



Hosted PBX Standard Features

Feature	Description
Feature Group: Auto Attendants	
Customer Portal	Web based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail, upload music on hold
Top Level Auto Attendant (Always On)	Allows callers to select from menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants
Multiple Top Level Auto Attendants (Always on)	Allows for separate telephone numbers to be routed to unique Top Level Auto Attendants. Each Auto Attendant is configurable individually .
Top Level Auto Attendant (Time Based)	Available after N rings or based on time of day
Sub-Level Auto Attendants	Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc...

Feature Group: Call Management

Auto Attendant Answering	Setup a telephone number to dial directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant Feature .
Live Person Answering	Setup a telephone number to ring a specific extension first, or a group to enable sequential or simultaneous rings. This enables your company to have a live person answer the caller, and not an auto attendant.
Direct Inward Dialing	Setup a telephone number to dial directly to a device or extension.
2, 3, or 4 (or More) Digit Extension Dialing	Your VoxNet Hosted PBX can support 2, 3, 4 or more digit extension dialing.
Caller ID	Customize the appearance of your outgoing Caller ID by outgoing number or by extension
Voicemail	Associate a voicemail box with an extension, or use an announce-only voicemail box to provide customers with a pre-recorded message when they choose an option on an auto attendant or extension.
Voicemail to Email	After a voicemail is received, the VoxNet PBX will send an email to any valid email account or alias that you enter into the VoxNet Portal. The message will include the date and time of the call, as well as the duration, caller ID if provided, the mail box number, and an attached WAV file that can be played on your PC or mobile device (ie/ smartphone or PDA capable of playing WAV files)
Voicemail to Text Message	Don't have a smartphone or PDA capable of playing WAV files? Enter an SMS address in the VoxNet Portal and the VoxNet PBX will send a shorter text message to your device. 3rd party text messaging rates may apply.
Ring Groups	Enables multiple extensions to be joined as a group, and then calls may be routed sequentially or simultaneously to that group .
Find Me (VoxNet Digital Assistant)	Setup a personal assistant to "find you" at up to five (5) locations. This feature is configured per extension, and offers an extensive number of options to route calls once they have reached the given extension. Callers are asked to "announce themselves", and are offered the option between locations to try the next location, or to leave a message



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Call Hold	Place calls on hold, and play music or a commercial on hold.
Attended Transfer	Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.
Unattended Transfer (Blind Transfer)	Transfer a call to another extension, group, or phone number WITHOUT announcing the party being transferred.
Call Forwarding	Forward calls via the VoxNet Portal, or via your device or SoftPhone. Calls may be forwarded to any extension or phone number. Device or SoftPhone forwarding functionality may vary by manufacturer.
No Answer Call Forwarding	Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
Busy Call Forwarding	Automatically forwards your calls to an extension, group, phone number when your phone is busy.
Incoming Call Blocking	"Black list" phone numbers to block them from calling your PBX.
Incoming Privacy Screening	Force callers with "no caller ID" or "blocked caller ID" to enter a number that will be presented as their caller ID.
Incoming DID Routing	Route calls based on the number that was dialed. Calls may be routed to an auto attendant, extension, group, phone number, or ACD or Call Queue.
Outgoing Call Blocking	Prevent calls to specific numbers or services (ex: 900 calls)
One Button Redial	A device or SoftPhone feature that redials the last number dialed by the extension user. Not all phones support this feature.
Do-not-disturb (DND)	A device or SoftPhone feature that simulates a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.
Call Waiting Indicator	Indicates incoming call (and caller ID, if available) while another call is in process
Call routing based on business hours, after hours & holiday hours	Allows routing decisions based on time and date. Multiple schedules can be configured, as in the case of departments with different hours of operation.
Speed Dial	A device or SoftPhone feature that automates the dialing of a pre-determined phone number.
Forward your calls Locally or Remotely via Phone or Web	Call forwarding is easy to setup and manage.

Feature Group: Call Conferencing

3-way Conference Call	After making or receiving a call, a user may conference in any third party for a 3-way call.
Conference Bridge	Multiple on-site and outside callers can simultaneously participate in password protected conference calls. Callers can be assigned talk-listen or listen only access.

Feature Group: Music on Hold

Default Music On Hold	Royalty free music provided by VoxNet
Custom Music On Hold	Music provided by Customer, and uploaded through the Customer Portal
Commercial On Hold	Record your commercial and upload it to your PBX via the VoxNet Portal.

Feature Group: Reporting

Call Detail Records	Real-time call logging is available via the portal. From, to, call duration, date and time, and call type (International, On-Net, etc). In addition, frequently called numbers can 'tagged' with text descriptions for legibility.
Call volume graphs by time of day, month, year or custom date	Histograms graphically display calling patterns and trends
Call traffic by extension	Track number of calls by individual
Detailed Accounting	Track orders, invoices and all VoxNet billings online.