# PBX FEATURES FROM SIERRA EXPERTS

Whether you choose our on-premise solutions or Sierra's hosted PBX, your business can enjoy one of the most extensive feature sets available. Our PBX solutions include robust features such as management tools, remote access, call routing tools, and more.

SIMPLE MANAGEMENT & CONFIGURATION

Our PBX features offer streamlined management and configuration with an intuitive web-based interface. Enjoy unlimited concurrent calls, automatic Busy Lamp Field (BLF) provisioning, and easy endpoint management for seamless phone provisioning. Plus, comprehensive call detail reporting, call recording, and discreet call monitoring with the Call Spy feature.
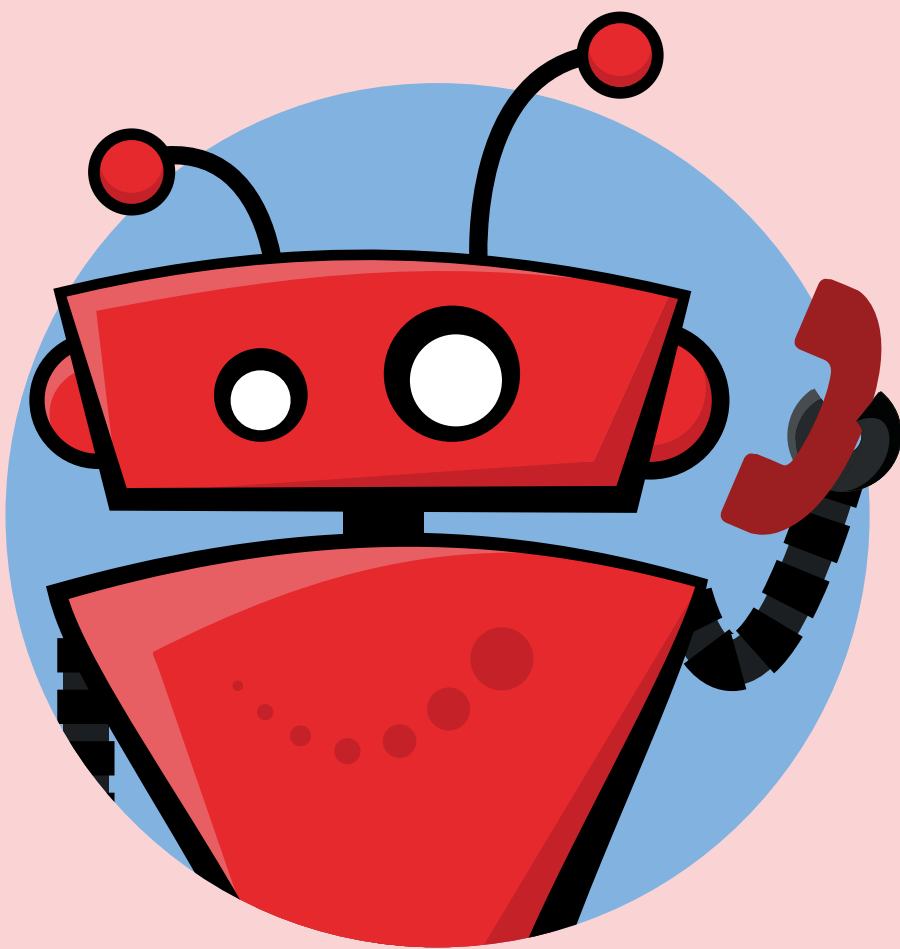
- Management Interface
- Call Concurrency
- Busy Lamp Field Provisioning
- Endpoint Management
- Call Detail Reporting
- Call Recording
- Call Spy

BUSINESS FEATURES

Our Business PBX Features offer convenient voicemail options with customizable routing rules and email notifications for new messages. Utilize our web-based faxing for seamless document transmissions, access global directories for easy dialing, and enjoy caller ID display with blacklist capabilities. Additionally, flexible call transfer options, music on hold, and dictation features enhance communication efficiency for your business.

01 Feature Codes	02 Voicemail/Voicemail to Email	03 Web-Based Faxing	04 Call ID
05 Call Transfer	06 Directories/Dial By Name	07 Music On Hold	08 Dictation

DIRECTING INBOUND & OUTBOUND CALLS

Our PBX features provide robust inbound and outbound routing options, allowing you to create advanced rules based on source, destination, and time conditions. Features such as call forwarding, do not disturb, and follow me enhance call management flexibility, while queues, IVR's, and parking lots streamline call handling for improved efficiency and customer experience.

- → Inbound & Outbound Routing
- → Call Forwarding
- → Follow Me
- → Parking Lots
- → Time Conditions
- → Do Not Disturb
- → Queues & Ring Groups
- → IVR

CONFERENCING & TEAM COMMUNICATIONS

We offer versatile conference capabilities, allowing you to create unlimited conference call numbers with customizable settings for greeting messages, announcing, and recording. Additionally, our page and intercom features support seamless communication, enabling immediate pickup and two-way audio for efficient team collaboration across supported phone models.

- Conferences
- Page and Intercom

LOCATION BASED SERVICES

Our PBX offers seamless support for remote phones, enabling secure access via OpenVPN configuration. With Direct Inward Service Access (DISA), users can dial out from the PBX, masking their call origin for enhanced privacy. Plus, our system seamlessly integrates multiple office locations, facilitating free internal call transfers between sites, regardless of geographic distance.

- 01 Remote Phones
- 02 Direct Inward Services Access (DISA)
- 03 Multiple Offices

INTEGRATIONS & SUPPORTED PLATFORMS

Our PBX offers seamless integration with a robust call center application, providing intuitive call flow management and comprehensive analytics for efficient call handling. Our system ensures flexibility and scalability for diverse communication needs, with support for a wide range of audio codecs and virtualization platforms. It is compatible with standards-compliant SIP and IAX2 softphones. Additionally, T38 fax support and backup/recovery options enhance reliability and data security for uninterrupted operations.

- Call Center Application
- Softphone Support
- Backup and Recovery
- Support For A Variety Of Audio Codecs
- Virtualization Support
- T38 Fax Support
- Time Conditions