

PBX · CALL ACCOUNTING · VOICEMAIL · WORKFLOW MANAGEMENT

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
- 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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