

Call Management (continued)

Caller ID Blocking

Disable Caller ID for all outbound calls made from your Hosted PBX.

Caller ID Routing

Enables the creation of one or more inbound Call Route tables that route to a particular destination, based on Caller ID. A Caller ID Route matches either a call's Caller ID name or number, and then uses a predetermined Call Route to deliver the call to its destination.

Direct Inward Dialing (DID)

Set up a telephone number to dial directly to a device or extension.

Direct Inward System Access (DISA)

Allows remote users to dial into their hosted PBX from an outside line and make outbound calls that will display Caller ID information from a DID within their office.

Directed Call Pickup

Allows users to dial *8 plus an extension number to answer a call ringing at that extension. Note: this feature does not work with a Group or Queue call.

Disable Outbound Dialing

Disable Outbound Dialing for specific extensions.

Do Not Disturb

A device or softphone feature that simulates a phone being off-the-hook and sends incoming calls directly into voicemail. Other routing options are also available.

Find Me (Digital Assistant)

Set up a personal assistant to find you at up to five locations. This feature is configured per extension and offers multiple options to route calls once they have reached the given extension. Callers are prompted to announce themselves and are given the option to try the next location or to leave a message.

Forward Calls Locally or Remotely via Phone or Web

Call Forwarding is easy to set up and manage from your desktop or on-the-go.

Incoming Call Blocking

"Black list" phone numbers to block them from calling your Hosted PBX.

Incoming Call Identification

Identify incoming calls by modifying the Caller ID to display Call Routing information.

Incoming Caller ID Routing

Route calls based on incoming Caller ID to any Auto Attendant, extension, Ring Group, phone number, ACD, or Call Queue.

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.

Listen Live

Allows you to listen in on a selected extension, but not speak.

Live Person Answering

Set up a telephone number to ring a specific extension or a Ring Group - sequentially or simultaneously. This option enables your company to use a live person to answer the caller instead of an Auto Attendant.

Multicast Paging

Dial a Ring Group and make an announcement through the loudspeaker of each phone in the group. Note: phone specific; check per brand or model.

No Answer Call Forwarding

Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.

Office Intercom

Dial another user's extension and activate their phone speaker to make an announcement. Note: phone specific; check per brand or model.

One Button Redial

A device or softphone feature that redials the last number dialed by the extension user. Note: not all phones support this feature.

1-6 Digit Extension Dialing

Hosted PBX extensions can consist of 1-6 digits.

Outbound Dialing Rules

Configure which types of outbound calls users can make.