The FTI Hosted PBX and Business VoIP Features List is intended to provide FTI customers and partners with a comprehensive list of Standard (S), and Premium (P), features available from the FTI PBX hosted solution.

Unless otherwise noted, all underline standard features of the FTI Hosted PBX system are UNLIMITED. There is no limit or additional charge for creating many auto attendants, voicemail boxes, call groups, time frames, etc…

FTI Hosted PBX Features

Feature	Description	Type
Customer Portal	The easy to use web based user interface allows customers to configure their PBX, view, print and export very detailed call records, and view and print billing information and statements. Customers can add/edit custom call queues and groups, phone number routing, users extensions, auto attendants, voice mail boxes, time frames, holidays, listen live, call recording, custom music/commercial on hold, conference bridge, incoming and outgoing call restrictions, and much, much more.	S
Top level Auto Attendants	Allows callers to select from menu options using a standard telephone keypad. Calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, outside numbers, company directory, or unlimited depths of additional auto attendants.	S
Sub-Level Auto Attendants	Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc...	S
Times Frames	Time frames can be setup to route calls to different extensions, groups, auto attendants, call queues, mail boxes, conference rooms, etc, based on time of day, or day of week, or holiday.	S
Auto Attendant or Live Person Answering	A telephone number can dial directly into an auto attendant, or to an extension or call group, or both. Can be configured based on a time frame or after N number of rings.	S
2-7 Digit Extension Dialing	Your FTI Hosted PBX can support 2-7 digit extensions. *(Calling plans are priced on number of extensions and are not unlimited)*	S
Call/Hunt Groups.	Enables multiple extensions to be joined as a group, and then calls may be routed sequentially or simultaneously to that group	S
Voicemail	Associate a voicemail box with an extension, or use an announce-only voicemail box to provide customers with a pre-recorded message when they choose an option on an auto attendant or extension.	S

Feature	Description	Type
Voicemail to Email	After a voicemail is received, the FTI PBX will send an email to any valid email account or alias that you enter into the FTI Portal. The message will include the date and time of the call, as well as the duration, caller ID if provided, the mail box number, and an attached WAV/MP3 file that can be played on your PC or mobile device.	**S**
Voicemail to Text Message	Don't have a smart phone or PDA capable of playing WAV/MP3 files? Enter an SMS address in the FTI Portal and the FTI PBX will send a shorter text message to your device. 3rd party text messaging rates may apply.	**S**
Find Me (FTI Digital Assistant)	Setup a personal assistant to "find you" at up to five (5) locations. This feature is configured per extension, and offers an extensive number of options to route calls once they have reached the given extension. Callers are asked to "announce themselves", and are offered the option between locations to try the next location, or to leave a message.	**S**
Attended Transfer	Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.	**S**
Unattended Transfer (Blind Transfer)	Transfer a call to another extension, group, voicemail box, or phone number WITHOUT announcing the party being transferred.	**S**
Incoming Caller ID with Name	Displays incoming caller ID number and name (if available) on LCD screen of the phone or device.	**S**
Incoming Call Blocking	"Black list" phone numbers or anonymous caller to block them from calling your phone system.	**S**
Incoming Privacy Screening	Force callers with "No Caller ID" or "Blocked Caller ID" to enter a number that will be presented as their caller ID.	**S**
Incoming DID Routing	Route calls based on the number that was dialed.	**S**
Incoming Call Identification	Identify an incoming call on the phone's LCD display by modifying the Caller ID display indicating how the call was routed.	**S**
Outgoing Caller ID	Customize the appearance of your outgoing Caller ID Name and Number by outgoing number or by extension	**S**
Outgoing Call Blocking	Prevent calls to specific numbers or services (ex: 900 calls)	**S**
Caller ID Blocking	Disable Caller-ID for all outbound calls made from your PBX.	**S**
Disable Outbound Dialing	Disable Outbound Dialing on certain extensions only	**S**
Call Waiting	Indicates incoming call (and caller ID, if available) while another call is in process.	**S**
3-Way Calling	After making or receiving a call, a user may conference in any third party for a 3-way call.	**S**

Feature	Description	Type
Call Forwarding (All/No Answer/Busy)	Forward calls via the FTI Portal, or via your Phone. Calls may be forwarded to any extension or phone number. Can be configured for all calls, or calls that are not answered or if you are busy. Phone forwarding functionality may vary by manufacturer.	**S**
Do-not-disturb (DND)	Simulate a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.	**S**
Speed Dial	A PBX or Phone feature that automates the dialing of a pre-determined phone number.	**S**
One Button Redial	A phone feature that redials the last number dialed.	**S**
Call Holding	Place calls on hold, and play music or a commercial on hold.	**S**
Default Music On Hold	Royalty free music provided by FTI	**S**
Custom Music On Hold	Music in .MP3 format provided by Customer, and uploaded through the Customer Portal	**S**
Commercial On Hold	Record your commercial in .MP3 format and upload it to your PBX via the Customer Portal	**S**
Music/Commercial On Hold By Location or Queue	Multiple music/commercials on hold may be uploaded to your PBX, and can be unique based on location or queue.	**S**
Automatic Call Distribution (ACD) and Call Center Features.	Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels	**P**
Call Queuing	Call queues are used to route calls in a first-in-first-out manner to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where the callers hear an announcement that says something like "thank you for calling, all available agents are busy, please hold for the next available agent, or press N to leave a message". When the call is ready to be routed, the ACD handles the routing rules.	**P**
Call Recording	Selectively record calls for training or documentation purposes. *(Local laws may apply)*	**P**
Listen Live	Monitor and listen to employees phone calls live, while they are in progress for training or documentation purposes. Barge-in or listen only access. Access and restrictions permissions setup via the portal. *(Local laws may apply)*	**S**
Conference Bridge	Multiple on-site and outside callers can simultaneously participate in password protected conference calls. Callers can be assigned talk-listen or listen only access. *(Usage Rates Apply)*	**S**
Company Wide Directory	Allows users to search the directory by employee First or Last name via auto attendant options.	**S**

Feature	Description	Type
Outlook Click-To-Talk Plug-in	Microsoft Outlook plug-in that allows you to dial a phone number from your contacts on the computer.	S
Office Intercom/All Page	Dial another user's extension, activating their phone speaker to make an announcement, or make an announcement over all the phones.	S

FTI PBX Reporting Features

Feature	Description	Type
Call Detail Records	Real-time call logging is available via the customer portal. From, to, call duration, date and time, and call type. All records can be exported to comma delimited text files for easy import into excel or other programs.	S
Call volume graphs by time of day, month, year or custom dates	Histograms graphically display calling patterns, volume and trends for customizable dates, times, times of day, weeks, months, years etc.	S
Call traffic by extension	Track number of calls by individual extensions in histograms display or full call detail records that are exportable.	S
Call traffic by phone number	Track number of calls by phone number in histograms display or full call detail records that are exportable. Ex. Can be used for marketing purposes to track the effectiveness of a certain phone number placed in an advertisement.	S
Detailed Accounting	Track/Save/Print orders, invoices and all FTI billings online.	S

FTI PBX Origination and Termination

Feature	Description	Type
Toll Free Numbers	Utilize one or multiple Toll Free numbers which may be routed to extensions, mailboxes, groups, conference rooms, call queues, outside numbers, auto attendants, time frames, etc. *(Usage and per Number Rates Apply)*	S
Local Phone Numbers (DIDs)	FTI provides local phone numbers or DIDs in most of the LATAs in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice communications and flexibility of Voice Over IP (VoIP). *(Calling plans are priced on number of DIDs and are not unlimited)*	S
Unlimited Domestic Calling	FTI offers unlimited outgoing calling packages to the United states and Canada.	S
Pay Per Usage Domestic Calling	For customers that do not need unlimited outbound domestic calling, FTI offers outbound pay per usage calling packages to the United States and Canada with very competitive rates.	S

Feature	Description	Type
International Calling	FTI offers very competitive per minute international rates. International rates are available via the FTI website.	**S**
SIP Trunking	Have your own PBX, and want to realize the flexibility and cost savings of business-quality VoIP? FTI offers ATA and SIP Gateway devices, or you can connect your SIP enabled PBX to our network and realize the benefits of FTI VoIP.	**S**
E911 support, compliant with all FCC mandates.	Every location and phone number where you utilize a FTI device or Phone must have an associated E911 charge and entry in the FTI Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible to update this information with FTI if you move any device to a new location per the FTI Terms of Service.	**S**

FTI PBX On-Site Devices

Feature	Description	Type
VoIP Firewall w/ QoS (Quality of Service) and Rate Limiting with 24/7 monitoring.	Firewall the local VoIP network. Traffic on your broadband connection is managed to control the allocation of bandwidth for voice and data. Voice traffic is also prioritized over data traffic. This model protects the amount and quality of bandwidth available for voice, and assures that heavy data usage will not interfere with your voice quality. FTI monitors your broadband connection 24 hours a day, 7 days a week and receives all internet and call data logs for troubleshooting purposes if the need arises.	**S**
LAN Segmentation	Separate voice and data on a customer Local Area Network (LAN). This allows for proper QoS and Voice Management.	**S**
Digital VoIP Phones	FTI offers and supports a wide variety of VoIP digital phones and devices to use on our Hosted PBX Platform.	**S**
DHCP for VoIP Devices	Provide the IP addresses for all FTI VoIP devices w/ auto configuration settings.	**S**
Data Bridge	The data side of the internet is passed through the FTI VoIP QoS Firewall/Router to allow the customer to continue to manage their data/internet traffic and firewall and policies with out interfering with the voice traffic.	**S**
24/7 Support	Were always here to help. Fused Technology is always available for any support issues if the need arises.	**S**

The features listed in this document may vary based on the Services ordered by each Customer. Some features may not be available depending on the specific Customer Premise Equipment (CPE) device and/or SoftPhone being used. Each manufacturer controls and determines the features of their CPE device or software based on the make and model, and the version of any software provided by the manufacturer.