

# Standard Phone Features

## Software Features

- ☎ Call Hold & Mute
- ☎ Do Not Disturb
- ☎ One-Touch Speed Dial
- ☎ Call Forward
- ☎ Call Transfer
- ☎ Call Waiting
- ☎ Call Park, Call Pickup
- ☎ Redial, Call Return
- ☎ Auto Answer
- ☎ Caller-ID with Name & Number
- ☎ Call History
- ☎ 3-way Conferencing
- ☎ Group Listening
- ☎ Emergency Calling
- ☎ Anonymous Call Rejection
- ☎ Menu Driven User Interface
- ☎ Ring Tone Selection/Provisioning
- ☎ Set Date & Time Auto or Manual
- ☎ Action URL/URI
- ☎ National Language Selection
- ☎ XML Browser \*

## Directory

- ☎ Phonebook
- ☎ Call History (dialed, received, missed, forwarded)
- ☎ Black List
- ☎ XML/LDAP Remote Phonebook

## Audio Features

- ☎ High Definition (HD) Handset
- ☎ High Definition (HD) Speaker
- ☎ Full-Duplex Hands-Free Speakerphone w/AEC
- ☎ Acoustic Echo Cancellation (AEC)
- ☎ Voice Activity Detection (VAD)
- ☎ Acoustic Gain Control (AGC)
- ☎ Comfort Noise Generation (CNG)
- ☎ G.711, G.722, iLBC
- ☎ DTMF (In-band, RFC 2833, SIP INFO)

## Physical Features

- ☎ Busy Lamp Field (BLF)
- ☎ Message Waiting Indication
- ☎ Intuitive User Interface with Icons and Soft Buttons \*
- ☎ Screen Sleep \*

## Interfaces

- ☎ Power over Ethernet (PoE)
- ☎ Handset Port
- ☎ Headset Port
- ☎ Adjustable Desk Stand
- ☎ Wall Mountable
- ☎ Configuration (browser, LCD menu, auto-provision)
- ☎ Auto Provision via HTTP
- ☎ Dual-port Gigabit Ethernet \*

Note: Feature list applies to Crexendo phones used with Crexendo phone services

\* Not available on CX220

# System Features



## *Auto Pilot...*

- ☁ Auto-Attendant (single, multiple, multi-level)
- ☁ Corporate Directory (name or number)
- ☁ Automatic Call Routing (find me/follow me, status-based)
- ☁ 20-Party Meet Me Conferencing (unlimited rooms)

## *Manual Control...*

- ☁ Forward (always, busy, no answer)
- ☁ Transfer (blind, attended, direct to voicemail)
- ☁ Unknown Caller Rejection
- ☁ Call Park/Pickup
- ☁ System Hold

## *At Your Desk...*

- ☁ Phone Book
- ☁ Mute
- ☁ Redial
- ☁ Call Waiting
- ☁ Music on Hold
- ☁ Click to Call
- ☁ Caller-ID
- ☁ Do Not Disturb
- ☁ 3-Way Calling
- ☁ Auto-Answer

## *History & Messages...*

- ☁ Voicemail (for individuals & groups)
- ☁ Unified Messaging (VM, transcription, recordings, fax)
- ☁ Call Recording (manual & automatic)
- ☁ Call History

## *Cloud Fax...*

- ☁ Inbound (email or portal)
- ☁ Rules-Based Routing
- ☁ Outbound (email or portal)
- ☁ Send Status
- ☁ Permissions
- ☁ Access Codes

## *Reaching Coworkers...*

- ☁ Company Directory
- ☁ Paging (phones/overhead)
- ☁ Intercom
- ☁ Hotline

<http://www.crexendo.com/features>

# Administration Features

## *Ease of Use...*

- 🔗 Cloud-Based System Administration
- 🔗 Quick Access to Frequently Used Features
- 🔗 Logical Grouping of Elements
- 🔗 Easy to Use Wizards
- 🔗 Roles-Based Permissions
- 🔗 Minimal Learning Curve

## *Remote Device Management...*

- 🔗 Consolidated View of All Devices
- 🔗 Detailed Status of Each Device
- 🔗 Easily Move Devices Across Locations
- 🔗 Upgrade, Configure, and Fix Remotely

## *Device Configuration...*

- 🔗 Easy Point & Click Graphical Configuration
- 🔗 Users Can Assign Features to Buttons Themselves
- 🔗 Advanced Options – Codecs, Network Parameters, Etc.

## *Advanced Business Applications...*

- 🔗 Associate Extensions With Users & Direct Dial Numbers
- 🔗 Chain Extensions for Advanced Call Routing Needs
- 🔗 Company Directory
- 🔗 Forward Messages & Calls During Employee Absence

## *Custom Prompts/MOH...*

- 🔗 Upload or Live Record Any Prompts
- 🔗 Male/Female Voice for Text-To-Speech

## *Scheduling...*

- 🔗 Intuitive Scheduling for Applications
- 🔗 Day Mode, Night Mode, Holiday Schedule
- 🔗 Call Routing Based on Scheduling



# Call Center Features



## General...

- ☞ Always On; No Maintenance Downtime
- ☞ Multi-Location Agent Support
- ☞ Skills-Based Routing (across & within queues)
- ☞ Multi-Tier Queue Support
- ☞ Caller Position/Wait Time & Call Back
- ☞ Custom Music-On-Hold
- ☞ CRM Integration (Cloud Pop™)

## Agent...

- ☞ Easy Login/Logout (phone and portal)
- ☞ Agent Availability Status
- ☞ Multiple Queue Participation per Agent
- ☞ Agents Can Monitor Queues

## Supervisor...

- ☞ Monitor, Whisper, Barge
- ☞ Easy Agent Configuration & Management
- ☞ Force Agent Logout
- ☞ Dashboards (summary & detail)

## Dashboard...

- ☞ Real Time Data – Call Status, Agents & Queue Stats
- ☞ Multiple Concurrent Access (by assigned privileges)
- ☞ Auto or Manual Data Refresh Support
- ☞ Can Be Used as Wallboard

## Reporting...

- ☞ Customizable Reports
- ☞ Daily/Weekly/Monthly Reports
- ☞ Delivery to Your E-Mail Inbox
- ☞ Export as Text, CSV, or PDF

## Call Recording...

- ☞ Record Individual Calls (permissions-based)
- ☞ Record All Calls (by agent or queue)

[www.crexendo.com/callcenter](http://www.crexendo.com/callcenter)