

SMART PBX

Our **Smart Phone and Hosted** product line is a feature-rich service that provides more functionality and enhancements than a traditional PBX. It is ideal for any business that wants to replace their antiquated equipment and gain total control of the telecommunications environment.

As a Smart PBX customer, you can choose a multitude of options to suit your particular requirements. **Standard Features** provide basic functionality and the cost savings of VoIP service. **Enhanced Features** offer robust, customized solutions specific to your company's needs. You can also take advantage of a la carte add-ons and call enhancement options.

Please see the chart on the reverse side for a comparison of features.

COST BENEFITS:

- No more expensive maintenance contracts.
- Reduce the costs associated with MAC (moves, add-ons, changes).
- New software releases offered at NO COST to existing customers.
- No planned obsolescence or need to upgrade your phone system every 5 years.

ENHANCED FUNCTIONALITY:

- Consolidate your voice and data networks seamlessly.
- Ensure compatibility with the latest phone technology by upgrading your software, not your hardware.
- Dial remote offices as an extension to your office.
- Offsite phone management ensures access to voicemails in the event of an electrical outage.
- Users can work from home without purchasing additional equipment.



SMART PBX FEATURES

SMART FEATURES	STANDARD	ENHANCED
Individual Direct in Dial Numbers: Ability to bypass an auto attendant or receptionist and reach a user directly with their own, personal phone number.	X	X
Inbound and Outbound Caller ID: Call details appear on the phone when a call is placed or received.	X	X
Call Waiting/Transfer/Forwarding: Ability to transfer calls, receive calls while currently on the line, and set phone to ring to another device.	X	X
Three-Way Conference Calling: Ability to conference in two other people, for a total of three parties on the line.	X	X
Directory Dialing: Ability to have personal and corporate directories programmed on phone.	X	X
Custom On Hold Music: A caller on hold will hear user-created music on hold.	X	X
Voicemail to Email: Ability to receive voicemails to the user's email address.	X	X
Missed Call Notification: Receive an email notification any time a phone call is missed.	X	X
Shared Call Line Appearance: Allows Reception/Administrators to identify what number/extension the caller is calling for.	X	X
SmartRing (Find Me/Follow Me): Ring phones in a predetermined sequence or simultaneously until user or voicemail picks up.	X	X
Selective Inbound Call Block: Ability to block a specific number from calling your company.	X	X
Speed Dial: Set up personal speed dials from each phone.	X	X
System Operation Times: Allows you to turn your system operation times on and off.	X	X
Fax to Email: Send and receive faxes directly to email as an attachment.	X	X
Web Receptionist: The ability to view current phone users, voicemails, and transfer calls via a web client.	X	X
PIN Codes: Ability to create enterprise-wide PIN codes to make outgoing calls.	X	X
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.	X	X
Intercom: Two-way audio communication via intercom.	X	X
Disaster Recovery: Guaranteed method to ensure you never lose service during an outage or natural disaster.	X	X
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.	X	X
Softphone: A softphone application that installs on your desktop, iPad and/or cell phone that mirrors your business phone	X	X
Web Admin/User Portal: Administer your phone or system through an online portal.	X	X
Paging: The ability to communicate one-way announcements to other parties.	X	X
Advanced Paging: Communicate announcements to other parties via external IP speakers.		X
Call Recording: Record and store phone calls.		X
Outlook Integration: Make calls directly from Outlook.		X
Call Reporting Logs: Ability to review call activity in real time, as well as pull a CSV file.		X
Unlimited Virtual Extensions: Create unlimited extensions with the ability to customize each extension differently.		X
Call Queues: Allows multiple calls to be placed in a queue and answered by the next available operator.		X
Advanced Call Queue Analytics: The ability to record and report call queue data for every employee logged in while tracking daily traffic and wait in-between calls.		X
Web Receptionist: The ability to view current phone users, voicemails, and transfer calls via a web client.		X
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.		X
Customized API's: Create and design custom interfaces geared specifically to your company's preferences.		X
Bulk SMS: Send private and secure communication to employees and customers via Omni Web Portal.		X
Unlimited Auto Attendants: A pre-recorded response allows callers to press a key and be routed to the associated destination.		X
Conference Bridge Center: Create a branded, customizable call center to organize a conference call at any time with a large number of participants, using a dial-in number and PIN code.		X
Alternate Line Softphone: Have up to 5 registered softphones included with each seat.		X
Outbound eFax: Send faxes from your desktop or mobile device email.		X
Desktop Video Conferencing: Connect to video-conferencing bridges and participate in video conferences from your desk phone.		X
Smart IM: Communicate internally via instant messenger over SCC's secure and encrypted network. Seamlessly integrates with Omni Portal.		X