



APPTIXTM
— VOICE —

Hosted VoIP PBX Features

Apptix Voice

Apptix Voice Live Support: [866-688-0127](tel:866-688-0127)

Apptix Voice Hosted PBX Features

Feature	Premium	Business	Basic	Description
Account/Authorization Codes *	X	X	X	<p>Account codes will track of calls made to outside of your company by prompting users for a predetermined code prior to the call being completed. This service does not validate the codes entered (see Authorization Codes), so calls are not blocked.</p> <p>Authorization codes can be used to authorize calls made outside of your company by prompting users for a predetermined code. Calls will not be connected unless a valid code is entered. Please note that you cannot have this service and the Account Codes service enabled at the same time..</p>
Alternate Numbers	X			Enables users to have up to ten (10) phone numbers and/or extensions assigned to them. Normal ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity.
Anonymous Call Rejection	X	X		Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call.
Authentication	X	X	X	Authentication is performed upon the registration of an IP phone. This ensures that the user of the device is authorized to gain access into Apptix Hosted Voice. All call originations from unregistered phones are denied.
Auto Callback (Intra-group)	X	X		Enables users who receive a busy signal to monitor the busy party and automatically establish call when busy party becomes available. This service can only be activated when calling within the same group.
Barge-In Exempt	X			Users with this service activated cannot have their calls barged in on by other users.
Call Forwarding Always	X	X		Enables a user to redirect all incoming calls to another phone number.
Call Forwarding Busy	X	X		Enables a user to redirect calls to another destination when an incoming call encounters a busy signal.
Call Forwarding No Answer	X	X		Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.
Call Forwarding Remote Access	X	X		Enables users to activate, deactivate and program their Call Forwarding Always service from any phone via their Voice Portal
Call Forwarding Ring Splash	X	X		Enables users to have a short ring burst played on their phone when Call Forwarding Always, Call Forwarding Selective and/or Do Not Disturb is triggered by an incoming call.

Feature	Premium	Business	Basic	Description
Call Forwarding Selective	X			Enables a user to define rules that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination.
Call Name Retrieval	X	X		Provides the calling name for incoming calls by querying an external database for the information if it is not received in the call set-up messaging. Although standard Calling Line ID Delivery provides the calling number and name for all calls within Apptix Hosted Voice, calling name information is typically not passed with calls received from external parties (e.g., PSTN-originated calls).
Call Notify	X	X		Enables a user to define criteria that cause certain incoming calls to trigger an email notification. If an incoming call meets user-specified criteria, an email (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt.
Call Park *	X	X	X	Enables a user to hold a call and to retrieve it from another station. To park a call, a user depresses the flash hook and dials the call park feature code. The call is parked and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature code, followed by the user's extension. The call is retrieved and connected to the retrieving user. Users can also execute call park via the Web Call Manager.
Call Pickup *	X	X	X	Enables a user to answer any ringing line within their pick up group. A pick up group is a group administrator-defined set of users within the group, to which the call pickup feature applies. To pick up a ringing call, a user dials the call pick up feature code. The user is then connected to the caller.
Call Return	X	X		Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall feature code.
Call Transfer	X	X	X	Enables user to redirect a ringing, active, or held call to another number or directly to voice mail. Before transferring the caller, the user may choose to consult with the third party first or establish a three-way consultation
Call Waiting	X	X	X	Enables a user to answer a call while already engaged in another call.
Calling Group ID Delivery	X	X	X	Provides the name and number of the group (or company) for outgoing calls from users in the group, rather than providing the user's own name and number. The group number may be defined on a per user basis, which is often appropriate for multi-location groups
Calling Line ID Blocking per Call	X	X		Enables users to block their outgoing caller ID on a per-call basis by dialing a feature code before making the call.
Calling Line ID Delivery Blocking	X	X		Enables a user to block delivery of his/her identity to the called party. If activated, all calls made by the user have the user's identity blocked.

Feature	Premium	Business	Basic	Description
Calling Line ID Delivery per Call	X	X		If Calling Line ID Blocking is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code (*65 default) for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.
Calling Plan – Incoming	X	X	X	Enables administrators to block specified incoming calls to their company, department and/or individual users. For example, some users may be prevented from receiving calls from outside the company, or collect calls. In addition to being able to configure which types of calls each user is restricted from receiving (e.g., intra-group), group administrators may regulate incoming calling by restricting specific digit patterns.
Calling Plan - Outgoing	X	X	X	Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium numbers. In addition to being able to configure which types of calls each user is restricted from making, group administrators may regulate outgoing calling by restricting specific digit patterns.
Cancel Call Waiting	X	X	X	Ability to cancel call waiting. Can be done on persistent basis via the Comm-Pilot call manager. Can be done per call with *70 feature code.
Cancel Call Waiting per Call	X	X	X	Users also have the option of canceling their Call Waiting on a per-call basis by dialing the respective feature code for Cancel Call Waiting per Call before making the call, or after a switch-hook flash during the call. Once the call is over, Calling Waiting is restored.
Configurable Feature Codes	X	X	X	Provides each group administrator with the option to specify the feature codes (a.k.a. star codes) associated with their services (e.g., Last Number Redial, Call Return) via the Web Call Manager Group web portal. For example, *69 and #81 could both be used to enable Call Return.
Directed Call Pickup	X			Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.
Directed Call Pickup w/ Barge-in	X			This version of the Directed Call Pick-Up service (listed below under Group Services) also enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.
Diversion Inhibitor	X			Provides the option to prevent calls that are redirected by a user to be redirected again by the called party to their voice mail. It is especially useful for service such as simultaneous ring and sequential ring. If simultaneous ring is engaged, and one of the lines has voice mail pick up set for 2 rings, this feature will continue to ring all the lines past the two rings and not transfer the call to voice mail
Do Not Disturb	X	X	X	Allows users to set their phone as unavailable so that incoming calls are given a busy treatment.

Feature	Premium	Business	Basic	Description
Enhanced Outgoing Calling Plan *	X	X	X	<p>Enhanced version of the basic Outgoing Calling Plan provides administrators with a greater degree of control over outgoing calls made from within their group. In addition to “blocking” or “allowing” given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their group, department, and individual users:</p> <ul style="list-style-type: none"> ▪ Authorization Codes: Selected users can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by users. Use of this feature within the Enhanced Outgoing Calling Plan takes precedence over the standalone Authorization Code service. ▪ Sustained Authorization Codes: Users have the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, users will not be prompted for an authorization code every time they make a call that requires an authorization code, as defined by the EOCP. Separate feature access codes are used to turn this feature on and off. ▪ Call Transfer: Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the user's identity and their purpose for making an international call.
Extension Dialing	X	X	X	Enables users to dial extensions via their Web Call Manager or phone to call other members of their business group.
External Calling Line ID Delivery	X	X	X	Enables the delivery of an external caller's identity to a user via the Web Call Manager and phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered to the web interface and the phone (if capable) only if the information is available and has not been blocked by the caller.
Group Web Portal	X	X	X	Web portal that empowers a business group administrator to provision services to users and manage group-related activities.
Hunt Group *	X	X	X	<p>Allow users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Groups phone number. Group administrators can choose from any of the following “hunt” schemes, each of which rings the specified phones in a different manner:</p> <ul style="list-style-type: none"> • Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off. • Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list. • Simultaneous rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.

Feature	Premium	Business	Basic	Description
				<ul style="list-style-type: none"> With Uniform, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls.
Internal Calling Line ID Delivery	X	X	X	Enables the delivery of an internal caller's identity to a user via the Web Call Manager and phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered only if the information is available and has not been blocked by the caller
Last Number Redial	X	X	X	Enables users to redial the last number they called by clicking the 'Redial' button on their Web Call Manager or by dialing a feature code (e.g., *66).
Music On Hold *	X	X	X	Enables group administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.
Outlook Integration	X			This service enables users to integrate their personal contacts in Microsoft Outlook with their Web Call Manager or their Telephone Toolbar. Users can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, users may click-to-dial one of the contact's phone numbers or the user may choose to display the contact's v-card by clicking their name.
Personal Web Portal	X	X	X	Web portal that allows end-users to activate and customize services.
Phone List Call log	X			The Call Log enables users to view and dial from the following lists of stored numbers: missed, received, and dialed. The call log is accessed through the Web Call Manager or the Apptix Toolbar and includes the most recent numbers registered for each category, as well as the respective call times and dates.
Phone List Group	X			<p>This phone list enables users to dial any other member of their business group by selecting from a list of names on their Web Call Manager or Apptix Toolbar. The list also serves as a searchable company directory, listing names, numbers and email addresses.</p> <p>Each user added to the group is automatically added to this list. Also included are the extensions for reaching the Auto Attendant(s), Hunt Group(s), and the Voice Portal, when applicable. Group Administrators can add additional phone numbers to the Group Phone List by either adding them individually via their web portal or by importing them from a file.</p>
Phone List Personal	X			Enables users to dial frequently called numbers by selecting from a searchable list of names on their Web Call Manager or Apptix Toolbar. Each user can add, delete, edit, and re-order numbers in their Personal Phone List, which serves as a personal speed dial list. Users can add multiple numbers to this list by uploading them from a flat file.

Feature	Premium	Business	Basic	Description
Push to Talk	X			Enables user-to-user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system will request that the called station answer automatically.
Remote Office	X			Enables users to access and use their Apptix Hosted Voice service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Web Call Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from The platform, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.
Selective Call Acceptance	X			Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call.
Selective Call Rejection	X			Enables a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets user-specified criteria, the call is blocked and the caller is informed that the user is not accepting calls.
Sequential Ring	X	X		Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements.
Shared Call Appearance	X			This service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the main location, such as in an administrative assistant/executive scenario for instance.
Simultaneous Ring Personal	X	X		Simultaneous Ring enables users to have multiple phones ring simultaneously when any calls are received on their Apptix Hosted Voice phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk.
Speed Call 100	X	X		Enables users to dial two-digit codes to call up to 100 frequently called numbers.
Speed Call 8	X	X		Enables users to dial single digit codes to call up to eight different numbers, such as frequently dialed numbers or long strings of digits that are hard to remember.
Three-Way Call	X	X	X	Enables a user to make a three-way call with two parties, in which all parties can communicate with each other.

Feature	Premium	Business	Basic	Description
Voice Message Call Back	X	X		Enables a user to check voice messages when away from their phone.
Voice Message Notification	X	X		Enables a user to receive an email notification when a message has been left in their voice mail. The email (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt and subsequent message.
Voice Messaging Group	X	X	X	<p>The Voice Messaging Group service allows the administrator of the group to select attributes of the Voice Messaging service that apply to the whole group:</p> <ul style="list-style-type: none"> ▪ Message Aging: Allows the group administrator to set a maximum duration for the storage of saved messages. ▪ Mail Servers: Allows the group administrator to specify a default POP3 mail server for the group. ▪ Mailbox Sizes: Allows the group administrator to set a maximum mailbox size for the group. ▪ User Mailbox Settings: This feature is used by a group administrator to allow or prevent users from configuring their own POP3/IMAP server. While the administrator can always perform configuration changes on behalf of users, the users may or may not be able to do so.
Voice Messaging to e-mail	X	X		This service allows voice messages to be captured and forwarded to a particular e-mail address.
Voice Messaging User	X	X		Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Incoming callers are given the options to review and change their message and will get a warning tone if their message is about to reach the maximum configured length.
Voice Portal	X	X	X	The Voice Portal provides an entry point for end-users to access, use, and configure Voice Messaging, Call Forwarding Remote Access, Web Express, and Personalized Name Recording from any phone. The Voice Portal can also be used to record Auto Attendant greetings remotely. Each user has their own configurable passcode to access their respective menu of services.

Feature	Premium	Business	Basic	Description
Web Call Manager	X			<p>Provides a web-based tool for users to invoke their services, as an alternative to using feature codes or depressing the flash hook. The following features are included with the Web Call Manager:</p> <ul style="list-style-type: none"> ▪ Click-to-Dial: Enables user to input and dial a number, dial directly from a drop-down Phone List (Personal, Group or Call Log) or Outlook tab, or click the Redial button. ▪ Answer Call: Enables user who is already engaged in a call to answer another waiting call. When available, Calling Line ID is displayed with caller's name and number. ▪ Call Hold/Retrieve: Enables user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user may choose to make a consultation call to another party. ▪ Call Transfer: Enables user to redirect a ringing, active, or held call to another number or directly to voice mail. Before transferring the caller, the user may choose to consult with the third party first or establish a three-way consultation. ▪ 3-Way Conference: Enables user to establish a three-way call involving two other parties. ▪ Release Call: Enables user to disconnect a call that has been answered. ▪ Configure Services: Buttons are provided to enable user to turn on/off frequently used services such as Call Forwarding Always and Do Not Disturb. Alternatively, if Web Express has been configured, the user may change their Web Express status (e.g., Available, Busy, and Unavailable) by choosing from a drop-down list.

* 1 Premium package is required on a group to access these group features.

Apptix Voice Auto Attendant Features

Auto Attendant Feature	Description
Auto Attendant	<p>The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Web Call Manager Group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group Administrators use their voice portal to record auto attendant greetings. For example, a message may be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for play back when a caller dials by name or extension.</p> <p>A company can have multiple Auto Attendants configured, either individually (e.g., customer service with separate business hours) or integrated into a multi-level Auto Attendant (e.g., enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).</p>
Customizable Menu Options	<p>Enables the group administrator to create customized menu options by associating keys to phone numbers.</p>
Dial by Extension	<p>Enables a caller to enter the extension of the intended party through the telephone keypad. Upon collecting the full extension, the caller is played the name of the called party and transferred.</p>
Dial by Name	<p>Enables a caller to spell the name of the intended party through the telephone keypad. Upon identifying a unique match, the caller is played the name of the called party and transferred.</p>
Holiday Schedule	<p>Enables administrators to set the after-hours menu for selected dates (e.g., recurring holidays)</p>
Transfer to Operator	<p>Enables a caller to press a pre-defined telephone key to reach an operator.</p>
Record Greeting Remotely	<p>Enables the group administrator to record new greeting menus through the Voice Portal phone interface. This automatically provisions the newly recorded greeting as the active greeting for the attendant.</p>

Apptix Voice Call Center Features

Call Center	
Call Center	<p>Enables business groups to set up a basic call center with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is supported:</p> <ul style="list-style-type: none"> • Agent login and logout • Uniform distribution of incoming call to the available agents • Queuing of the incoming calls that cannot be answered immediately • Overflow to a given destination when the group is unable to accept calls • No Answer Policy to redirect call to next agent if not answered in a specific number of rings by previous agent • Deflection to a given destination outside of business hours • Music on Hold <p>A variety of statistics are provided to monitor the performance of call centers, such as Average Number Agents Busy and Average Hold Time Before Call Loss. Statistics are also provided to track individual agent performance, such as Average Time Agent Spends on Calls and Amount of Time Each Agent Logged On and Idle. A statistics report is generated at the end of each day and sent to one or two e-mail addresses.</p>
Agent Login/Logoff	<p>Agents can login and logout from the group so that calls are only presented to agents that are on duty.</p>
Call Queuing	<p>When all call center agents are busy, incoming calls can be queued until they can be presented to an available agent. Calls in queue are provided with an initial greeting, a periodic greeting, and audio on hold. All greetings and audio are configurable for each call center</p>
Multiple Call Distribution Policies	<p>Incoming calls are handled according to the selected policy, which includes uniform call distribution, linear hunt group, circular hunt group, no-answer and simultaneous ringing.</p>
Night Service	<p>Calls received after-hours or on non-business days can receive a service menu of options allowing a caller to leave a voice message or transfer to an emergency number.</p>
Overflow	<p>When a call center cannot accept any more calls, incoming calls can be forwarded to an overflow phone number.</p>
Statistics	<p>View statistics for a specific period of time and export them in CSV format to email. Monitor incoming call patterns to effectively track and scale Call Center operations.</p>
Service Integration	<p>Any BroadWorks personal service can be assigned to the call center phone number to customize the call center group. This includes services such as call forwarding, call notification, call screening, and voice messaging.</p>
Queue Escape	<p>Callers who are queued can press a key to be sent directly to the call center voice mailbox instead of waiting for an available agent.</p>
Queue Flashing	<p>When all agents in the call center group logout, queued calls are automatically sent to the call center group voice mailbox</p>

About Apptix

Apptix (OSE:APP), founded in 1997, is a premier provider of on-demand messaging and collaboration solutions to over 190,000 end-users across more than 18,000 customers worldwide. Its offerings—including hosted Exchange, SharePoint, mobile email, and compliance and archiving—provide small- and medium-sized businesses with a more affordable, reliable, and secure alternative to purchasing and managing software applications in-house. Leading channel partners, including IBM, Hewlett Packard, Bell Canada, and Savvis, have selected the Apptix Service Management Platform, which supports a full range of private-label solutions and is backed by multi-tiered customer service. Apptix is a Microsoft Gold Certified Partner for Hosting and Application Services, and has strong technology partnerships with leading vendors, including Research in Motion (RIM) and Good Technology, among others. Apptix's Web properties include www.MailStreet.com, www.ASP-One.com, and www.Mi8.com, which provide Exchange hosting and essential add-on services, as well as www.SharePointSite.com, which provides hosted SharePoint and related services. The company is headquartered in Herndon, Virginia, with additional locations across the United States, Europe, and Asia. For more information, visit www.apptix.com.

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