

#### CALL FEATURES

- ACD QUEUES
- AUTOMATED ATTENDANT
  - Company Operator Access
  - Directory dial-by-name
  - Multi-level Menus
- AUTO ANSWER\*
- BLACKLISTS
- CALL FORWARD
  - On Busy
  - On No Answer
- CALLER ID
- CALLER ID BLOCKING
- CALLER ID ON CALL WAITING
- CALL MONITORING
- CALL PARKING
- CALL QUEUING
- CALL RECORDING
- CALL ROUTING (DID & ANI)
- CALL TRANSFER
  - Blind
  - Supervised
- CALL WAITING
- CONFERENCE BRIDGE
- DISTINCTIVE RINGING\*
- DIRECTED CALL PICKUP\*
- DIRECT TRANSFER TO VOICEMAIL
- DO NOT DISTURB
- ENUM
- EXTENSION STATUS
- HOLD
- HOT LINE / RINGDOWN\*
- INTERCOM/OVERHEAD PAGING
- INTERCEPT USER
- LAST NUMBER REDIAL
- MOBILE PHONE TWINNING
- MUSIC ON HOLD
- MUSIC ON TRANSFER
- PICKUP GROUPS
- REMOTE CALL PICKUP
- SPEED DIAL
- TALK DETECTION
- THREE-WAY CONFERENCING

#### CORE SYSTEM

- BACKUP & RESTORE
  - Automatic System Backup
  - Roll Back and Restore
- DATE & TIME SYNCHRONIZED TO ATOMIC CLOCK
- DAYLIGHT SAVINGS TIME ADJUSTMENT
- WEB BASED ADMIN INTERFACE
- LINUX OPERATING SYSTEM
- STREAMING MEDIA (ON HOLD)

#### ATTENDANT CONSOLE

- PHONE-BASED
  - Call Transfer
  - Do Not Disturb
  - Housekeeping Status
  - Line Stats
  - Manual Check-in/out
  - Message Waiting
  - Park Calls
  - Restrict/Unrestrict Rooms
  - Set/Clear Wake-up Calls
- PC-BASED

#### HOSPITALITY

- E-911 NOTIFY STAFF VIA PHONE & EMAIL
- ENHANCED HOUSEKEEPING STATUS & REPORTING
- PMS
  - Check-in/Check-out
  - Populate Names Directory
  - Room Status with ID
  - Room Changes/Moves
- WAKE-UP CALLS WITH SNOOZE
- WAKE-UP CALL REPORTING

#### NETWORK

- ANALOG STATIONS/TRUNKS
- IP PHONE PLUG-AND-PLAY
- REMOTE OFFICE SUPPORT\*\*
- QOS SUPPORT
- PRI/T1/E1 CIRCUITS
- SIP TRUNKING
- VOIP GATEWAYS

#### REPORTING

- EMERGENCY CALLS
- CDR & SMDR RECORDS
- CENTRALIZED LOGGING & ALARMS
- RESOURCE USAGE GRAPHS
- REMOTE SYSTEM MONITORING

#### ROUTING

- AUTOMATIC ROUTE SELECTION
- DIRECT INWARD SYSTEM ACCESS
- FLEXIBLE EXTENSION LOGIC
- HUNT GROUPS
- NUMBER TRANSLATIONS (ANI OR DNIS)
- ROAMING EXTENSIONS
- ROUTE BY CALLER ID
- SIMULTANEOUS RING
- TIME-BASED ROUTING

#### SECURITY

- AUTHENTICATION FOR SIP EXTENSIONS
- SECURE FIREWALL

#### EMBEDDED VOICEMAIL

- APPEND MESSAGE
- CALLER ID IN MESSAGE
- EMAIL NOTIFICATION
- MESSAGE ENVELOPE
- PERSONAL GREETING
- VISUAL MESSAGE WAITING INDICATORS\*

#### SUPPORTED ADD-ON MODULES

- WORKFLOW MANAGEMENT
- CALL ACCOUNTING
- INNLIN IP VOICEMAIL
- ORDERLYSTATS ACD REPORTING
- Guest DID Server

#### SUPPORTED CODECS

- G.711
- G.722
- G.729

\* Handset dependent \*\* Additional equipment may be required

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