

# Standard Features - Cloud Phone Service

## Standard Extension

Feature	Included	Note
Local + Domestic Calling	Yes	Total minutes available up to account total. (Each extension adds 400 minutes to the account)
Call History	Yes	Call research is available for the life of the account. Call history
Voicemail	Yes	Voicemail storage up to 90 days
Call Forwarding	Yes	Forward calls to any number (minutes are used out of the account total)
Twinning	Yes	Ring an external line, such as a cell phone if the desk extension rings with no answer.
Hunt Groups	Yes	Ring a group of phones in order, or as a ring-all group. With ringback feature for no-answer.
Call Park	Yes	Call parking lots with ringback feature
Page Group	Yes	Page multiple phones to broadcast a message across the office.
Day/Night Schedule	Yes	Office hours automatically determine which path callers will go when reaching the main menu
Company Directory	Yes	Full company extension list available via the desk phone.
CallerID Block	Yes	Block abusive callers or spam/scam callers by adding their phone number to the block list
CallerID Remap	Yes	Callers from cell phones generally don't show the name. Store favorite caller names so that it's not just "Wireless Caller" that shows on the phone screen.
MeetMe Bridge	Yes	Up to 10 participants in a room. Upgrade available to 25 and 50 participants. (minutes are used out of the account total)

Feature	Included	Note
		Restrict who can call long distance or internationally. Restrict certain features to certain phones (Example: Only allow front desk to switch to night mode)
Call Recording	Add-On Available	Call recording can be activated on a per-phone basis. Local regulations will apply on how calls can be recorded.
AutoAttendant / IVR	Add-On Available	Menu system to greet callers so they can reach the correct department
Announcements / Tracks	Included with IVR	Upload and manage custom greetings and announcements
Operator Console	Add-On Available	Front-Desk Operator can monitor incoming calls and quickly transfer to departments, individuals, and voicemail.
Operator Console Messaging	Add-On Available	Front-Desk Operator can send text messages directly to desk phones without having to make a phone call.
<b>Advanced Features</b>	<b>Included</b>	<b>Note</b>
HotDesking	Yes	A physical phone can be temporarily 'moved' at another station
SLA - Shared Lines	Yes	Available on Yealink phones. Share the same line across multiple phones with barge-in capability
Call Center	Add-On Available	Advanced routing available. Advanced reporting available.
Dialer - Blended Call Center	Add-On Available	Dial phone numbers when inbound call volume is low.
Conference Bridge	Add-On Available	Scaling up to 200 simultaneous callers per account.

Feature	Included	Note

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