



# VoIP Features That Empower Your Business

Our feature-rich solutions that take the worry out of communication

## VOIP CUSTOM FEATURES RIGHT AT YOUR FINGERTIPS

If you're thinking of converting to VoIP Service, you'll be happy to know that USA Phone's Enterprise Phone Solutions come with all of the Standard VoIP Features shown below. So if you're looking for a reliable phone solution with Enterprise Class Applications, we've got you covered.



### Extension Dialing

VoIP Systems USA Hosted PBX can support 2, 3, 4 or more digit extension dialing



### Call Hold

Allows you to place calls on hold, play music or a commercial while the Caller is On Hold



### No Answer Call Forwarding

Automatically forwards your calls to an Extension, Phone Number or Ring Group



### Busy Call Forwarding

Automatically forwards your calls to an Extension, Phone Number or Ring Group



### Call Waiting Indicator

Indicates Incoming Call and Caller ID while another call is in process



### Speed Dial

A service & phone feature that automates the dialing of pre-determined phone numbers



### Call Forwarding

Forward your calls locally or remotely using the phone or Web Portal



### Office Intercom

Dial another user's extension by activating the phone or overhead speaker to make an announcement



### Conference Calling

After making or receiving a call, a user may conference in any third party or more for a Conference Call



### Conference Bridge

Multiple on-site and outside callers can simultaneously participate in password protected Conference Calls



### Auto Attendant Answering

Setup a telephone number to dial directly to an Auto Attendant where callers are then presented with predefined options



### Live Person Answering

Setup a telephone number to ring a specific extension first or a Call Group to enable sequential or simultaneous rings



### Direct Inward Dialing

Setup a telephone number to dial directly to a desktop phone or extension



### Voicemail

Voicemail with an extension or use an Announce Only Voicemail to provide customers with a Recorded Message



### Ring Groups

Enables multiple extensions to be joined as a group enabling calls to be routed sequentially or simultaneously to that group



### Find Me Follow Me

Setup a personal assistant to Find You / Follow You at up to five 5 locations



### Attended Transfer

Transfer a call to an Extension, Call Group, or Phone Number after announcing the party being transferred



### Blind Transfer

Transfer a call to another Extension, Call Group, or Phone Number without announcing the party being transferred



### Incoming Caller ID Routing

Route calls from a unique DID Number to any Auto Attendant, Call Group, Call Queue, Extension, or Phone Number



### Incoming DID Routing

Route calls based on the number that was dialed where calls may be routed to an Auto Attendant, Call Group, Call Queue, Extension, or Phone Number



### Do Not Disturb

A desktop phone feature that simulates a phone being off hook sending all calls directly to voicemail



### Automatic Call Distribution

Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability and priority levels



### Call Queue

Call queues are used to route calls in a first-In first-out manner to the appropriate Call Group or Extension



### Call Scheduling

Allows routing decisions based on time and date with multiple scheduling options available



### Web Portal

Web based user interface that allows users to configure their Hosted IP Phone System to create Call Groups, view Call Detail Records, Billing Information, and more



### Voicemail to Email

After a voicemail is received, a WAV File that can be played on your PC or Mobile Device is sent to your email including the Date, Time & Duration of the Call



### Voicemail to SMS

Enter an SMS address in the Portal and the System will send a shorter text message to your device



### Incoming Call Blocking

Block Phone Numbers disabling them from calling your Hosted IP Phone System



### Call Recording

Selectively record calls for training or documentation purposes



### On Hold Music

Use default on-hold music, or you can upload your own custom music & messages



### Call Detail Records

Access real-time user and call analytics from within your account in our client web-based portal



### 911 Support and Compliance

We provide E911 Service whereas the phone number associated with your location is registered with the national E911 database



### Toll Free Service

Service in which a toll free number can be routed to a specific Auto Attendant, Call Group or Queue, DID Number

