

intlx Solutions

Features Overview

Interested in revitalizing your business communications?

With our platform, you get 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.

Intlx Solutions Unified Communications

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



Teams



Hosted
PBX
& VoIP



Contact
Center
& IVR



Account
Manager



Integrated
Solutions



SIP
Trunking

Hosted PBX & VoIP

Teams

Call History
Call
Recording
Calling
Chat
Enterprise
Contacts
Meetings
Visual Voicemail
Voicemail
Transcription Zero
Configuration

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 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

Hosted PBX & VoIP

Call Management (cont.)

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

Premium Call Reporting Ring Groups
Shared Virtual Call Paths Speed Dial
Unattended Transfer
Voicemail Visual Voicemail
Voicemail to Text

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)

ACD Routing

Agents
Pause and Unpause
Queues
Reason Codes
Tally Codes Zero Out

Origination and

Termination

Domestic Origination
Domestic Termination
E911 Support
Endpoint Templates
International Termination Shared
Line Appearance Toll Free Numbers

Reporting

Accounting and Bill- ing Reports
Activity Reports
Call Center Reports Call Detail Records
Call Traffic by Extension Call Volume
Graphs

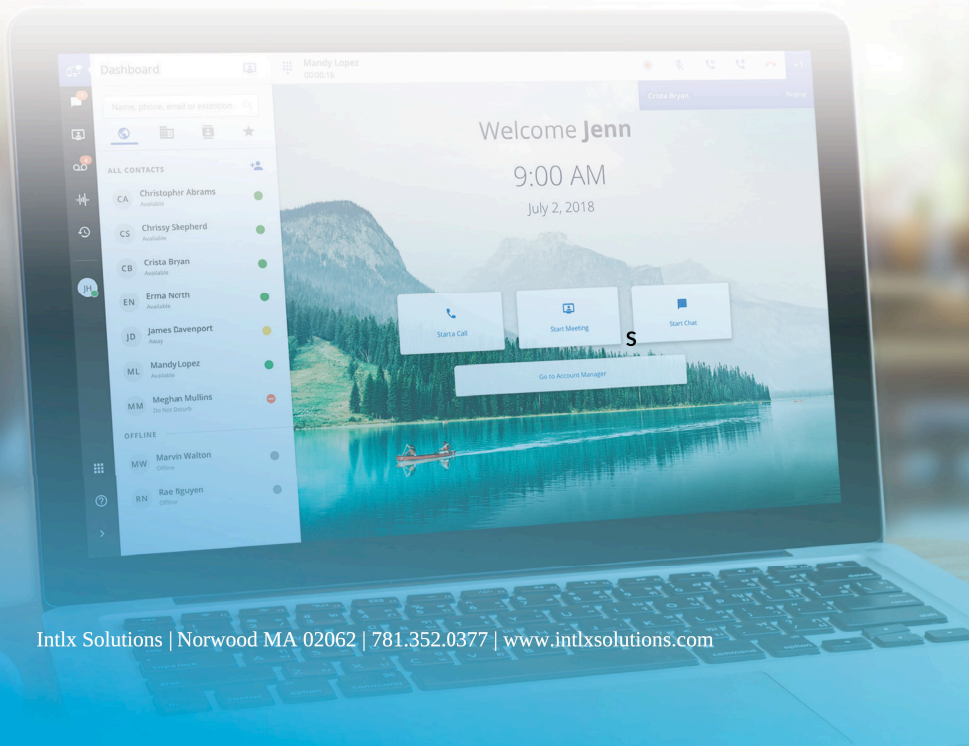
Mobile Applications

With Mobile Applications, 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:

Call Recording
Cloud Extensions
Conference Calls
Enterprise Contacts

Mobile Office Extensions Support for Softphones
Visual Voicemail with - Voice to Text



Contact Center & IVR

Agent Console:

Agent Controls
Call Controls
Call History
Call Recording
Controls Custom
Screen Layout
Custom Scripting
(DNIS & Queue)
Disposition Codes

Online Directories
(with Custom
Widget)
Outgoing Calling
Line ID Selection
(with Dialer) Screen
Survey Tools
Supervisor
Escalation
Unavailable Codes

(with Multiple
Levels)

Supervisor Console:

Barge-in
Call Center
Dashboard Enable
Alternate Routing
Historical Reports
Intercept / Answer -
Inbound Calls

Real Time Queue
Monitoring /
Management
Real Time Reports

Silent Monitoring (Listen In)

View / Change Agent
Status Whisper
Coaching

Additional Features:

Call Back in
Queue Call
Routing
Interactive
Voice -
Response (IVR)
Omni-channel
Communications
Outbound IVR

Reporting
Screen Pops
Workforce
Optimization /
Management
3rd Party &
Custom -
Database
Integration

Account Manager

Account Management
Automated Billing
System Case
Management / LNP
Click-to-Dial
Detailed Accounting
Endpoint Template
Management
Hunt group

Message
Center
Operator
Console Phone
Rebooter
Shared Line
Appearance Tax
Automation
Test My
Connection URL
Agent
User Dashboard

Integrated Solutions

API
Hosted Fax
Microsoft Outlook
Plugin

Salesforce.com
Plugin Screen Pops

SIP Trunking

Enhanced SIP
Trunking Standard
SIP Trunking

