Call Groups (Ring and Hunt)
- » Customizable Music on Hold
- » Customizable Voice Prompts
- » Enhanced Caller ID (Caller Name)
- » Enterprise Account Codes
- » Voicemail to Email and
- » Voicemail notification via Text
- » 3-Way Conferencing



Microsoft Teams Integration

Place and receive calls using Microsoft Teams, routed through your Address Trunk or Hosted PBX account.