

<b>FEATURES: AUTO ATTENDANTS</b>	
Customer Portal	Top Level Auto Attendant (Time Bases)
Top Level Auto Attendant (Always On)	Sub-Level Auto Attendants
Multiple Top Level Auto Attendants (Always On)	
<b>FEATURES: CALL MANAGEMENT</b>	
Auto Attendant Answering	Incoming Caller ID Routing*
Live Person Answering	Incoming DID Routing
Direct Inward Dialing	Outgoing Call Blocking
2, 3, or 4 (or More) Digit Extension Dialing	Incoming Call Identification*
Caller ID	One Button Redial
Voicemail	Do-not-disturb (DND)
Voicemail to Email or Text Message	Call Waiting Indicator
Voicemail Broadcast	Automatic Call Distribution (ACD)*
Ring Groups	Call Queue*
Find Me (Ancero Utility VoIP Digital Assistant)	Call Routing for Biz Hours, After Hours & Holiday Hours
Call Hold	Speed Dial
Attended Transfer	Company Wide Directory
Unattended Transfer (Blind Transfer)	Forward Calls Locally or Remotely via Phone or Web
Call Forwarding	Caller ID Blocking
No Answer Call Forwarding	Call Recording*
Busy Call Forwarding	DISA (Direct Inward System Access)*
Incoming Call Blocking	Office Intercom
Incoming Privacy Screening	Disable Outbound Dialing*
Operator Panel (PC Based)*	Shared Line Appearance
Listen Live with Whisper Feature	



<b>FEATURES: CONFERENCE CALLING</b>	
3-way Conference Call	Conference Bridge*
<b>FEATURES: MUSIC ON HOLD</b>	
Default Music On Hold	Commercial On Hold
Custom Music On Hold	Commercial On Hold By Location or Queue*
<b>FEATURES: REPORTING</b>	
Call Detail Records	Call Traffic by Extension
Call Volume Graphs by Time of Day, Month, Year or Custom Dates	Detailed Accounting
<b>FEATURES: CALL CONNECT</b>	
FREE Calls to Other Ancero Utility VoIP Voice Subscribers	SIP Trunking
Domestic Origination	E911 Support — Compliant with All FCC Mandates
Domestic Calling	Toll Free Numbers
International Calling	
<b>FEATURES: VOICE MANAGEMENT</b>	
LAN Segmentation	Rate Limiting
VoIP Firewall	Diagnostics
DHCP for VoIP Devices	Configuration Management
Data Bridge	

