

FluxVoice Features

Interested in learning how our proven software platform can revitalize your business communications?

With **FluxVoice**, we give you 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.

Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically 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:

 **Hosted PBX & VoIP**

 **Customer Portal**

 **SIP Trunking**

 **Mobile VoIP**

 **Integrated Solutions**

Hosted PBX & VoIP

Call Center

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

Call Conferencing

- Conference Bridges
- 3-Way Conference Call

Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding

Call Management (continued)

- 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
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended Transfer
- Voicemail
- Voicemail to Email
- Voicemail to Text Message

Hosted PBX & VoIP (continued)

Music on Hold

Commercials On Hold
(By Phone Number)
Music On Hold (Custom or Default)

Virtual Auto Attendants

Multiple Top Level Auto Attendants
Sub-Level Auto Attendants
Top Level Auto Attendants
(Always On or Time Based)

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 Detail Records
Call Traffic by Extension
Call Volume Graphs
Call Center Reports

Mobile VoIP

With Mobile VoIP, 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:

Cloud Extensions
Mobile Office Extensions
Support for Softphones

Customer Portal

Account Management
Automated Billing System
Case Management / LNP
Click-to-Dial
Detailed Accounting
Endpoint Template Management
Message Center
Operator Console
Shared Line Appearance Hunt Group
Test My Connection
URL Agent
User Dashboard (Coming Soon)

Integrated Solutions

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

SIP Trunking

Enhanced SIP Trunking
Standard SIP Trunking

How to Switch

Interested in switching to **FluxVoice**? Call **877-699-FLUX** to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.

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