**Advanced PBX Features**

* **ALL** **STANDARD PBX Features** **+** the following:
* **Announcements** (**4+** Announcements)

*Setup a recording for the auto attendant that provides announcement to callers.*

* **Authentication**

*Extendable with plugin support. Web interface authentication by default authenticates against our PBX Database. LDAP is one and has also been tested with Microsoft Active Directory an OpenLDAP.*

* **Call Block**

*Block inbound calls by the caller id.*

* **Call Broadcast**

*Create a recording and select one or more groups to have the system call and play the recording.*

* **Call Recordings**

*Record all or some calls or parts of the call.*

* **Call Detail Records**

*Various reporting capabilities to see who called, when, call length, export to a csv file, and call detail statistics.*

* **Queues**

*Load calls into queues so they can be answered in the order they came into the queue.*

* **Call Routing**

*Send the call different directions or perform actions based on reading the caller id info or other call information.*

* **Conference Center**

*Unlimited conference rooms with moderator and participants, pin numbers, call recording, mute all, caller announce and more…*

* **Dial by Name (\*411)**

*Search by first name or last name to find extension numbers on the system.*

* **Gateways**

*Gateways provide access into other voice networks. These can be voice providers or other systems that require SIP registration.*

* **IVR Menus (Auto Attendant) – 3+** IVR

*Create a structured interactive voice prompt for callers to use. Uses VoIPVoice Switch IVR and delivered from Database on Demand. Cached to memcache with IVR Menu Options all editable at once. Also works with Text to Speech.*

* **Paging**

*Page another extension with or without password*

* **User and Group Management**

*Edit, change, or add users of all permission levels.*

* **Voicemail Transcription**

*Converts voicemails to text.*

**Platinum PBX Features**

* **ALL** **ADVANCED** **PBX Features** **+** the following:
* **Call Center**

*Creates a robust call center environment with agent tiers.*

* **Direct Inward System Access** (DISA)

*Gives ability to call into the system, put in a pin code, and then call back outbound.*

* **Fax Server**

*A virtual fax machine that can send and receive faxes with advanced features.*

* **Hot Desking**

*A way to login to another phone device and temporarily or permanently become another extension. This is sometimes known as ‘hoteling’ and ‘extension mobility’*

* **Operator Panel**

*A virtual panel that agents can drag and drop transfer calls. Adjust call state from available, on break, do not disturb and logged out.*

* **Recordings**

*Create and manage personalized recordings.*

* **WebRTC**

*Make and receive video calls with a web browser.*