



### **Asterisk Open-Source VoIP Phone System Features:**

- Follow-me - where other specified phones (cell or otherwise) are automatically rung when a phone extension goes unanswered. In other words when someone calls an extension (like 555-1212 x123), if that extension isn't picked up, the phone system can be configured to connect the call to a cell phone or home phone or any other phone number. All of this happens without the caller knowing they are being connected to an alternate number.
- Voicemail notifications in email – Allows notification by email when a new voicemail is left. This email can optionally also include the voicemail recording as an attachment. (One can listen to his/her voicemail from an email client.) So as long as there is access to email, one can stay on top of any voicemails as well. This allows for the archiving of voicemails within email folders to help facilitate the organization of both email and voicemail messages.
- Conference bridges - where people can call into the Asterisk VoIP phone system to join teleconferences hosted there. An outside service is not needed.
- Call transferring - This gives the ability for an incoming call to be answered and then transferred to a cell phone (or other phone number), allowing whomever answered to drop out of the call.
- Call recording - The user can optionally choose to record call conversations.
- Call conferencing - Allows multiple people to be included on a call. This also includes adding cell phones or other remote numbers to the call.
- Caller-ID - Caller-ID is display on voicemails and incoming calls, if this service is provided by the phone company.
- Group paging - Multiple zones for paging including options for overhead paging systems.
- Voicemail options - Voicemail includes options for temporary greeting and multiple folders to classify voicemails.
- Music on Hold - Or a new on-hold message may be recorded to keep customers informed.
- Softphone capability - Softphones are free software which enables a PC to be used as a phone, enabling tele-workers to send & receive calls on their office extension while out of the office\*. Or even to replace desktop phones [or *hard phones*].



- Call Queuing - Call queuing allows incoming calls to wait in a queue for available representatives. Includes optional periodic announcements of caller's estimated wait time and queue position.
- IVR/Automated Attendant - Supports custom Integrated Voice Response (IVR) messages, allowing easy recording and nesting of auto-attendant messages.
- Day/Night message cutovers – Automated or manual.
- Inbound faxing to email - Without the need of a fax-machine, inbound faxes can be converted to a PDF and attached to email.
- Web-based Access - End-user browser-based (web page) access to voicemails, call logs records, Follow-me settings, etc.
- HUD-lite - a PC-based phone system monitoring software which allows users to see who is on calls, to transfer calls, and to place calls (to cell phones or regular extensions), in addition to allowing users to select their presence (whether they are available or not), to chat, and send email.
- Call Detail Reporting – browser-based access to view logs of inbound & outbound calls (extension, Caller-ID, length of call, etc.), trends, etc.
- Outlook integration - which allows users to place calls from their inbox, or contact list, or even by dragging a phone number
- Current phone carrier (Pots lines, T1, PRI) utilization –VoIP phone system can utilize a company's current telephone lines (T1 or analog/POTS lines).
- Internet Telephone Service Provider (ITSP) - allows for the use of a low- cost phone provider over your Internet connection\*.
- Remote offices - the phone lines from the main office can be accessed through the Internet VPN connectivity. This would mean that there isn't a need to pay for phone lines at each branch office.\*
- DID's - Allows separate phone numbers to have different functions. This could include having different IVR (automated attendant) messages for different numbers, personalized fax numbers or faxes for different groups, personalized inbound phone numbers (direct to one's extension), or many other options.



- CRM Integration - Allows integration with vTiger open source CRM for outbound click-to-call and inbound display of CRM contact information based on CID.
- DID notification: Custom ring and phone display message based on inbound number called. This allows users to differentiate what number was called before they answer.
- Backup & Recovery plan: We have two backups in place to make sure that your phone system configuration & voicemail data is backed up in addition to an entire, bootable system backup. There is an automated email with the status of these nightly backups, in addition to disk utilization, log file size, and disk array status.
- Click-to-Call: Gives connectivity with ERP or other software: *Microsoft Dynamics NAV and others* to place calls to vendors or customers with a single mouse click within these applications. Other software packages which support URL hyperlinks could also be integrated for click-to-call capability.
- Fax from PC: This allows outbound faxing from PC applications through the Asterisk Open-Source phone system without the need for separate phone lines.

