



## Standard Features



### 411 and E911

Place calls quickly and easily with 3-digit emergency (911) and local assistance dialing (411).



### Auto Attendant Virtual Assistant

An auto attendant acts like a virtual assistant and greets callers and directs them to the right person or department by simply pressing a button. (For example: For Sales, press 1; For Support, press 2). Included with Premium Plan.



### Admin Web Portal (Phone System & Call Management)

Control your features and phone's functionality through OBACKS easy-to-use admin Web portal - add, change or remove users, enable and disable features, manage contacts, access call logs, and much more.



### Call Forwarding

Redirect incoming calls to another number, voicemail, or block the call all together. Call Forwarding categories include All Calls, When Busy, Do Not Disturb, No Answer, Selective Forwarding, and When Out of Service.



### Call Hunting (User Level)

When a line goes unanswered or is currently in use, the call is automatically routed to another user/phone in your calling group.



### Caller ID

Caller ID displays the name and phone number of the person calling you.



### Call Return

Provides the time and telephone number of the last received call; and also allows you to place a call back to that calling party.



### Call Transfer (blind or attended)

Transfer calls to another telephone number, extension, or voicemail.



### Call Waiting

Receive and answer another call while you are already on the phone with another caller.



### Conference Calling (3-way calling)

Make a call that includes up to 3 people. On-demand conferencing for bigger parties is available. See Add-On features for details.



### Directed Call Pick Up

Pickup a call from any location within that call group. For instance, if you are in another room and you hear the phone ringing, you can pick it up from another phone.



### Extension Dialing (Local)

Allows users within your company to call other users within the same company by dialing a 4-digit extension.



### Find Me Follow Me (Mobile Office)

Your office doesn't have to be restricted to your main place of business. This powerful feature allows your employees to receive calls anywhere, anytime and from any device.



### Intercom

Enables you to monitor and have hands-free, two-way communication with callers (e.g., broadcast emergency tones, page specific facility locations, and initiate prerecorded emergency announcements).



### Music On Hold

Provides background music for callers placed on hold.



### Speed Dial

Program up to 100 frequently called phone numbers.



### Time of Day Routing

Assign specific criteria for how incoming calls are delegated.



### Voicemail

Each line has its own voicemail box that allows callers to leave a message if the phone goes unanswered or is busy.



### Voicemail to E-mail

Choose to receive voicemail messages as an email attachment via an audio file (.wav).

## Premium Features



### Call Center Suite (ACD Queue)

Handle hundreds of calls, and route them to the appropriately skilled agent — regardless of location. Functions include: call logging, call monitoring, intelligent routing and distribution, web-based agent and supervisor clients, and comprehensive reporting.



### Call Monitoring (Remote Call Monitoring)

Allows authorized users to monitor calls from the office or remotely. Listen to call in progress without interrupting the call, whisper (provide advise without being heard by the outside person), or barge into the call either announced or unannounced.



### Call Recording

Record all conversations or a percentage of calls. You choose your call recording options.



### Hunt Group with Main Number

When a line goes unanswered or is currently in use, the call is automatically routed to another user/phone; or choose to ring multiple phones at the same time.

## Add-On Features



### Conference Call Bridge

**\$30 for 5 rooms**

Communicate quickly, easily, and without the added expense of traveling



### E-Fax

**\$20 /month & \$1 per user**

Receive faxes from the convenience of your computer or mobile device. Inbound only service.



### International Calling

**Prices Vary**

To enable the international calling feature, please call OBACKS @ 713-783-9000



### Local Phone Number

**\$5/month**

Have local presence in any market by subscribing to a local telephone number in any area code.



### Toll Free Number

**\$30/month**

Make it easier for customers to contact you with a toll-free number.



### Virtual Mailbox

**\$10/month**

This standalone voicemail box may be used to collect general information that can be shared by multiple people in the office.