SMB VoIP Features

Features Overview

Interested in revitalizing your business communications?

SMB Technologies has joined over 800 partners to bring you an amazing communications platform. With our platform, you get the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.

SMB Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help to dramatically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services, including:


UC Client


Hosted PBX & VoIP


Mobile


Contact Center & IVR


Account Manager


Integrated Solutions


SIP Trunking

Hosted PBX & VoIP

UC Client

- Call History
- Call Recording
- Calling
- Chat
- Enterprise Contacts
- Meetings
- Visual Voicemail
- Voicemail Transcription
- Zero Configuration

Music on Hold

- Commercials on Hold (by Phone Number)
- Music on Hold (Custom or Default)

Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution - (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Park
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID
- Caller ID Blocking Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System - Access (DISA)
- Directed Call Pickup Disable Outbound Dialing Do Not Disturb
- Find Me (Digital Assistant) Forward Calls Locally or - Remotely (via Phone or Web)
- Incoming Call Blocking
- Incoming Call Identification Incoming Caller ID Routing Incoming Privacy Screening Listen Live
- Live Person Answering Multicast Paging
- No Answer Call Forwarding Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing Outbound Dialing Rules Outgoing Call Blocking
- Premium Call Reporting
- Ring Groups
- Shared Virtual Call Paths Speed Dial
- Unattended Transfer Voicemail
- Visual Voicemail
- Voicemail to Text

Call Conferencing

- Conference Bridges
- 3-Way Conference Call

Virtual Auto Attendants

- Multiple Top-level Auto - Attendants
- Sub-level Auto Attendants Top-level Auto Attendants (Always On or Time-based)

Hosted PBX & VoIP

ACD Routing

- Agents
- Pause and Unpause
- Queues
- Reason Codes
- Tally Codes Zero Out

Origination and Termination

- Domestic Origination
- Domestic Termination
- E911 Support
- Endpoint Templates
- International Termination Shared Line Appearance
- Toll Free Numbers

Reporting

- Accounting and Billing Reports
- Activity Reports Call Center Reports Call Detail Records
- Call Traffic by Extension Call Volume Graphs

Mobile Applications

With Mobile Applications, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, caller ID and more

to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce.

Features include:

- Call Recording
- Cloud Extensions
- Conference Calls
- Enterprise Contacts
- Mobile Office Extensions
- Support for Softphones
- Visual Voicemail with Voice to Text

Contact Center & IVR

Agent Console:

- Agent Controls
- Call Controls
- Call History
- Call Recording Controls
- Custom Screen Layout
- Custom Scripting (DNIS & Queue)
- Disposition Codes (with Multiple Levels)
- Online Directories (with Custom Widget)
- Outgoing Calling Line ID Selection (with Dialer)
- Screen Survey Tools
- Supervisor Escalation
- Unavailable Codes

Supervisor Console:

- Barge-in
- Call Center Dashboard
- Enable Alternate Routing
- Historical Reports
- Intercept / Answer Inbound - Calls
- Real Time Queue Monit-oring / Management
- Real Time Reports
- Silent Monitoring (Listen In)
- View / Change Agent Status
- Whisper Coaching

Additional Features:

- Call Back in Queue
- Call Routing
- Interactive Voice Response - (IVR)
- Omni-channel Comm-unications
- Outbound IVR
- Reporting
- Screen Pops
- Workforce Optimization / Management
- 3rd Party & Custom - Database Integration

Account Manager

- Account Management
- Automated Billing System
- Case Management / LNP
- Click-to-Dial
- Detailed Accounting
- Endpoint Template Mgmt
- Hunt group
- Message Center
- Operator Console
- Phone Rebooter
- Shared Line Appearance
- Tax Automation
- Test My Connection
- URL Agent
- User Dashboard

Integrated Solutions

- API
- Hosted Fax
- Microsoft Outlook Plugin
- Salesforce.com Plugin
- Screen Pops

SIP Trunking

- Enhanced SIP Trunking
- Standard SIP Trunking

SMB Technologies, LLC

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