# Feature Matrix

| | Enterprise PBX Hosting | Premise Based PBX |
|---|---|---|
| **CALLING FEATURES** | | |
| Auto-Attendant 🖼 📄 | **One Included**<br>Additional Available for Purchase | ✓ |
| Auto-Attendant/IVR 🖼 📄 | **One Included**<br>Additional Available for Purchase | ✓ |
| Call Forwarding | ✓ | ✓ |
| Caller ID 🖼 📄 | ✓ | ✓ |
| Call Parking | ✓ | ✓ |
| Call Queues | ✓ | ✓ |
| Call Recording 🖼 📄 | ✓ | ✓ |
| Call Recording Storage Offloads | ✓ | ✓ |
| Call Screening | ✓ | ✓ |
| Call Transfer | ✓ | ✓ |
| Do Not Disturb | ✓ | ✓ |
| Follow Me | ✓ | ✓ |
| Music On Hold | ✓ | ✓ |
| Office Hours — Time Conditions/Specify Holidays | ✓ | ✓ |
| Voicemail | ✓ | ✓ |
| Voicemail to Email | ✓ | ✓ |
| VMX Locater — Press Redial Capable – Alternate Destination | ✓ | ✓ |
| **BUSINESS FEATURES** | | |
| Busy Lamp Field (BLF) | ✓ | ✓ |
| Conference Rooms | ✓ | ✓ |
| Direct Inward System Access (DISA) | ✓ | ✓ |
| Dictation | ✓ | ✓ |
| Hot Desking | ✓ | ✓ |
| Instant Call Control — Call Flow Control/Manual Toggle, Squared Key System Day/Night Mode | ✓ | ✓ |
| Intercom & Paging | ✓ | ✓ |
| Multiple Offices | ✓ | ✓ |
| Phone Directory | ✓ | ✓ |
| Remote Users | ✓ | ✓ |

| | | |
|---|---|---|
| **Ring Groups** | ✓ | ✓ |
| **ADMINISTRATION** | | |
| **Automatic Backup Scheduling** | ✓ | ✓ |
| **Extension Routing** 📷 📄 | ✓ | ✓ |
| **PBX End Point Manager** | ✓ | ✓ |
| **Soft-Phone Support** <br> **Integrates with Bria Cloud Services** | ✓ | ✓ |
| **System Admin Pro — Features Allow for Provisioning Protocol** | ✓ | ✓ |
| **User Control Panel** | ✓ | ✓ |
| **UC ENHANCED FEATURES** | | |
| **Call Recording Reports** | ✓ | ✓ |
| **Class of Service** 📷 📄 | ✓ | ✓ |
| **Conference Pro** | ✓ | ✓ |
| **Extension Routing** 📷 📄 | ✓ | ✓ |
| **Fax Pro** | ✓ | ✓ |
| **Park Pro** | ✓ | ✓ |
| **Page Pro** 📷 📄 | ✓ | ✓ |
| **SysAdmin Pro** | ✓ | ✓ |
| **Voicemail Notify** | ✓ | ✓ |
| **Voicemail Reports** | ✓ | ✓ |
| **XMPP Pro** 📷 📄 | ✓ | ✓ |
| **HIGH AVAILABILITY** | | |
| **High Availability Disaster Recovery** 📷 📄 | **Available for Purchase** | **Available for Purchase** |
| **THIRD PARTY PHONE SUPPORT** | | |
| **Phone Apps** <br> **Sangoma, Yealink & Aastra** | ✓ | **Available for Purchase** |
| **OPERATOR PANEL** | | |
| **XactView Operator Panel (20 Pack)** 📷 📄 | **Available for Purchase** | **Available for Purchase** |
| **XactView Operator Panel Queue License** 📷 📄 | **Available for Purchase** | **Available for Purchase** |
| **CUSTOMER RELATIONSHIP MANAGEMENT (CRM) INTEGRATION** | | |
| **CRM Link Mode** 📄 | **Available for Purchase** | **Available for Purchase** |
| **CALL CENTER FEATURES** | | |
| **Appointment Reminder** 📷 📄 | **Available for Purchase** | **Available for Purchase** |
| **Broadcast Dialer** 📷 📄 | **Available for Purchase** | **Available for Purchase** |
| **CallerID Management** | ✓ | **Available for Purchase** |
| **Outbound Call Limiting** | ✓ | **Available for Purchase** |

| | | |
|---|---|---|
| **PinSet Pro** | ✓ | **Available for Purchase** |
| **Queue Pro** <br> **(Includes Queue Call Backs)** | ✓ | **Available for Purchase** |
| **Queue Reporting** | ✓ | **Available for Purchase** |
| **Web Callback** 🖼️ 📄 | ✓ | **Available for Purchase** |
| **ADDITIONAL FEATURES** | | |
| **Professional Recordings** 🖼️ 📄 | **Available for Purchase** | **Available for Purchase** |
| **Voicemail Transcription Services** | **Available for Purchase** | **Available for Purchase** |
| **ISP Circuit Monitoring** | **Available for Purchase** | **Available for Purchase** |
| **Property Manager** | **Available for Purchase** | **Available for Purchase** |