



 dynamix

Business Voice Feature List

2018

Call Features

- Call ID Blocking
- Call Screening Based on Caller ID
- Call Forward
- Call Forward Follow Me
- Call Transfer
- Call Parking
- Call Pickup
- Call Monitoring
- Do Not Disturb
- Call Recording
- Extension to Extension Dialing
- Group Intercom
- Phone to Phone Intercom

Call Center Features

- ACD Queues
- Orderly/Logic Queue Handling
- Local/Remote Agents Call Recording
- ACD Report Suite
- Custom ACD Reports Available
- Unique Caller ID
- Music on Hold
- Audio Announcements

Voicemail Features

- Voicemail to Email Forwarding
- Voicemail to User Forwarding
- Download Voicemail to Device
- Message Waiting Indicator
- Multiple Voicemail Folders
- Portal Management of Voicemail Recordings
- Group Voicemail Extensions
- Voicemail Only Extensions

Directory

- Company Directory
- Enhanced Directory
- Personal Contact Lists
- Sorting Capabilities

Conferencing

- Virtual Conference Rooms
- Moderated Conference Rooms
- Ad Hoc Conferencing
- Personal Conference Rooms
- Real-time Conference Management
- Conference Call Recording

Core Cloud Platform Features

- Busy Lamp Field Indicators
- Speed Dials
- Feature Codes
- Custom Inbound Call Routing
- Instant DID Activation
- Video Capability
- E911 Address Registration

End User Portal

- Manage User Profile
- Manage User Music on Hold
- Manage Call Routing
- Manage Time Frames
- Voicemail Configuration
- Access to Voicemail Messages
- Auto Provisioning
- Access to Recordings
- Auto-Answer
- Click to Call
- Manage Contact Lists
- View Call History

System Admin Portal

- Manage User Accounts
- Override User Configurations
- Manage Company Music on Hold
- Manage Conference Rooms
- Manage Auto Attendants
- Manage Company Time Frames
- Manage Ring Groups
- Manage Hunt Lists
- Manage Call Queues
- Manage DIDs
- Manage Devices
- Manage Extension Assignment
- View Call Statistics
- View Call History

End User Applications

- Mobile App
- Switch from Mobile App to Another Phone
- SAML 2.0 Single Sign-On
- CRM Integration

Network Redundancy & Security

- Active/Active Geographic Redundant Data Centers
- Dual Registration

Interoperability External Systems

- Custom SIP Trunking
- PSTN/IP Trunks
- Accepting all SIP Compliant Devices
- Auto Provisioning for leading VoIP Phones

Advanced Integration

- Account Level API
- User Level API
- Auto Provisioning via SAML & Active Directory
- Web URL Integration
- Click to Call
- Custom Programming

Billing

- Availability Call Detail Records
- Multi-Location Billing
- Parent/Child Relationship
- Secure Web Based Billing Portal

Support

- Enhanced 24/7 Customer Support
- Tracking System Issues/Requests
- Comprehensive Documentation
- Knowledge Base
- Training Documentation
- Admin Training
- User Training
- Onsite Support

