BITS Hosted PBX Feature List

Announcements
Setup a recording for the auto attendant that provides announcement to callers. (See IVR Menus)

Call Barge / Eavesdrop / Intercept
Listen into an active call from another extension.

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 Center
Creates a robust call center environment with agent tiers.

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

Call Flows (Day Night Mode)
Typically used with day night mode. To direct calls between two destinations. Can work with BLF on phone to show which direction call will be directed to.

Call Forward
Forward to another extension or to any phone number.

Call Monitoring
View which extensions are currently in a call. (see Active Extensions)

Call Pickup
For a particular extension or any extension that is currently ringing.

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

Call Recordings
Record all or some calls or parts of the call.

Call Routing
Send the call different directions or perform actions based on reading the caller id info or other call information. (see Dialplan Manager)

Call Announced Transfer
Transfer the active call to another internal or external call. Also known as a warm transfer.

Call Blind Transfer
Transfer a call like the call was going into a call queue or from an ivr.

Call Transfer
Transfer a call.

Call Waiting
A beep while on a call and toggle between two different calls.

Caller ID
Support for customization and supporting providers.

Conference
Set up voice and video conference calls, is optionally secure with a PIN number, and can transfer current calls to a conference. Interactive conference control provides ability to see the list of callers in the conference and manage the volume, see who is talking, kick, mute, unmute, deaf, undeaf, profiles and controls. (See Conference)

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

Contacts
Manage your contacts. Import contacts from Outlook CSV files. Export contacts to your cell phone with QR Codes. It is also possible to add additional features like time cards and invoices that can be related to the contacts.

Dial by Name (*411)
Search by first name or last name to find extension numbers on the system.

Direct Inward System Access (DISA)
Gives ability to call into the system, put in a pin code, and then call back outbound.

Do Not Disturb (DND)
Direct calls to voicemail by default however there is an option when using do not disturb to send the call to an alternative destination.

Extensions
Create extensions for phones to register to and an option to receive emails on missed calls.

Extension Summary
Summary of extension activity per domain such as missed calls, answered calls, no answer, inbound duration, outbound duration, number of outbound calls, number of inbound calls and Average length of Conversation (ALOC). The summarized information can be downloaded as a CSV file.

Follow Me
Allows calling multiple extensions or external numbers.

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'

Inbound and Outbound Call Routing
Routes used to receive or send calls in or out.

IVR Menus (Auto Attendant)
Create a structured interactive voice prompt for callers to use. Uses FreeSWITCH IVR and delivered from Database on Demand. Cached to memcache with IVR Menu Options all editable at once. Also works with Text to Speech.

Music on Hold
Allows multiple categories of music on hold that can be set globally or per domain. Can inject additional audio on intervals such as 'Your call is very important to us please stand by'.

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.

Paging
Page another extension with or without password

Parking
Send a call to an unused "park" extension. The caller listens to music on hold until another extension connects to the call.

Recordings
Create and manage personalized recordings.

Ring Groups
Make one extension ring several extensions and an option to receive emails on missed calls.

Time Conditions
A extension that can be timed to route calls based on domain select, global option, move to other domains, and holiday presets.

User and Group Management
Edit, change or add users of all permission levels.

Voicemail
Has ability to copy voicemails for other voicemail boxes when receiving a voicemail. Additional features include voicemail to email and voicemail IVR. Forward add intro, check box for multi-delete.

Voicemail to Email
Have voicemails sent to email.

Voicemail Transcription
Converts voicemails to text.

Additional Features
This is not a comprehensive set of features. A complete list would be many times larger. More will be added as time permits.

Note: Feature availability is dependent on phone capabilities.Talk to us about which phone is best suited to your needs.