



UCaaS features

Feature	Description
API Integration	Create and design custom interfaces geared specifically to your company's preferences.
Auto Attendant (On/Off Hours)	A pre-recorded response allows callers to press a key and be routed to the associated destination.
Barge/Whisper/Spy	Listen to important calls in private, or join in to speak with internal and external callers.
Bulk Provisioning	Add or modify a large number of users or a large number of phones/device profiles.
Busy Light Fields	The ability to recognize whether an extension is in use or not. The extension will light up, and allow an Admin or Executive user to monitor and answer that extension.
Call Forwarding (Temporary)	Set your office phone to ring to another device. This can be configured through a phone or a web portal.
Call Park	The ability to put a call on hold from one telephone and continue the conversation from any other telephone from any location in the world.
Call Queues with Analytics	The ability to record and report call queue data for every employee logged in while tracking daily traffic and wait-time between calls.
Call Recording Up to 2GB	Record and store phone calls up to 2GB.
Call Reports	The ability to review call activity in real-time and place report in a CSV file.
Call Screening/Call Announcing	A feature that pre-screens a caller by asking for their name/message before connecting both parties with one another. The receiver then has the ability to choose whether to be connected with the caller or send them to voicemail.
Call Waiting/ Transferring/Forwarding	Allows a call receiver to control whether an incoming caller should wait, is to be transferred, or forwarded to another person when on another line.
Conditional Routing (Day/Time)	Allows an Automatic Call Distributor (ACD) to route calls intelligently.
Conference Bridge	The ability to create a branded and customizable call center to organize a conference call with many participants, using a dial-in number and PIN code at any time.
CRM Integration	The ability to seamlessly integrate your business phone solution with customer relationship management software such as Zendesk, Oracle, ZOHO, Office, Salesforce, Fresh Sales, and Redtail.





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Custom On Hold Message	The ability to have a caller on hold to hear a user-created message.
Directory Dialing	The ability to have personal and corporate directories programmed on a phone.
Disaster Recovery	A guaranteed method to ensure you never lose service during an outage or natural disaster.
Distinctive Ring	Allows a user to configure different ring tones for different callers/departments.
Do Not Disturb	Allows a user to set their phone status to 'unavailable' which will allow calls to be directly sent to a voicemail without ringing their extension.
Drag and Drop	The ability to use your computer mouse or fingers to easily answer, hang up, and transfer calls within your network.
Inbound/Outbound Custom Caller Id	The ability to customize inbound/outbound caller ID with a specific phone number and area code.
Individual Direct In Dial Number	The ability to bypass an auto attendant or receptionist and reach a user directly with their personal number.
Internal Auto Call Back	Allows a user to monitor a busy extension and automatically establish a call when the busy user on the other line becomes available.
Intercom	Two-way audio communication via intercom.
IVR with Voice Recognition	Enables an automated computer system to interact with your customers over the telephone while prompting a computer system to interpret and understand verbal communication from human callers.
LDAP (Lightweight Directory Access Protocol)	Software protocol that enables users to locate organizations, individuals, and other resources such as files and devices in a network, whether on the public Internet or on a corporate intranet.
Missed Call Notification	Allows a user to receive an email notification anytime a phone call is missed.
Mobile Speed Dial	Create a pattern of digits that users can dial to make calls inside or outside your business.
Paging	The ability to communicate one-way announcements to other parties.





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PIN/Account Codes	Ability to create enterprise-wide PIN codes to make outgoing calls.
Presence: View Users/Extensions	Ability to see which users/extensions are available, already on a call, or holding from user's desk phone.
Ring Groups	Allows an administrator to route incoming calls to multiple departments/extensions that are included in a Ring Group, where any member of the group can answer.
Ringdown Circuits	Provides instant hotline intercom between two phones.
Secure Cloud Fax	Keep your information safe by sending and receiving faxes through the Omni User Portal to ensure the security of your company and your clients documents.
Selective Inbound Call Block	The ability to block a specific number from calling your company.
Sequential Ring/ Find Me - Follow Me	Ring phones in a predetermined sequence until a user or voicemail picks up.
Shared Call Line Appearance	Allows receptionists or administrators the ability to identify the number or extension that the caller is calling from.
Simultaneous Ring	The ability to ring different phones simultaneously.
Single Sign-on	Allows a user to log in with a single ID and password in several related, yet independent, software systems.
Smart Lit Building	Smart Lit Buildings provides high-speed internet up to 10 Gbps, giving a direct connection to the Smart Choice network.
Smart LTE	It is an on-location solution, for reliable and redundant internet services, it can function as the primary connection or as a fail-over solution for any existing Smart Choice Service.
Smart EPOTS Wireless	Back up all your critical first responder lines 24x7x365 with a state-of-the-art internal Li-ion battery-powered device and 4G LTE technology.
SMS Messaging	The ability to send and receive text messages on your desktop computer or mobile device.
SMS/MMS for Teams	The ability to send and receive text messages, images and documents on your desktop computer or mobile device through the Microsoft Team app.





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Softphone App	The ability to take your business number with you wherever you go.
Speed Dial	The ability to set up personal speed dials from each phone.
Three-Way Conference Calling	The ability to hold a conference with two people, for a total of three parties on the line.
Virtual Extensions	A VoIP system that forwards inbound calls so that users can receive them on various devices.
Virtual Hold/Call Back Services	Allows callers to request a call back from a busy user once a user is available.
Voice Prompt Generation	Computer-generated voice prompts.
Voicemail to Email	The ability to receive voicemails to the user's email address. Provides a text transcription of a voicemail in the body of an email, as well as an audio file as an attachment.
Voicemail Transcription	Allow voicemails to be transcribed into text that can be sent to a designated email address.
Web Receptionist	The ability to view current phone users, voicemails and transfer calls via a web client.
Web-Based Admin & User Portals	The ability to administer your phone or system through an online portal.
Whitelist/Blacklist	A basic access control mechanism that allows you to manage different points of access.

