

Enterprise Feature Set



Standard User Features

- **Extension with Voicemail Box** – All users have their own personalized voicemail access.
- **Mobile Applications** – Have your office extension on your mobile device.
- **Find Me / Follow Me** – System searches from location to location to connect you to the call.
- **1 Auto Attendant** – Give your callers the ability to choose where they want to go or give your receptionist a backup. This includes day, night and holiday greetings.
- **Voicemail to Email** – Receive all voicemails to your email to listen at your computer or on your smart phone.
- **Music on Hold** – Play custom music to a caller while on hold.
- **Simultaneous Ring** – Ring both desk phone and cell phone. Never miss a call again.
- **Standard Call Handling Features Included** – Place calls on hold, call logs, park calls, call screening, call forwarding and name and number caller ID.

Premium User Features

Premium Users Receive all the Standard Features *PLUS*

- **MXIE** – An intuitive, easy to use presence communications tool. Launch a high definition video call, email, phone call, fax, IM, voice mail or a conference session with a simple mouse click.
- **Outlook Integration** – Click to call, full call control in Outlook, screen pops, presence synchronized with Outlook calendar.
- **Instant Message** – Enhance communication with team members both in office or across the country.
- **User Presence** – Know whose at lunch, on the phone, away from their desk or in a meeting.
- **Video Calling** – Connect more intimately with colleagues via the desktop video applications and office handset video.
- **Conferencing** – Each premium user receives a bridge participant.
- **eFax** – Fax from the convenience of our desktop application.
- **ScreenDial** – Lets you call from any webpage, document or local address book.
- **Call Attached Data (CAD)** – For customizable agent scripts, wrap up, exit codes and more.

Call Center User Features

Premium Users Receive all the Standard & Premium Features *PLUS*

- **Call Center Agents** – Can log in/out of queues, control outbound caller ID per queue, deploy wrap-up and have automatic connection when using softphones, employ skills based routing and priority distribution and use custom call dispositions.
- **Supervisors** – Enjoy powerful live agent views, wallboards, monitor, coach, barge in and full recording.



- **Salesforce Integration** – Screen pops, call notes, hold, transfer and click to call from inside the contact record.
- **Archiving** – Keep records of calls, voice mails and instant messages for regulatory compliance.
- **Flex Communicator** – Integrates with both web-based CRM applications and programs installed on the user's computer and generates screen pops for caller information on receipt of an incoming call.
- **MXoutbound** – Fully integrated outbound dialer solution offers a flexible and easy-to-manage automated process for reaching out to an organization's customer base.
- **Call record** – Full time or on demand.
- **Custom Reporting** – Design custom reports and schedule them for automated email delivery.