

User Features

- › Account - Authorization Codes
- › Alternate Numbers
- › Anonymous Call Rejection
- › Authentication by Digest
- › Authentication by ANI
- › Auto Attendants
 - › Personal Auto Attendants
 - › Scheduled Auto Attendant
 - › Chained Auto Attendants
 - › Barge In / Barge-in Exempt
- › Busy Lamp Field
- › **Call Forwarding**
 - › Call Forwarding Always
 - › Call Forwarding Busy
 - › Call Forwarding No Answer
 - › Call Forwarding Not Reachable
 - › Find Me (multiple numbers)
- › Call Logs (Inbound and Outbound)
- › Call Monitoring
 - › Automatic Monitoring
 - › Supervising Mode
 - › Silent Monitoring
- › Call Notify
- › Call Park
- › Call Pick Up
 - › Call Pick Up Group
 - › Directed Call Pickup
- › **Call Queues**
- › Call Return
- › Call Schedule
- › Call Status (Real-time in User Portal)
- › Call Transfer
 - › Attended Transfer
 - › Blind Transfer
 - › Intercom Transfer
 - › Transfer to Voicemail
- › Call Waiting
- › Calling Line ID Delivery Blocking
- › Calling Name Retrieval
- › Calling Party Category
- › CDRs
- › Charge Number
- › Client Call Control (API and User Portal)
- › Conferencing (Multi-Way Calling)
- Convene Conference
 - › Invite Attendees
 - › Multiple Conference Rooms
 - › Scheduled/Instant Conference
 - › Web-based Setup
 - › Account Codes
 - › Monitor Add, Drop, Hold, Mute
 - › Device Auto Provisioning
 - › Direct Inward Dialing
 - › Directed Call Park

- › Directed Call Pickup
- › Diversion Inhibitor
- › Do Not Disturb
- › Enhanced Privacy on Hold
- › Extension Dialing
- › External Calling Line ID Delivery
- › Hunt Groups
- › In-Call Service Activation
- › Instant Messaging (via SIP SIMPLE)
- › Intercom

New Features (v36)

- › **Free mobile apps for iPhone & Android**
- › Video conference (BETA)
- › SMS/Chat
- › Enhanced CDR Format
- › Split Geo Nodes
- › Preferred Server Location
- › Device Related Options
- › **CRM Outbound Click-to-call**

Group Features

- › Authorization Group Codes
- › Auto Attendants
 - › Personal Auto Attendants
 - › Scheduled Auto Attendants
 - › Chained Auto Attendants
 - › Barge In / Barge-in Exempt
 - › Attendant Console
- › Business Trunking
- › Call Center / Contact Center
 - › ACD
 - › Detailed reports
 - › Skill based routing
- › Call Intercept
- › Calling Group ID Deliver
- › Calling Plans (Incoming, Outgoing)
- › Configurable Extension Dialing
- › Configurable Feature Codes
- › Device Inventory
- › Department Support
- › Group Announcements
- › Group Custom Ringback
- › Hoteling
- › Hunt Groups
- › Instant Group Call
- › Instant Messaging (via SIP SIMPLE)
- › Office Manager Portal (Web portal)
- › Pre-paid Calling (PIN or ANI)
- › Printable Group Directory
- › Series Completion
- › **Simultaneous Ring (group)**
- › Video Conference (external MCU)

Enhanced Device Options (v36)

- › Mass Resync
- › Bulk Edit
- › Device Import
- › Device Overrides
- › Per Device Passwords

More User Features

- › Internal Calling Line ID Delivery
- › Last Number Redial
- › Malicious Call Trace
- › Message Waiting Indicator
- › Music-On-Hold
- › System Default Music-on-Hold
- › Personalized Music-on-Hold
- › N-way Call
- › Phone Status
- › Pre-paid Calling (PIN or ANI)
- › Presence
- › Privacy
- › Selective Call Acceptance
- › Selective Call Rejection
- › Sequential Ring
- › Shared Call Appearance
- › Simultaneous Ring Personal
- › Three-Way Call
- › Two-Stage Dialing
- › Video Telephony
- › **Voicemail**
 - › Default Greetings
 - › Customizable Greetings
 - › Name Recording
 - › Email Notification
 - › Voicemail Forwarding
 - › Forwarding to Email
 - › User Portal (View, Save Delete)
 - › Voice Messaging Group
 - › Voice Messaging Call Back
- › Web User Console
 - › Contact List
 - › Dial by Contact Name
 - › **Inbound Call Handling Rules**
 - › Screen Pop for CRM support

Improvements (v36)

- › Phone Number Enable/Disable
- › SIP Trunk Failover
- › C.711a Support
- › User Agent Permit Filter
- › Extension Forbid List
- › Peak Active Calls
- › Phone Number Localization
- › Agent Missed Calls Statistic
- › Add Contacts From Call History
- › ThinQ CNAM Support
- › Phaxio Improvements