

# UTILITY VoIP

*engineered to be better*

Utility VoIP gives you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services, tools and business benefits only Utility VoIP can offer.

## Hosted VoIP

### Call Center

- Agents
- Pause
- Queues
- Reason Codes
- Tally Codes
- Zero Out

### Call Conferencing

- Conference Bridges
- 3-Way Conference Call

### Reporting

- Accounting and Billing Reports
- Activity Reports
- Call Detail Records
- Call Traffic by Extension
- Call Volume Graphs
- Contact | Call Center Reports

### Music on Hold

- Commercials On Hold  
(By Phone Number)
- Music On Hold (Custom or Default)

### Virtual Auto Attendants

- Multiple Top Level Auto Attendants
- Sub-Level Auto Attendants
- Top Level Auto Attendants  
(Always On or Time Based)

### Call Management

- Call Hold
- Call Park
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID
- Caller ID Blocking
- Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb
- Find Me (Digital Assistant)
- Forward Calls Locally or Remotely  
(via Phone or Web)
- Incoming Call Blocking
- Incoming Call Identification

### Origination and Termination

- Domestic Origination
- Domestic Termination
- E911 Support
- Endpoint Templates
- International Calling
- Shared Line Appearance
- Toll Free Numbers

### Call Management

- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering
- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended Transfer
- Voicemail
- Voicemail to Email
- Voicemail to Text Message
- Attended Transfer
- Automatic Call Distribution (ACD)
- Call Forwarding
- Burstable Virtual Call Paths
- Listen Live
- Auto Attendant Answering
- Busy Call Forwarding

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## Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services including:

 **Hosted PBX & VoIP**

 **Customer Portal**

 **SIP Trunking**

 **Mobile VoIP**

 **Integrated Solutions**

 **Voice to Text**

### **Mobile VoIP**

With the Mobile App, your mobile phone becomes your mobile office. It extends the features of your VoIP, like office extension, extension-to-extension dialing, Caller ID and more to your Android or iPhone device. Increasing productivity while pulling together voice, chat, video, and other services to support your mobile workforce. Features include:

- Cloud Extensions
- Mobile Office Extensions
- Support for Softphones

### **Customer Portal**

- Account Management & End User Management
- Automated Billing System
- Case Management / LNP
- Click-to-Dial
- Detailed Accounting
- Endpoint Template Management
- Message Center
- Operator Console
- Shared Line Appearance Hunt Group
- Test My Connection
- URL Agent
- User Dashboard (Coming Soon)

### **Integrated Solutions**

- Contact Center
- Hosted Fax
- Microsoft Outlook Plugin
- Salesforce.com Plugin
- Screen Pops

### **SIP Trunking**

- Enhanced SIP Trunking
- Standard SIP Trunking