

MS Phone System Features

Direct Routing Enterprise

User Calling Features

- Call park
- Call forwarding
- Call hold
- Call transfer; supervised & blind
- Call delegation
- Shared line appearance
- Call logs
- Call blocking
- Music on hold
- Do not disturb
- Distinctive ringtones
- Visual voicemail
- Voicemail to email
- Call history
- Click to call out from Outlook, Office apps and web pages
- Presence status
- Contact integration with Exchange
- Teams desktop, web & mobile apps
- Teams Meetings for up to 250 participants with optional PSTN dial in.

Direct Routing Enterprise

Admin Calling Features

- Phone System/Cloud PBX
- Single Sign On
- Multi Level Auto-Attendant
- Multilingual IVR
- Call queue; group, serial, round robin
- Schedule based routing including holiday schedules
- Global call routing
- Location based routing
- Emergency policies
- Multi-site support
- 24x7 monitoring
- Local numbers
- Toll free numbers
- Company & user phone numbers
- Choice of PAYG and Unlimited Plans
- Call logs
- Performance reports
- Quality of service reports
- Call analytics
- Call quality dashboard
- Device management



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