

Fastmetrics VoIP Features

1. **Auto Attendant (AA)**
An AA system allows callers to be automatically transferred to a user's extension without the intervention of a receptionist. A typical Auto Attendant setup would say "Press 1 for Sales, 2 for support, 3 for billing," etc.
2. **Automatic Call Distributor (ACD)**
An ACD system distributes incoming calls to a specific group of agents. This feature allows you to send all calls to a group instead of an extension, that way multiple phones ring at the same time.
3. **Automated Directory Assistance (ADA)**
An ADA system allows callers to route calls to given employees by keying the letters of the employee's name. A basic directory by first or last name, allowing the caller to be routed to the individuals extension.
4. **Automatic Ring Back (ARB)**
An ARB system provides callers with an option to be called when the destination they failed to reach becomes available.
5. **Call Forwarding**
A Call Forwarding system allows an incoming call to a called party, which would be otherwise unavailable, to be redirected to some other telephone number where the desired called party is situated.
6. **Call Park**
The Call Park feature allows a person to put a call on hold at one telephone set and continue the conversation using some other telephone set.
7. **Call Pick-Up**
The Call Pick-up feature allows a person to answer someone else's call.
8. **Call Through**
A Call Through feature allows a user to call the PBX system first, and then make the system place a (usually expensive) call on the user's behalf.
9. **Call Transfer**
A Call Transfer is a mechanism enabling a user to relocate an existing call to another device or extension.
10. **Call Waiting**
The Call Waiting feature allows a calling party to place a call to a called party which is otherwise engaged, so the called party is able to suspend the current telephone call and switch to the new incoming call, and then back to the previous call.
11. **Call Return / Camping**
The Call Return feature allows a called party to place a call back to the calling party of the last received call.
12. **Conference Call**
The Conference call is a call with more than two participants.
13. **Custom Greetings**
The Custom Greeting feature allows users to change their announcements according to special criteria.

14. **Direct Inward Dialing (DID)**
The Direct Inward Dialing feature (offered by telephone companies) allows the customer PBX to receive calls for a range of numbers, to get the information about the number dialed, and to route the call to proper extension based on that information.

15. **Direct Inward System Access (DISA)**
The Direct Inward Dialing feature (offered by telephone companies) allows the customer PBX to receive calls for a range of numbers, to get the information about the number dialed, and to route the call to proper extension based on that information.

16. **Extension Dialing**
The Extension Dialing feature allows the system users to call each other using short (2-5 digits) numbers.

17. **Follow-me / Find-me**
The Follow-me feature routes incoming calls to a person trying each number in a pre-configured list until the call is answered.

18. **Message Waiting Indicator (MWI)**
The Message Waiting Indicator is an audio or visual signal the telephone device send to inform that a voicemail message is waiting.

19. **Music on Hold (MOH)**
The Music on Hold feature allows the system to play pre-recorded music to fill the silence that would be heard by telephone callers that have been placed on hold.

20. **Night Service**
The Night Service feature allows the system to route incoming calls depending on the current time of day.

21. **Vertical Service Codes (VSC)**
The Vertical Service Codes are special short telephone numbers starting with the star (*) symbol/key, used to access system services.

22. **Voicemail (voice mail, vmail, or VMS)**
Voicemail is a system allowing callers to record and store phone messages, and allowing its users to play and distribute stored messages.