

EMAK Telecom – Features List:

1. Digital Receptionist (IVR)

- Set up a recording/menu for the auto attendant to provide announcements to callers.
- Enable customers to reach specific departments by dialing specific numbers.
- Customize automatic after-hours or holiday recordings/menus.

2. Eavesdrop

- Listen in on an active call from another extension (one-way audio).

3. Call Barge

- Listen in on an active call from another extension and communicate with one party or other parties.

4. Intercept or Call Pickup

- Intercept or pick up another incoming call to another extension.

5. Call Block

- Block inbound calls based on caller ID.

6. Call Broadcast

- Create a recording and select one or more groups to have the system call and play the recording.

7. Call Center

- Create a robust call center environment with agent tiers.

8. Call Detail Records

- Generate various reports to see call details such as caller information, timestamps, call length, export to CSV files, and call detail statistics.

9. Call Flows (Day/Night Mode)

- Direct calls between two time conditions “Office Hours”, often used with day/night mode.
- Activate by simply pressing a programmed button on the phone.

10. Call Forward

- Forward calls to another extension or any phone number.

11. Call Monitoring

- View which extensions are currently engaged in a call.

12. Queues

- Load calls into queues to answer them in the order they were received.

13. Call Recordings

- Record some or all calls, including specific parts of the call.

14. Call Routing

- Direct calls to different destinations or perform actions based on caller ID or other call information.

15. Attended Transfer

- Put a call on hold, initiate another call to confirm if the destination wants to take the call, and merge the two calls.

16. Call Blind Transfer

- Transfer a call to a user or ring group without speaking to them first.

17. Call Waiting

- Put an ongoing call on hold and accept a second call.

18. Caller ID

- Display caller identification information.

19. Conference/Conference Center

- Set up voice and video conference calls, optionally secured with a PIN number.
- Transfer current calls to a conference room.
- Unlimited conference rooms with moderator and participant controls.

20. Contacts

- Manage your contacts, and/or import from Outlook CSV files.

21. Dialplan Manager

- Set up call destinations based on conditions and context.
- Route calls to gateways, auto attendants, external numbers, scripts, or any destination.

22. Dial by Name (*411)

- Search for extension numbers on the system by first or last name.

23. Direct Inward System Access (DISA)

- Call into the system, enter a PIN code, and then make outbound calls.

24. Do Not Disturb (DND)

- Direct calls to voicemail by default, with an option to send the call to an alternative destination.

25. Extensions

- Create extensions for phones to register and receive emails for missed calls.

26. Extension Summary

- View summarized extension activity per domain, including missed calls, answered calls, inbound and outbound durations, number of calls, and average length of conversation (ALOC).
- Download summarized information as a CSV file.

27. Fax Server

- Virtual fax machine that can send and receive faxes with advanced features.

28. Find Me/Follow Me

- Enable incoming calls to be received at different locations or different phones.
- Receive calls at any number, either ringing all at once or in sequence.

29. Hot Desking

- Log in to another phone device and temporarily or permanently become another extension.
- Also known as "hoteling" and "extension mobility."

30. Music on Hold:

Our system offers a comprehensive Music on Hold feature that allows you to select from multiple categories of music, which can be set globally or customized for specific domains. In addition to the music, you have the option to inject additional audio messages at regular intervals, such as informing callers that their call is important and asking them to please stand by. Furthermore, you can take advantage of the on-hold time to play weekly or monthly promotions, keeping your callers engaged and informed.

31. Paging:

With our paging feature, you have the flexibility to page another extension or speakers, with or without requiring a password. This enables you to easily communicate with specific individuals or make announcements to a group of people, enhancing collaboration and information sharing within your organization.

32. Parking:

Our system provides a convenient call parking feature, allowing you to transfer calls to an unused "park" extension. Callers are then placed on hold, listening to pleasant music, until another extension connects

to the call. This feature promotes efficient call handling, enabling seamless communication between team members and reducing caller wait times.

33. Ring Groups:

You can set up ring groups to ring multiple extensions simultaneously when an incoming call is received. This ensures that incoming calls are distributed efficiently among team members, maximizing the chances of quick response times and improved customer service.

34. Voicemail:

Our system offers a powerful voicemail functionality that allows you to access your voicemail messages from any location. Whether you prefer to pick up your messages locally, remotely via a web portal, or through your desk phone or smartphone app, our solution provides flexibility and convenience.

35. Voicemail to Email:

Experience the convenience of having your voicemails sent directly to your email inbox. This feature ensures that you never miss an important message, as voicemails are delivered to you wherever you are, allowing for prompt follow-up and improved responsiveness.

36. Voicemail Transcription:

Our system goes beyond traditional voicemail by providing voicemail transcription capabilities. This feature automatically converts your voicemail messages into text, making it easier for you to quickly review and respond to messages, even in situations where listening to the audio recording may not be feasible.

By incorporating these advanced features into your communication system, you can streamline your business processes, enhance customer experiences, and ensure efficient collaboration among your team members.