

VOICE FEATURES

Packages

Feature	Description	Professional	Enterprise
3-Way Calling	Talk to two people in different locations at the same time.	√	√
Anonymous Call Rejection	Automatically reject all calls from callers who have withheld their number. (Activate *77, Deactivate *87)	√	√
Automatic Recall	Return the most recent INCOMING call or to hear the last incoming caller's # and optionally return the call.	√	√
Automatic Callback	Redial the most recent OUTGOING call. (*66 Activate, *86 Deactivate)	√	√
Business Group Dial Plan	Allows for short codes, MADNs, Call Pickup, DID's and many other features of Hosted Voice.	√	√
Call Forwarding (Variants)	Forward calls to another line (unconditionally, if your line is busy, if you don't pickup immediately).	√	√
Call Hold	Put a caller on Hold in preparation to transfer, conference, or to step away from your desk.	√	√
Caller ID (Name/Number)	Displays incoming callers' name and number.	√	√
Call Waiting	Notifies you that a second call is on the line and allows you to switch between calls.	√	√
Call Waiting w/ Caller ID	Displays the calling number and/or calling name as part of the notification that a second call is on the line.	√	√
Caller ID Block	Blocks your number from showing up to the party you call; shows 'Anonymous.' (Activate *67)	√	√
Customer Originated Trace	Allows you to trace an incoming call; eNtouch receives this information and relays to authorities.	√	√
Distinctive Ring	Distinguish between internal, external, normal and priority calls by giving each its own ring tone.	√	√
Do Not Disturb	Block your line temporarily to prevent incoming calls; caller hears that you are not currently accepting calls.	√	√
Station-to-Station Dialing	Dial other members of your Business Group with short codes.	√	√
Selective Call Acceptance & Rejection	Specify a list of numbers from which incoming calls are automatically rejected.	√	√
Speed Dial	1-7 digit codes to be used as quick-dial shortcuts (external numbers or within a business group).	√	√
Voicemail	Allows callers to leave a message. (Check with *98, on CommPortal, or on your CommPortal App)	√	√
Administrative Portal	Easily see and manage a business group's lines, phones, MADNs, MLHGs, extensions, call logs, etc.	√	√
Call Park	Transfer or "park" a call into an "orbit;" another subscriber picks up the call by calling/logging into the orbit.	√	√
Call Pickup	Pick up an incoming call to any other line within a pre-defined group by dialing an access code.	√	√
Call Transfer	Put a caller on hold, call another party, and transfer the call to the second party.	√	√
CommPortal	Web services portal allows each user to manage their own calling features/services by visiting voice.entouch.net.	√	√
CommPortal Assistant	Desktop application to manage call features and use functions without having to log in.	√	√
Easy Incoming Call Manager	Call handling service, with simple rules including routing options for Normal, VIP, and Anonymous callers.	√	√
E-Fax	Receive faxes in your CommPortal inbox as a .pdf file which you can then forward as an email.	√	√
Line State Monitoring	Monitor the status (such as Do Not Disturb/Idle/In Call) of lines in a Hunt Group. (Requires Attendant Console)	√	√
Mobile VM Fusion	Combine your cell phone and Hosted Voice mailbox to access cell phone voicemails from CommPortal.	√	√
Multi-Line Conferencing	Conference together as many lines as are supported by your phone.	√	√
Outlook Integration	Syncs CommPortal with Outlook contacts; add contacts in one place only and click to dial those contacts.	√	√
Reminder Call	Record a reminder message (ex. meeting time) and schedule it as a call to your phone at any time.	√	√
Sim Ring	Allows incoming calls to ring multiple phones at once (landline or cell phone) so you never miss a call.	√	√
Special Intercept Announcement	Played to callers when they dial a number that is assigned to a business group, but is not in service.	√	√
Unified Messaging Dashboard	Voicemail and fax messages in a single dashboard.	√	√
Account Codes	Requires a code to be entered in order to make certain types of calls, such as international or calls to cell phones.		√
Call Jump	During a landline call, 'jump' it to your cell without disruption by pressing *96. (*95 to jump back)		√
Custom Ringback	Callers hear a selected audio file rather than a ringing tone when they call your phone.		√
Dial-By-Name Directory	Allows callers to reach their party by dialing the first few digits of their name (within Easy Attendant).		√
Premium Attendant	Automated menu for incoming calls; similar to Easy Attendant but with additional options for larger contact centers such as Special Day handling, transfer to voicemail by name, hang-up, and multiple admins for multiple locations.		√
Premium Incoming Call Manager	Configure rule-sets to handle incoming calls by type of contact, schedule, etc.; forward or reject calls based on those rules.		√
Voicemail to Email	Voicemails are saved as a .wav file in the message center, which can then be emailed to yourself or another party.		√
Music-On-Hold	Upload your own on-hold music and messaging, reducing wait-related anxiety for your customers.		√
Multi-Line Hunt Group + Pilot #	Groups lines together into a MLHG. Calls to the MLHG are passed to non-busy lines within the Hunt Group.		√
MADN	Defines an external directory number used to direct calls to a group of business lines (ex. main customer service #).		√
Mobile App	Extend the deskphone experience to your mobile phone. Make or transfer calls, manage settings, and view your directory from your mobile device.		√

A La Carte

Voice Mail	Auto Attendant	Meet-Me Conference Bridge	Music-On-Hold Library
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