




















































Service Plan Comparison

Service Plans and License Options

End User Call Handling Features - features available to end users in three Service Plans and six additional feature licenses.









Service	Service Plans		
	BASIC	STANDARD	PREMIUM
FREE Extension to Extension Dialing			
Anonymous Call Rejection			
Call Forwarding Always			
Call Forwarding Busy			
Call Forwarding No Answer			
Call Logs			
Call Transfer			
Call Waiting			
Calling Line ID Delivery and Blocking			
Calling Name Retrieval			
Do Not Disturb			
E911 Service			
Find me / Follow me			
Flash Call Hold			
Intercept User			
Last Number Redial			
Remote Office			
Selective Call Appearance and Rejection			
Sequential Ring			
Shared Call Appearance			
Simultaneous Ring			
Speed Dial 100			
Speed Dial 8			
Three Way Calling			
Two Stage Dialing			

Service Plan Comparison



Optional A-La-Carte Features - Available to complement the three VoiceWorks Service Plans.

Service
Advanced Feature Pack:
⇒ Directed Call Pick-Up & Barge-In
⇒ Shared Call Appearance 5
⇒ Multiple Call Arrangement
Call Forwarding Selective
Hoteling
Intercom (Push to Talk)






Voicemail Features - Lets you customize your personal greeting. You can also listen to, forward, delete and save each voice message you receive.

Service	Service Plans		
	BASIC	STANDARD	PREMIUM
Voice Message Indication			
Voice Message Notification			
Voicemail as Email			
Voice Message Call Back			

Web-based Features - An easy-to-use web portal allowing employees to manage call routing functions from almost anywhere.

Service	Service Plans		
	BASIC	STANDARD	PREMIUM
VoIP Communications Toolbar			

Enterprise-Wide Features - These are features configured across your organization simultaneously. Most of these are included on all VoiceWorks Service Plans and are part of each customer installation. The remaining features are available à-la-carte as optional enterprise-wide feature licenses.

Service	All Service Plans	
	INCLUDED	OPTIONAL
Account Codes		
Authorization Code		
Call Park		
Call Pick-Up		
Device Inventory		

Service Plan Comparison

Enterprise-Wide Feature Package - Continued

Service	All Service Plans	
	INCLUDED	OPTIONAL
Dialing Restrictions	✓	
Group Resource Inventory Reporting	✓	
Hunt Group (one (1) included)	✓	
Music on Hold	✓	
Password Management	✓	
Phone Status Monitoring	✓	
Auto Attendant	✓	
<i>Call Center:</i>		✓
⇒ Call Center Agent		✓
⇒ Call Center Supervisor		✓
<i>Call Forwarding Bundle - includes all four Call Forward features:</i>		✓
⇒ Call Forwarding Always		✓
⇒ Call Forwarding Busy		✓
⇒ Call Forwarding No Answer		✓
⇒ Call Forwarding Selective		✓
Enhanced Call Center Reporting		✓
Hunt Group(s), Additional		✓