Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
ADVANCED VOICE AND VIDEO CALLING	•	•	•	•	•	
AIN TRIGGERS	•	•	•	•	•	
ANONYMOUS CALL REJECTION	•	•	•	•	•	
AR ON BUSY / AC ON BUSY	•	•	•	•	•	
AUTOMATIC CALLBACK (AC)	•	•	•	•	•	
AUTOMATIC RECALL (AR)	•	•	•	•	•	
BASIC LINE HUNTING	•	•	•	•	•	
BUSY CALL FORWARDING	•	•	•	•	•	
CALL BARRING (OUTGOING CALL BLOCKING)	•	•	•	•	•	
CALL HOLD	•	•	•	•	•	

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
CALL TRANSFER	•	•	•	•	•	
CALL WAITING	•	•	•	•	•	
CALL WAITING WITH CALLER ID	•	•	•	•	•	
CALLING NAME (ETSI DEPLOYMENTS)	•	•	•	•	•	
CALLING NAME (TELCORDIA DEPLOYMENTS)	•	•	•	•	•	
CALLING NAME DELIVERY	•	•	•	•	•	
CALLING NAME DELIVERY BLOCKING	•	•	•	•	•	
CALLING NUMBER DELIVERY	•	•	•	•	•	
CALLING NUMBER DELIVERY BLOCKING/CALLER ID PRESENTATION RESTRICTION	•	•	•	•	•	
CIP SCREENING	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
CODE RESTRICTION	•	•	•	•	•	
CUSTOMER ORIGINATED TRACE	•	•	•	•	•	
DELAYED CALL FORWARDING	•	•	•	•	•	
DIAL TONE/DTMF	•	•	•	•	•	
DIRECT IXC INTERCONNECTION	•	•	•	•	•	
DO NOT DISTURB	•	•	•	•	•	
EMERGENCY SERVICES, OPERATOR SERVICES AND DIRECTORYASSISTANCE	•	•	•	•	•	
FAX/MODEM CALLS	•	•	•	•	•	
FEATURE GROUP B/FEATURE GROUP D	•	•	•	•	•	
FIND ME FOLLOW ME	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
FIXED NUMBER VARIANT OF CALL FORWARDING	•	•	•	•	•	
FLAT RATE/MESSAGE RATE	•	•	•	•	•	
GOVERNMENT EMERGENCY TELEPHONE SERVICE (GETS)	•	•	•	•	•	
GR-303 DOWNSTREAM TO LEGACY DLCS	•	•	•	•	•	
HOME INTERCOM (REVERTIVE RING)	•	•	•	•	•	
HOT LINE	•	•	•	•	•	
IVR ACCESS TO CALL FORWARDING	•	•	•	•	•	
LAST CALLER ID ERASURE	•	•	•	•	•	
LEGAL INTERCEPTION (CALEA)	•	•	•	•	•	
LINE IDENTIFICATION	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
LOCAL NUMBER PORTABILITY	•	•	•	•	•	
LOCALIZED ANNOUNCEMENTS	•	•	•	•	•	
MANDATORY ACCOUNT CODES	•	•	•	•	•	
MANDATORY VALIDATED ACCOUNT CODES	•	•	•	•	•	
MESSAGE CENTER	•	•	•	•	•	
MESSAGE WAITING INDICATION	•	•	•	•	•	
MULTIPLE LOCAL AREAS	•	•	•	•	•	
NON-GEOGRAPHIC NUMBERS	•	•	•	•	•	
NPA GEOGRAPHIC SPLITS	•	•	•	•	•	
OFF-PREMISES EXTENSION (OPX)	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
PIN CHANGE	•	•	•	•	•	
POINT CODE PROXY	•	•	•	•	•	
PRIORITY CALL (DISTINCTIVE RINGING)	•	•	•	•	•	
RECENTLY MOVED NUMBER ANNOUNCEMENT	•	•	•	•	•	
REMINDER CALL	•	•	•	•	•	
REMINDER CALL CANCEL	•	•	•	•	•	
REMOTE ACCESS TO CALL FORWARDING	•	•	•	•	•	
REMOTE CALL FORWARDING	•	•	•	•	•	
ROUTING AND CONGESTION CONTROL	•	•	•	•	•	
SCREENING LIST EDITING	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
SELECTIVE CALL ACCEPTANCE	•	•	•	•	•	
SELECTIVE CALL FORWARDING	•	•	•	•	•	
SELECTIVE CALL REJECTION	•	•	•	•	•	
SIMRING	•	•	•	•	•	
SIP PROVISIONING SERVER	•	•	•	•	•	
SPEED CALLING (1 DIGIT)	•	•	•	•	•	
SPEED CALLING (2 DIGIT)	•	•	•	•	•	
STP FUNCTION	•	•	•	•	•	
SUBSCRIBER CUTOFF	•	•	•	•	•	
SUBSCRIBERS WITH NO ACCESS HARDWARE	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
TANDEM SUPPORT	•	•	•	•	•	
TEEN LINE	•	•	•	•	•	
TEST CALLS	•	•	•	•	•	
THREE-WAY CALLING	•	•	•	•	•	
THREE-WAY CALLING RINGBACK	•	•	•	•	•	
TOLL RESTRICTION	•	•	•	•	•	
TRANSIT ROUTING	•	•	•	•	•	
UNAVAILABLE CALL FORWARDING	•	•	•	•	•	
UNCONDITIONAL CALL FORWARDING	•	•	•	•	•	
VISUAL MESSAGE WAITING INDICATION	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
WARM LINE	•	•	•	•	•	
ADVANCED ALERTING	•	•	•	•	•	
AGENT LOGIN/LOGOUT	•	•	•	•	•	
ALTERNATE BUSINESS NUMBER (WITH DISTINCTIVE RING)	•	•	•	•	•	
BBG CALL LOGS	•	•	•	•	•	
BRIDGED / SHARED LINE APPEARANCE	•	•	•	•	•	
BUSINESS GROUP	•	•	•	•	•	
BUSINESS GROUP AUTOMATICALLY IDENTIFIED OUTWARD DIALING	•	•	•	•	•	
BUSINESS GROUP DIALING PLAN	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
BUSINESS GROUP DIRECT INWARD DIALING / BUSINESS GROUP DIRECT OUTWARD DIALING	•	•	•	•	•	
BUSINESS GROUP LINE	•	•	•	•	•	
CALL PARK	•	•	•	•	•	
CALL PICKUP	•	•	•	•	•	
CALLER NAME AND CALLER ID ON BUSINESS GROUP LINES	•	•	•	•	•	
CRITICAL INTERDIGIT TIMING	•	•	•	•	•	
DIRECT INWARD DIALING / DIRECT INWARD SYSTEM ACCESS	•	•	•	•	•	
DISTINCTIVE RINGING INTERNAL / EXTERNAL	•	•	•	•	•	
INTERCOM DIALING	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
INTRA/EXTRA BUSINESS GROUP CLID	•	•	•	•	•	
MAKE SET BUSY	•	•	•	•	•	
MANDATORY VALIDATED ACCOUNT CODES	•	•	•	•	•	
MUSIC ON HOLD	•	•	•	•	•	
OUTGOING CALL NOTIFICATIONS	•	•	•	•	•	
PAGING GROUPS	•	•	•	•	•	
PBX CALL LIMITS	•	•	•	•	•	
PBX IN BUSINESS GROUP	•	•	•	•	•	
PBX LINE	•	•	•	•	•	
PBX LINE - FEATURES	•	•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
PHONE APPLICATIONS	•	•	•	•	•	
RESTRICTED NUMBERS FOR BUSINESS GROUP CODES	•	•	•	•	•	
SHORT CODES (FOR GROUP SPEED DIALING)	•	•	•	•	•	
SIMULATED FACILITY GROUPS	•	•	•	•	•	
SINGLE DIGIT DIALING	•	•	•	•	•	
SPECIAL INTERCEPT ANNOUNCEMENTS	•	•	•	•	•	
CALL MANAGER		•	•	•	•	
COMMPORTAL WEB AND APIS		•	•	•	•	•
DIRECTED CALL PICKUP WITHOUT BARGE IN		•	•	•	•	
LINE STATE MONITORING		•	•	•	•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
MLHG STATISTICS		•	•	•	•	
MULTI LINE HUNT GROUP (MLHG)		•	•	•	•	
VOICEMAIL (INCLUDING FAX)		•	•	•	•	•
ACCESSION MOBILE/DESKTOP (VOICE AND VIDEO)		•		•	•	•
VIDEO VOICEMAIL		•	•	•	•	•
AGENT DASHBOARD				•	•	
ACD REPORTING					•	
BARGE-IN					•	
MONITOR					•	
SUPERVISOR DASHBOARD					•	

Optivon Cloud PBX - Cloud ACD Features

FEATURES	Business Basic User	Business Advance User	Business Premium User	ACD Basic	ACD Premium	A La Carte Items
UNAVAILABLE STATES					•	
WALLBOARD					•	
WHISPER					•	
WRAP-UP CODES					•	
CALL RECORDING						•