Features	Voice Extension	Group	Queue	IVR	Conference Rooms
Multiple DDI Numbers	✓	✓	✓	✓	✓
Diverts: Always, Busy, No Answer	✓	✓	✓		
Disaster Recovery Divert	✓				
Time of Day Routing	✓	✓	✓	✓	
Service Modes	✓	✓	✓	✓	
Flexible Voicemail Options	✓	✓	✓		
Call Logs & Reporting	✓	✓	✓	✓	✓
Call Recording (FCA & PCI Compliant)	✓	✓	✓	✓	✓
Incoming Call Rejection	✓	✓	✓	✓	
Distinctive Ringing	✓	✓	✓	✓	
Call Waiting	✓				
Caller Display	✓	✓			
Phone Book / Directory	✓				
Handset Short Codes	✓				
Web Portal Administration	✓	✓	✓	✓	✓
Restrict CLI	✓				
Non-Network CLI Presentation	✓				
Paging	✓				
Call Pickup Groups	✓				
Speed Dial Capability	✓				
Hot Desking	✓				
Silent Listening	✓	✓	✓	✓	✓
Multi-vendor Handset Support	✓				
Device Auto-provisioining	✓				
Handset Twinning	✓				
Group Name Presentation		✓	✓	✓	
Ring Group Options		✓	✓		
Queue Depth Setting			✓		
Queue Type Ring Options			✓		
Ringing or Music When Waiting			✓		
Periodic Announcements		✓			
Position in Queue / Wait Time			✓		
Multiple AA Levels				✓	
Audio Announcement Recording & Management	✓	✓	✓	✓	✓
Wall Boards	✓	✓	✓	✓	✓
Bespoke Reporting	✓	✓	✓	✓	✓