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EarthBend360 Elevate UC Feature Descriptions

CATEGORY	FEATURE	DESCRIPTION
Phone Numbers	Local DIDs	Direct Inward Dialing. It is a local phone number for calling directly into a company's phone system. EarthBend360 can provide them for all 50 US states, Canada, and Puerto Rico. Search by location, zip, or NPA/NXX.
Phone Numbers	Reserve local numbers against an account	Ability to assign a phone number to a customer account without an associated phone or user.
Phone Numbers	Direct Inward Dial	Phone number - each user gets a dedicated DID.
Phone Numbers	Unique Extension	Each user gets a unique extension.
Phone Numbers	Unlimited Local and LD	Calls within and between parties in the Continental US, Canada and Puerto Rico are all included with EarthBend360 Elevate.
Phone Numbers	International calling	Long distance rates to 200+ countries.
Phone Numbers	Toll-free Number	Customers call into the business for free. Charges directed toward called party.
Phone Numbers	Toll-free number routing to AA, HG or extension	Toll-free service can be terminated to an auto attendant, a hunt group, or the extension of an individual user, such as a receptionist.
Phone Numbers	Toll-free bundles	Ability to pay less the more minutes of toll-free you commit to each month.
Phone Numbers	Remote market numbers (Virtual numbers)	Ability to buy phone numbers with different area codes in different locations.
Phone Numbers	Directory Listing	Ability to have a business listed in the national 411 Directory Listing service.
Phone Numbers	Caller ID - Inbound	The phone number of the caller is displayed on the phone.
Phone Numbers	Caller ID - Outbound	The phone number of user or company making outbound calls is displayed on the called party device.
Phone Numbers	Calling Name (CNAM)	Name of the person or organization that is associated with the phone number is displayed on the phone during inbound phone calls.
Phone Numbers	Cloud PBX User	A subscriber to Elevate service. Each user gets up to 5 devices, and gets unlimited local and LD calling, and a host of other features included as part of the service.
Phone Numbers	Resource Line	Pay per use or metered resource line. (For example, a lobby or classroom phone with no associated VM or email login). No free phone or rebate is included. Max 1 device per resource line.
Phone Numbers	Fax Resource (pay per use, metered, or unlimited)	Line of service associated to a fax capable analog telephone adapter.
Phone Numbers	Virtual Extensions	Ability to associate an extension with a 7-digit dialing number. Typical scenarios for a virtual extension are: dialing a cellular phone, dialing a conference bridge, dialing other branches or offices who are not on the Elevate service.
Calling Features	Extension Dialing	Ability to dial 3, 4, or 5-digit extensions in order to call other users within the organization.
Calling Features	Busy Lamp Field	Status indicator on a user phone LCD screen that represents the status of other phones in the enterprise: on-hook, off-hook, or ringing.
Calling Features	Remote-line Key	Allows a button to be programmed for a user to be able to make and take calls on behalf of another user. In essence, the same extension would appear on multiple phones in the enterprise.
Calling Features	Speed Dial Keys:	Allows a button to be programmed to store a frequently-dialed phone number. When the user presses this button, the phone will dial the saved phone number on behalf of the user.
Calling Features	User	Provides one-button access to other users or locations within your organization, or to external phone numbers.
Calling Features	User's Voicemail	Facilitates call transfers to the voicemail box of a specific user.
Calling Features	Auto Attendant	Routes directly to a specific Auto Attendant.
Calling Features	Paging groups	Places a call to a Paging Group.
Calling Features	Pickup Group	Places a call to a call Pickup Group.
Calling Features	Hunt Group	Places a call to a Hunt Group.
Calling Features	Phone Number	Places a call to a free-form phone number.
Calling Features	Custom	Places calls to a free-form phone number and accepts * and # to configure dialing feature codes.
Calling Features	Hunt Group Login	Provides one-touch log-in and log-out buttons for Hunt Group agents.

Calling Features	Monitor Park Slot Key	Allows the phone to monitor one or more Call Park extensions. Calls parked on these extensions will flash red on their respective line keys.
Calling Features	Call Pickup Key	Allows the user to pick up an incoming call from: a specific extension, the pickup group the user belongs to, or a call ringing anywhere in the company.
Calling Features	Line Key Alias	Administrators can use Voice Control Panel to configure phone keys. Simply creates another instance of your phone line on another button to make or receive calls.
Calling Features	Call Transfer	Active calls may transferred to others via warm or blind transfer.
Calling Features	Call Forwarding	Forwards all calls from your extension automatically. Before you leave your extension, you can forward all your calls to ring at another extension, or to an external number.
Calling Features	Call Waiting	Audio tone indicating another inbound call is coming in. User may place one call on hold to answer the second call.
Calling Features	3 way calling	The phone allows three callers to be joined together in a conference without having to dial into a conference bridge.
Calling Features	Call Pickup - Any	Ability for a user to answer a different user's phone from their own phone.
Calling Features	Call Pickup - Directed	Ability for a user to answer a different user's phone from their own phone when you know the exact extension.
Calling Features	Call Pickup - Group	Ability to define a group of Users who may answer each other's phone calls.
Calling Features	Call Hold	Ability to put the caller on hold at the device level. Held calls may only be retrieved from the device in which the call was held.
Calling Features	Paging via 3rd party paging device	Ability to support 3rd party paging devices through SIP enabled speakers or gateways.
Calling Features	Page all phones	Paging allows you to speak through all phones at the same time via the speakerphone. Paging is used to make announcements or to let people know about a parked call.
Calling Features	Paging groups	Phone paging groups allow users to broadcast announcements to an entire team or to select employees through their speakerphones.
Calling Features	Intercom	If the receiving device supports paging, the extension that receives an intercom call can hear and speak to the initiator via their device's speaker phone.
Calling Features	7 digit dialing	Ability to designate a local area code; The system then assumes this area code if the user only dials 7 digits.
Calling Features	Call Park	Holds calls at the system level. Parked calls may be answered from any phone or extension in the organization.
Calling Features	Call Park timer	The designated amount of time calls are parked before ringing back to the extension from which the call was parked.
Calling Features	Call Recording	Allows the user to record a call on demand. Pressing a few phone keys starts the Recording.
Calling Features	Music on hold	When an external call is placed on hold, the caller is presented with hold music. Choose EarthBend360's hold music or upload your own. Customizable by administrator.
Calling Features	Phone Display Language Selection	Designates the language that the phones will use. Only English is available in first release.
Calling Features	Phone Time zone selection	Ability to set time zones for separate offices/locations so that the displayed time on the device LCD will be correct at all physical locations.
Calling Features	911 address per device	Since 5 devices are supported per user, each device needs to have its own E911 address-- these can be entered into the system through the admin portal.
Calling Features	Configurable ring tones	Select from multiple ringing tones using the phone device menu.
Calling Features	Display selection options	Administrators may modify the phone's display. For each display line: phone number, ext., company name, free form text, user name, none.
Calling Features	Call History Report	Administrators can view call history reports for the last 12 months.
Calling Features	Voicemail	Every extension is allocated a voicemail box by default. Voicemail features include: • delete, skip, or save messages • forward messages to another mailbox • playback control when receiving messages • change personal greeting and password • 90 minute voicemail storage per voicemail box • message key to access voicemail • numeric message count indicator
Calling Features	Access Voicemail	The ability to access voicemail messages left for your extension. Messages can be accessed via the phone or the mobile client, and is also send as an email attachment. In the near future, voicemail will also be accessed by the desktop client.
Calling Features	Call Flip	Ability to move active calls from desktop or mobile devices to a physical desk phone, or vice versa.
Calling Features	Direct transfer to voicemail	Pressing * plus extension transfers active calls to a user's voicemail.

Calling Features	Block outbound Caller ID	Ability to block the external party from seeing the caller ID information of the user. Setting is per user, not per call.
Calling Features	Do not Disturb	If your extension is set to Do Not Disturb, anyone trying to call you will be sent directly to your voicemail box.
Unified Communications	Point to point video telephony	EarthBend360 Elevate-enabled devices that support a web camera can deliver point-to-point video transmissions simultaneous with the voice call.
Unified Communications	HD Voice	HD voice technology uses Digital Signal Processing (DSP) technology to capture and transmit higher quality sound. The devices on both ends of a call must be HD voice enabled in order for the feature to function correctly.
Unified Communications	Click to Call	Click on company contacts to place calls via the Elevate mobile app or Elevate desktop app.
Unified Communications	Visual Voicemail	Visual interface used to play back or manage voicemail.
Unified Communications	Email notification of received voicemail	An email can be sent to users to notify them of a voicemail left for them. Configurable by end user.
Unified Communications	Voicemail to Email	Voicemail attachment or transcription sent via email. Actual content is attached vs just a notification.
Unified Communications	Voicemail transcription	Voicemail turned to text and either sent to an email box or displayed on the Elevate mobile app. Transcription provides the context of the message so a user can decide if they need to attend to it immediately, or later.
Unified Communications	Message Waiting Indicator	The desk phone has a red LED that blinks indicating that the user has voicemail.
Unified Communications	SMS notification of Voicemail	An email can be sent to users to notify them of a voicemail left for them.
Unified Communications	Auto-delete voicemail	Voicemails will be deleted automatically by the system after 90 days.
Unified Communications	Upload voicemail greeting	Each extension can record a customized greeting for their voicemail box. Configurable by end user, but need to use webpage to upload greetings. Greetings need to be recorded by other tools.
Unified Communications	Configure voicemail pin	Configurable by end user. A PIN password to be able to access voicemail.
Unified Communications	Listen to voicemail by phone	Ability to listen to voicemail via the desktop phone, or via the Elevate mobile app.
Unified Communications	Set up operator number	Provides option to press 0 when reaching VM to reach a different phone number or Extension.
Unified Communications	Manage Company Voicemail	Allows administrators to Play, download, or forward voicemail of any user in the organization.
Unified Communications	Find Me/Follow Me	Ring your office phone and other phones not on the system at the same time. Up to 3 numbers, simultaneous or sequential. Configured by end user.
Unified Communications	Conference bridge	Ordered by administrator. Enjoy enterprise quality audio conferencing capabilities. Up to 20 active users and 100 participants are supported. Each bridge has its own dial in number, and host and participant IDs.
Unified Communications	HIPAA Compliance	EarthBend360 Elevate is HIPAA compliant, ensuring the privacy and confidentiality of patients' records.
Unified Communications	QoS Dashboard	The EarthBend360 Elevate QoS Dashboard helps administrators to visualize organizational call quality through easy-to-understand charts & graphs.
Auto Attendant	Auto Attendant included	Auto Attendant greets callers and routes calls to the right person or information 24 hours per day. One (1) auto attendant included with Elevate.
Auto Attendant	Multiple Auto Attendants per account	Ability to order additional auto attendants and implement them within an account.
Auto Attendant	Configure DID for Auto Attendant	Ability to assign a phone number to an auto attendant.
Auto Attendant	Configure Extension number for AA	Ability to assign an extension number to an auto attendant.
Auto Attendant	Extension Dialable Auto Attendant	Ability to extension dial or transfer a call to an auto attendant.
Auto Attendant	Display name	Ability to name an auto attendant to identify between multiple auto attendants. The name of the auto attendant which is routing the call is displayed on the phone.
Auto Attendant	Auto Attendant Voicemail box	Voicemail left for a system mailbox rather than voicemail left for a particular user.
Auto Attendant	Auto Attendant voicemails sent to email address	The system will send an email to notify an administrator when a VM has been received in the auto attendant.
Auto Attendant	Business hours and non-business hours schedule	Auto attendants can be set to have different functions during business hours than during non-business hours.
Auto Attendant	Menu greetings	Ability to upload custom greetings into all auto attendant menus.

Auto Attendant	Ability to upload menu greetings in Portal	Menu greetings can be recorded through the system or uploaded through the portal.
Auto Attendant	Dial by name	Ability for user to dial by first or last name through auto attendant menu option.
Auto Attendant	Menus	List of options from the auto attendant for a caller to choose from.
Auto Attendant	Sub-menus	List of options placed underneath another menu.
Auto Attendant	Configurable menu options to route to:	An auto attendant can route to the following:
Auto Attendant	*Hunt Groups*	Route to a defined group of users
Auto Attendant	*Users*	Route to an individual user
Auto Attendant	*User Voicemail*	route to an individual user's voicemail
Auto Attendant	*AA Voicemail*	route to the Auto attendant system voicemail
Auto Attendant	*Another AA*	route to another auto attendant
Auto Attendant	*AA Sub Menu*	Route to a sub menu of the auto attendant
Auto Attendant	*Replay greeting*	simply replay the greeting of the main auto attendant
Auto Attendant	*Dial by Name*	Dial by name to reach an individual user.
Auto Attendant	*Phone Number*	Route to an off-system phone number
Auto Attendant	*Hang up*	Hang up the call
Auto Attendant	Receptionist routing	Feature that allows a phone or group of phones to ring before being sent to an auto attendant - gives a receptionist a chance to answer first.
Auto Attendant	Menu Timeouts	Timeout is when the caller does not choose an option (no button pressed or recognized) in the auto attendant. Administrators are presented with one of the following timeout behaviors:
Auto Attendant	*Timeout to PSTN phone number*	Call can be routed to any telephone number
Auto Attendant	*Call Routing Override*	Redirects all calls that would normally route to the auto attendant and instead sends them to a specified extension or phone number.
Auto Attendant	*Timeout to Extension*	Call can be routed to an individual extension within the organization
Auto Attendant	*Timeout to Menu*	Call can be routed back to the auto attendant menu
Auto Attendant	*Timeout to Bulletin*	Call can be routed to have a bulletin played for the caller to hear such as "thank you for calling, goodbye."
Auto Attendant	*Timeout to HG*	Call can be routed to a hunt group
Auto Attendant	*Timeout to Dial by Name*	Call can be routed to the dial by name directory
Auto Attendant	*Timeout to Voicemail*	Call can be routed to the system voicemail or user voicemail box
Auto Attendant	*Hang up*	Call can be immediately disconnected
Auto Attendant	Record menu greetings via phone	Ability to record a menu greeting via the phone
Fax	WebFax	WebFax offers full fax capabilities on virtually any Windows computer. Send or receive fax through WebFax. Get email alerts whenever a fax is received, and view faxes on virtually any web-enabled device.
Fax	*UI to display faxes*	WebFax interface displays list of available faxes to read
Fax	*Date/Time/CLI/# of pages stats*	WebFax interface displays this statistical information
Fax	*Download faxes*	Ability to download the fax to a computer or other mobile device
Fax	*Forward faxes*	Ability to forward faxes to other users
Fax	Fax Notifications	Emails letting the user know about status of faxed documents (inbound or outbound)
Fax	*Fax received notifications*	An email letting the user know that a fax has been received
Fax	*Sent fax delivered notifications*	An email letting the user know that a fax has been delivered
Fax	*Sent fax failed notifications*	An email letting the user know that a fax has failed to deliver to its intended location
Fax	*Attach fax to email*	Fax in pdf sent to email box
Fax	*Include link to view fax in email*	If you click the link, it will take you to the UI to view faxes
Fax	*Numeric notification of faxes*	Displays how many faxes you have waiting
Hunt Group Contact Center	Hunt Groups	Ability to ring multiple defined phones, (for example a department or a group of receptionists) in order or at once, in order to ensure that a call is not missed.
Hunt Group Contact Center	Configure DIDs for HG	Ability to assign phone number(s) to a hunt group (for instance, a user could dial a number to enter directly into a support call queue).
Hunt Group Contact Center	Configure Extension number for HG	Ability to assign a single extension to a hunt group so that a call could be transferred internally directly to a hunt group.
Hunt Group Contact Center	Direct Dialable HG	Ability to directly dial a hunt group.

Hunt Group Contact Center	Extension Dialable HG	Ability to dial an extension to reach a hunt group.
Hunt Group Contact Center	Hunt Group call distribution Modes	The order in which phones ring within the hunt group:
Hunt Group Contact Center	sequential	Top - down (ordered, when you have an ideal first person in the group)
Hunt Group Contact Center	longest idle	An algorithm determining the most inactive logged in user and routes calls in descending order of activity
Hunt Group Contact Center	round robin	Equal call distribution through all logged in users, ringing sequentially. Next person on the available list gets the call.
Hunt Group Contact Center	simultaneous	All logged in users phones ring at the same time, first person to pick up retrieves the call
Hunt Group Contact Center	Hunt group menu configuration interface	Area to set up options for call routing available during hunt group hold.
Hunt Group Contact Center	Hunt Group Greeting management interface	Area to upload hunt group greetings within the management tool.
Hunt Group Contact Center	Hunt Group Voicemail box	A voicemail box that belongs to a hunt group. A manager or hunt group users would have the ability to retrieve the voicemail.
Hunt Group Contact Center	Add Default Operator Number	Callers can press 0 when they have been routed to the voicemail box, redirecting them to the phone number that was configured as the Default Operator Number.
Hunt Group Contact Center	Voicemail notification via email	Voicemail notifications can be configured to email only hunt group users when voicemail is received.
Hunt Group Contact Center	Voicemail transcription	Voicemails can be transcribed and sent to all members of a hunt group via email.
Hunt Group Contact Center	Configure delete the VM on server after sending in email	The system can be configured to delete a voicemail off the server automatically after it is sent via email.
Hunt Group Contact Center	Configure sending notification via SMS	The system can be configured to send SMS text messages to the members of a hunt group when a voicemail has been left.
Hunt Group Contact Center	Configure marking VM as read after sending email	The system can automatically mark voicemails as "read" after sending them via email, but NOT delete them from the server.
Hunt Group Contact Center	Option to receive email notification when a new call recording is created	When a new call recording is created within a hunt group, members of a hunt group can be notified via email when a call recording is created.
Hunt Group Contact Center	Called Hunt group name displayed on phone	When a user's phone rings, it can be programmed to display that it is the hunt group that is ringing, and not the individual phone/extension.
Hunt Group Contact Center	Queue calls to hunt group	Call Queuing, a standard feature of the hunt group, allows callers to be distributed to specific groups of phones. If all of the phones in the group are busy the callers will receive your custom messages and options while they hold for the next phone to become.
Hunt Group Contact Center	Set Max callers on hold	Set in the system how many callers can be added to the queue before the next caller is told that the system is busy and that they should call back later.
Hunt Group Contact Center	"Hunt next agent after" configurable	Configure the time period spent ringing one agent's phone before moving on to the next agent.
Hunt Group Contact Center	"Hunt group timeout" configurable	If calls are in queue for a certain length of time (set by administrator) without being answered by an agent, the system can be set to take a number of actions:
Hunt Group Contact Center	Route to must answer or other target destination after hunt group timeout is exceeded	If hunt group timeout occurs, the call can be routed to an alternate destination.
Hunt Group Contact Center	Agent Wrap up time configurable	A timeframe can be set for an agent to take notes after a call before another call is routed to them.
Hunt Group Contact Center	Call Recording configurable by hunt group	Ability to record/not record individual hunt groups.
Hunt Group Contact Center	Automatic call recording of HG calls	Hunt group calls can be set to be automatically recorded.
Hunt Group Contact Center	Select sharing recordings via email, or saving in server	Hunt group call recordings can either be emailed or stored on server.
Hunt Group Contact Center	One-click login / logout for agents	Administrators can program line keys to be a single-press login/logout for hunt group agents.
Hunt Group Contact Center	Separate greeting to announce when max callers are on hold	This is the greeting played when the defined max calls in queue is reached.
Hunt Group Contact Center	Repeating greetings for callers on hold	Messages that can repeat to held callers after a defined period of time.

Hunt Group Contact Center	Hunt Group Music On Hold - default	A particular choice of music just for the assigned hunt group, chosen from a list of default files that are included with the system.
Hunt Group Contact Center	Hunt Group Music On Hold - configurable via web interface	The ability to upload custom music on hold for individual hunt groups.
Hunt Group Contact Center	Hunt Group initial message/greeting	Ability to configure an initial greeting within an individual hunt group.
Hunt Group Contact Center	Agent Login and Logout from Hunt Group	Users can be logged in or logged out from the hunt group either on their own, or by an administrator.
Hunt Group Contact Center	Temporarily remove agent from hunt group if they do not answer a call	If an agent doesn't take a call when their phone rings after a set period of time, it will log the agent out for a defined period of time.
Hunt Group Contact Center	Configure duration of temporary removal of agent from hunt group	The value of the set period of time that an agent would automatically be temporarily logged out of a hunt group.
Hunt Group Contact Center	Visual call recording storage in VCP including date/time/from/to/duration stats	A visual inbox of call recordings within the Voice Control Panel, much like voicemail.
Hunt Group Contact Center	Hunt group timeout feature including:	When timeout is triggered in a hunt group (caller has held in queue for a defined period of time) these actions can be configured.
Hunt Group Contact Center	Timeout to PSTN phone number	Hunt group timeout call can be routed to any 10-digit phone number (such as a cell phone or an answering service).
Hunt Group Contact Center	Timeout to User	Hunt group timeout call can be routed to an individual user within the organization
Hunt Group Contact Center	Timeout to AA	Hunt group timeout call can be routed to an auto attendant
Hunt Group Contact Center	Timeout to VM of a User	Hunt group timeout call can be routed directly to a user's voicemail box
Hunt Group Contact Center	Timeout to HG VM	Hunt group timeout call can be routed to the hunt group's voicemail box
Hunt Group Contact Center	Setting on how long to reach each agent's phones	Number of seconds before the hunt group tries to ring the succeeding agent in the hunt group queue.
Hunt Group Contact Center	Menu options to route callers to alternate destinations including:	Pressing a button while in queue - options are offered to callers while in queue to be routed elsewhere. Calls can be routed to:
Hunt Group Contact Center	PSTN phone number	10 digit phone numbers
Hunt Group Contact Center	User	Individual users
Hunt Group Contact Center	AA	An auto attendant
Hunt Group Contact Center	HG	Another hunt group
Hunt Group Contact Center	User's VM	A user's voicemail
Hunt Group Contact Center	HG's VM	The voicemail of the hunt group
Hunt Group Contact Center	Hang up	Disconnect the call
Hunt Group Contact Center	Multiple HG greetings including:	Several greetings can be configured within individual hunt groups.
Hunt Group Contact Center	Initial greeting	An initial greeting when entering a hunt group.
Hunt Group Contact Center	Max callers on hold greeting	A greeting that lets the caller know when a large number of agents is on the phone with other callers.
Hunt Group Contact Center	Music on hold	Hunt group can play music while on hold in the hunt group queue.
Hunt Group Contact Center	Ringback Tone	Hunt group can play a ringback tone, as opposed to music on hold, while on hold in the hunt group queue.
Hunt Group Contact Center	Repeating message every x seconds	**"**Please continue to hold....**"** repeating message.

Hunt Group Contact Center	HG timeout message	When the timeout has been reached, and no one is available to take the call, then a message can be played and then the caller can be presented with options to be routed elsewhere or continue to hold.
Hunt Group Contact Center	Voicemail message	A hunt group voicemail greeting can be configured.
Hunt Group Contact Center	Agent successfully logged in	Message that plays to AGENT that they have successfully logged into the system.
Hunt Group Contact Center	Agent successfully logged out	Message that plays to AGENT that they have successfully logged out of the system.
Hunt Group Contact Center	Visual Agents Status	Administrator can view agent status (logged in or out) in an interface.
Hunt Group Contact Center	Agent log in/out in status	Administrator can log agents in/out of the system on their behalf.
Hunt Group Contact Center	Add PSTN numbers as HG Agents	A non-system phone number can be part of a hunt group.
Hunt Group Reporting	*All Agent group report for today*	Returns a report that summarizes today's call statistics for the hunt group as a whole. Includes an active call report, call averages report, as well as agent logs.
Hunt Group Reporting	*All Agent report for any time frame*	Returns a report that summarizes call statistics over defined periods for the hunt group as a whole. Includes call statistics such as failed and abandoned calls. Also includes reports of hold time, talk time, and call duration.
Hunt Group Reporting	*Specific Agent report for today*	Returns a report that displays information about a specific agent: their active call status: logged in/out and what time last logged in/out.
Hunt Group Reporting	*Specific Agent report for any time frame*	Returns a report that summarizes call statistics over time for a single agent within a hunt group. Includes statistics such as a historical calls report including total calls, rolled calls, and calls per hour. It includes average/max daily talk time, as well as total time logged in per day.
Hunt Group Reporting	*Active Calls Report*	The Active calls report provides a snapshot of all active calls and Agents within the hunt group. It includes current number of active calls.
Hunt Group Reporting	*Calls on hold*	Part of the active calls report -- displays the current number of calls that are on hold within the specified hunt group.
Hunt Group Reporting	*Agents logged in*	Part of the active calls report -- displays the current number of agents that are logged into the hunt group and available to take calls as part of the group.
Hunt Group Reporting	*Connected calls in Hunt Group*	Part of the active calls report -- displays the total number of Active calls + held calls + queued calls.
Hunt Group Reporting	*Average Call Duration*	Average call duration is part of the call averages report -- which displays the average and maximum total call length for the specified date range. Call length is defined as the time between a call entering the hunt group, and the call being terminated, and includes all hold time and talk time.
Hunt Group Reporting	*Average Hold Time*	Average hold time is part of the call averages report -- will display the average and maximum hold times for the specified date range.
Hunt Group Reporting	*Average Talk Time*	Average Talk time is part of the call averages report -- will display the average amount of talk time (connected, active calls which are not on hold) for the specified date range.
Hunt Group Reporting	*Maximum Talk Time*	Maximum Talk time is part of the call averages report -- will display the talk time of the longest connected call (connected, active calls which are not on hold) for the specified date range.
Hunt Group Reporting	*Total Calls Received*	The historical Calls report will display metrics on this Agent's total number of inbound phone calls over time.
Hunt Group Reporting	*# of calls that connected after being in queue*	Part of the call statistics report -- displays the number of calls during a specified date range which were connected after holding.
Hunt Group Reporting	*# of calls that connected immediately*	Part of the call statistics report -- displays the number of calls during a specified date range which were connected immediately - callers who did not have to wait in a queue.
Hunt Group Reporting	*# of abandoned calls*	Part of the call statistics report -- displays the number of calls during a specified date range which were abandoned - callers who hung up while in queue.
Hunt Group Reporting	*# of failed calls due to Max Calls Limit being reached*	Part of the call statistic report -- displays the number of calls during a specified date range which "failed" due to the max calls limit being reached. These failed calls were routed elsewhere (such as hunt group voicemail) due to the expected wait.
Hunt Group Reporting	*Configure SLA for calls on hold*	Setting up a service level agreement helps administrators understand whether they are meeting the minimum hold times they have committed to their callers. Displays service levels within the hold time report in order to view actual vs SLA hold times on a single graph.
Hunt Group Reporting	*Talk time historical trending graph*	Talk time report will display the average and maximum talk time for the specified date range.

Hunt Group Reporting	*Call Statistics historical trending graph*	The Call statistics report will display metrics on this hunt group's inbound phone calls. These include failed calls due to max callers, abandoned calls, connected after holding, and calls answered immediately.
Hunt Group Reporting	*Zoom into data*	The administrator can zoom into the call statistics graph in order to view shorter periods of time than the specified date range in order to gain more detail.
Mobile Integration	Elevate Mobile app for iOS and Android	The Elevate mobile app is supported by both Android and Apple iOS.
Mobile Integration	Active Directory Integration	Contacts and global address lists are imported into Elevate from the existing Active Directory.
Mobile Integration	Full featured softphone	The Elevate mobile app is a full-featured softphone. The user can call or receive calls directly through the app, and can use all of its cloud-enabled features such as call management, visual voicemail, as well as many others.
Mobile Integration	Mid Call Control	The Elevate mobile app allows mid-call features such as call flip, call hold, call park, call transfer, management of multiple calls.
Mobile Integration	Visual Voicemail	Voicemail presented in a visual "inbox" style interface.
Mobile Integration	Integrated with iOS CallKit support	Provides seamless operation with iOS including aggregated call logs, using iOS dialing capabilities and other functions.
Mobile Integration	Listen to voicemail is Elevate mobile	The visual voicemail interface allows the user to press a button to listen to voicemail. Voicemails may be played, forwarded, or deleted. Voicemails may be managed in any order that the user wishes.
Mobile Integration	Find-me Follow-me settings	This setting tells the system what to do with the call if it is unanswered. It may be forwarded elsewhere, or go to voicemail. When you set this up in the app, you are setting up the entire user FMFM settings, not just the individual device.
Mobile Integration	Voicemail settings (record greeting, new voicemail notification settings)	Voicemail settings allows the user to customize a standard and custom greeting, with the ability to toggle between them. It also allows voicemail notifications to be able to be turned on/off and where to send the email notifications. Also turn transcription on/off.
Mobile Integration	Voicemail transcription	Transcription is voicemail changed to text. The transcriptions can both be displayed in the app, as well as sent via email.
Mobile Integration	Mobile Assistant with geo location integration	Mobile assistant learns calling patterns and preferences by observing how and when the user makes and receives calls. It will suggest custom rules which will route calls depending on location, time of day, meeting status.
Mobile Integration	Push notification	Message that appears when the phone rings or receives a message.
Mobile Integration	Presence	User can view the line status of other contacts within the organization: available, away, busy, on a call, in a meeting, screen sharing or offline. The system automatically displays whether callers are busy on a call. Other settings can be manually updated.
Mobile Integration	Team Chat	Send and receive chats with team members (individuals and groups) Pin favorite contacts to the top of your list Mobile chat and desktop chat messages are instantly synchronized Visual & Audio notifications for new messages Access to full chat history at anytime Full chat history is retained and securely encrypted
Mobile Integration	Local phone contacts integration	The mobile app syncs contacts from both your phone's contacts, as well as the contacts from the active directory, and makes them available on the mobile app.
Mobile Integration	Call Flip	Ability to switch between user devices during active calls. Active calls can be switched from the mobile app to the user desktop phone or vice versa.
Mobile Integration	Call join	Ability to add active calls together into a 3-way call.
Mobile Integration	Call History	Call history shows all calls/missed calls for the last 90 days.
Mobile Integration	Smart search	Entering a keyword searches the internal active directory. It will search names, positions, departments, and locations.
Mobile Integration	One button dial into conference bridge	Configure bridge number and ID in Elevate for 1 touch login to bridge.
Mobile Integration	Easily open Online Meeting and ShareSync apps	Users can easily launch the Online Meeting app to host or attend a meeting as well as the ShareSync app to manage their files.
Desktop Integration	Elevate Desktop app	Brings together calling, Team Chat, Meeting, Video, File sharing, and presence capabilities in one integrated experience.
Desktop Integration	Support for PC and MAC	The EarthBend360 Elevate desktop app is supported by both Mac and PC.
Desktop Integration	Call Controller & Softphone mode	Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone.
Desktop Integration	Place & receive calls	Place and receive calls through the application using your computer and associated microphone and speakers or as a controller for your desk phone.
Desktop Integration	Click to call	The ability to click to call anyone in the organization's directory with a single click.

Desktop Integration	Call Control	Call transfer, call park, and call flip are the mid-call control abilities of the desktop app
Desktop Integration	Contact synchronization between mobile and Desktop devices, or when moving to new device	All contacts sync to the app from active directory.
Desktop Integration	Call Flip	Call flip allows the user to switch an active desktop call from the desktop phone to their mobile app on their mobile device.
Desktop Integration	Call History	Call history allows the user to view all calls connected and calls missed for the last 90 days. Contact information of the caller, time and date are listed. Calls are listed in chronological order and the user can filter to view only missed calls if desired.
Desktop Integration	Smart search	Entering a keyword searches the internal active directory. It will search names, positions, departments, and locations.
Desktop Integration	Presence	User can view the line status of other contacts within the organization: available, away, busy, on a call, in a meeting, screen sharing or offline. The system automatically displays whether callers are busy on a call. Other settings can be manually updated.
Desktop Integration	Team Chat	Send and receive chats with team members (individuals and groups) Pin favorite contacts to the top of your list Mobile chat and desktop chat messages are instantly synchronized Visual & Audio notifications for new messages Access to full chat history at anytime Full chat history is retained and securely encrypted
Desktop Integration	Screen Sharing & Video Conferencing	Launch an ad-hoc meeting with one-click and automatically join audio portion of the meeting Invite attendees from within the chat conversation Share your desktop, documents or applications Share your camera for easy video conferencing
Desktop Integration	Receptionist view	Displays employee extensions in a grid, displays their presence, and allows receptionists to efficiently transfer calls to various parties in the organization
Desktop Integration	ShareSync file sharing & backup	Users can easily SSO into their ShareSync Web. ShareSync allows users to securely access the most current versions of their files from any device, protect files from viruses and data loss, and securely share & collaborate on files with coworkers and external parties.
File Sharing & Backup	File sync and mobile access	Access files from desktops, laptops, smartphones, tablets, and the web
File Sharing & Backup	Real-time file backup	Real-time backup of all PC files and mobile photos and videos
File Sharing & Backup	File sharing and collaboration	Secure internal and external sharing • Co-editing in real-time
File Sharing & Backup	Anti-malware and antivirus protection from Bitdefender	Your files will be protected with Bitdefender's anti-malware and antivirus software
File Sharing & Backup	Mobilize file servers	Windows file server integration • Access file server content from mobile devices • Easy and secure sharing of file server files • Backup and restore file server files
Video Conferencing	Web Presentation Attendees	Number of attendees who can be on a web conference that can view content. This number is changes based on packages. - Online Meeting Starter (comes with Elevate) 4 - Online Meeting Lite (upgrade) 10 - Online Meeting Pro (upgrade) 30
Video Conferencing	HD Video Participants	Number of video presenters that can be on at once. This number changes based on packages. - Online Meeting Starter (comes with Elevate) 4 - Online Meeting Lite (upgrade) 10 - Online Meeting Pro (upgrade) 12
Video Conferencing	Conference Bridge Attendees	Number of attendees (200 across all Online Meeting plans) who can be on an Online Meeting audio only call at once. Everyone must join the meeting by dial-in only.
Video Conferencing	Unlimited Meetings	Users can host an unlimited number of meetings across all Online Meeting plans.
Video Conferencing	Remote Control	Ability for hosts to give control of their meeting to attendees by sharing their keyboard and mouse control (Pro only).
Video Conferencing	Join via web browser (no downloads)	Downloading the Online Meeting desktop app is not required. Online Meeting users can host and join meetings directly from their browser. (all plans)
Video Conferencing	Screen and Application Sharing	Users can share their screen or specific application using Online Meeting. (all plans)
Video Conferencing	Join meetings via Mobile App	Attendees can join a meeting using their mobile application. (all plans)
Video Conferencing	Host meetings via Mobile App	Hosts can launch meetings directly from their mobile application. (all plans)
Video Conferencing	Personalized Meeting URL	Users can customize their meeting URL so that it's easy to remember and share with teammates and clients. (all plans)
Video Conferencing	Attendance Reports	Users can see who attended their meetings and read chat transcripts. (Lite and Pro plans)
Video Conferencing	Meeting Lock	Hosts can lock meetings so no one can barge in. (Lite and Pro plans)

Video Conferencing	Public Chat	Exchange messages, links and emojis with all attendees during a meeting. (all plans)	
Video Conferencing	Presentation Upload	Hosts can upload PPTs, PDFs and Mp4 videos to content library to share during meetings. (Pro only)	
Video Conferencing	File Share/Upload	Ability to upload files in the content library and share links with attendees in chat. (Pro only)	
Video Conferencing	Unlimited Recording & Unlimited Recording Storage	Ability to record and store meetings. Users can share meeting recordings and password protect them. (Pro only)	
Video Conferencing	In-Session Note Taking	Users can capture meeting notes (like action items and next steps) in real-time. All notes are automatically sent to all meeting participants after the meeting. (Pro only)	
Video Conferencing	Custom Branding	Brand meetings with company logo and personalized background. (Pro only)	
Video Conferencing	Meet Now	Direct integration with Elevate. Enables users to seamlessly start a meeting while in chat.	
Device Support	Polycom	IP331	
Device Support	Polycom	IP335	
Device Support	Polycom	IP550	
Device Support	Polycom	IP560	
Device Support	Polycom	IP650	
Device Support	Polycom	IP5000	
Device Support	Polycom	IP6000	
Device Support	Polycom	IP7000	
Device Support	Polycom	VVX 201	
Device Support	Polycom	VVX 301	
Device Support	Polycom	VVX 310	
Device Support	Polycom	VVX 400	
Device Support	Polycom	VVX 401	
Device Support	Polycom	VVX 410	
Device Support	Polycom	VVX 500	
Device Support	Polycom	VVX 501	
Device Support	Polycom	VVX 600	
Device Support	Polycom	VVX 601	
Device Support	Polycom	VVX 250	
Device Support	Polycom	VVX 350	
Device Support	Polycom	VVX 450	
Device Support	Cisco	SPA303	
Device Support	Cisco	SPA504G	
Device Support	Cisco	SPA525G2	
Device Support	Yealink	T40P	
Device Support	Yealink	T41P	
Device Support	Yealink	T42G	
Device Support	Yealink	T46G	
Device Support	Yealink	T48G	
Device Support	Yealink	T42S	
Device Support	Yealink	T46S	
Device Support	Yealink	T48S	
Device Support	Yealink	W56H Cordless Phone	
Device Support	Yealink	W60B Cordless Base	
Device Support	Yealink	W52H Cordless Phone	
Device Support	Yealink	W52 Cordless Base	
Device Support	Expansion modules / Sidecars	Polycom/Cisco/Yealink expansion modules supported:	
Device Support		Polycom	VVX Expansion Model
Device Support		Polycom	VVX Color Expansion Module
Device Support		Polycom	EM50
Device Support		Yealink	EXP40
Device Support		Cisco	SPA500S
Device Support		Cisco	SPA500DS
Device Support		Fax Adaptor	Cisco SPA112