

Hosted PBX Service Specifications:

Hosted PBX Engine.

DLS Hosted PBX engine represents a class of service indicative of its ability to process maximum number of simultaneous calls with all Hosted PBX standard features enabled. There are currently four classes of DLS Hosted PBX Engines:

Hosted PBX Engine Class	Seats supported
Class A	7 – 30 seats
Class B	7 - 150 seats
Class C	7 – 500 seats
Class D	7 – above 500 seats

Service

- Protocol: SIP
- PSTN Signaling: SS7
- Audio Codecs: G.729, G.711
- Video Codecs: H.263, H.264

Traditional Phone Features

- Caller ID Number
- Caller ID Block (*67)
- Call Waiting + Caller ID
- 911 Emergency Calling (Nomadic)
- Caller ID Name
- Caller ID Block (permanent)
- Call Transfer
- Voicemail to Email
- Outgoing Caller ID Number
- Distinctive Ringing
- Return Call (*69)
- Outgoing Caller ID Name
- Call Waiting
- 3-Way Calling

Management Controls

- Web Interface Management
- Detail & Summary Phone Usage Reports
- Known Monthly Costs
- Phone Management Access
- Granular User Interface Permissions
- Users Manage Own Phone Settings
- Distinctive Ringing
- Immediate Scalability Up or Down
- Call Monitoring

Voicemail

- Unlimited Voicemail Capability
- Voicemail Notification to Email
- Voicemail Notification to Cell
- Remote Voicemail Access
- Individual Custom Greeting
- Text Only Voicemail Notification
- Video Voicemail

Call Routing

- Advanced Follow Me Services
- Call Forwarding
- Service Classes
- Internal/External Transfer
- Hunt Group Support

Next Generation Features

- Click-to-Dial
- Global Directory w/Click-to-Dial
- Personal Directory w/Click-to-Dial
- True PBX Capabilities from Anywhere
- Multiple Locations from Single PBX
- Uniquely Easy Moves, Adds, Changes
- Shared Extensions
- Soft phone Compatible
- Mirrored Extensions
- Outlook Integration
- Video Phone Support

Answering

- Automated Custom Tree
- Fully Customizable Greetings
- Selective Call Routing
- Selective Call Forwarding to Follow Me Feature
- Follow Me Services
- Call Parking
- Intercom Paging
- DID Support
- Notification to Cell Phone
- Remote Voicemail Access
- Individual Custom Greeting
- Receptionists Interface Software
- Busy Line Feature (BLF)

Call Center

- Call Prioritization
- Skill Level Based Routing
- Fully Customizable Greetings
- Agent Control of Status
- Screening Monitoring
- On Hold Time
- Voicemail Opt out of Queue
- Virtual Call Center Capabilities

Optional Modules

- Conference Bridge
- Predictive Dialer
- Email to Fax, Fax to Email
- Call Recording Inbound/Outbound