Feature Overview	Standard Inclusions
Call Queuing	✔
• Music On Hold (including Queue Specific Audio Source)	Yes
• Queue Specific Announcements and Promo Messages	Yes
• Overflows (on settable queued levels, timeouts, number of callers)	Yes
• Queue Specific Address Book to show caller information	Yes
Virtual Call Centre	✔
• Unlimited Agents	Yes
• Unlimited Sites	Yes
• Agent Controlled Login	Yes
• Remote and Mobile Agents	Yes
• Supervisor Login and Management	Yes
• Inbound and Outbound Agents	Yes
• Live call information and Agent details	Yes
• Priority Queuing and CLI Routing	Yes
• Virtual and Local Wall Boards	Yes
• Warnings for call loads, wait times, agent no answer conditions	Yes
• Skills Based Routing and Priority Routing	Yes
Call Recording	✔
• Ability to stop recording during call	Yes
• Ability to record all inbound and all outbound calls	Yes
• Online review and retrieval of recordings	Yes
Voicemail	✔
• Digital Voicemail	Yes
• Voicemail to Email	Yes
Caller ID Presentation (CLI)	Yes
Reporting	✔
• In-depth charting and reporting	Yes
• Export ability for custom reporting	Yes
Automated Attendant and IVR	Yes
Disaster Recovery Module	Yes
Follow-Me Numbers	Yes
Power Dialler & Auto Dialler	✔
• Create Multiple Campaigns and Schedules	Yes
• Detect Answering Machine, No Answer, Busy	Yes
• Load numbers and campaigns remotely	Yes
Call Distribution and Overflows	Yes
Virtual Service available to PSTN, ISDN, IP, Mobile, SIP	Yes
Avalanche Capacity	Yes
Call Modes (Time Based, Manual/Auto, Holiday, Temporary)	Yes
Call Restrictions and Barring	Yes
Text-To-Speech	Yes
Automated Call Handling	Yes
Automated Rostering	✔
• Sign On/Sign Off	Yes
• Welfare Checks	Yes
• Time and Materials	Yes
• Scheduling of Staff and Services	Yes
Powered by Government accredited renewable GreenPower energy	✔