

CommsOffice v7.000 Features	CommsOffice	Professional	Enterprise	Voice
Network/Connectivity:				
Call logging runs as a service	●	●	●	●
Data captured via RS232, IP or Database connection	●	●	●	●
MS SQL Database	●	●	●	●
Multi Site configuration	●	●	●	●
Multi user with security by user or group level	●	●	●	●
Multiple organizations and departments within one site installation	●	●	●	●
Real time call capturing and reporting	●	●	●	●
Split database across multiple machines (large installations)	●	●	●	●
Unlimited Workstation Installations (no additional charge)	●	●	●	●
Some Basics:				
Account codes - forced or simulated (un-forced)	●	●	●	
Add phone numbers associated with account codes for further tracking	●	●	●	
Authorization codes and PIN numbers supported	●	●	●	
Auto discovery of extensions, trunks, pin numbers, acct codes	●	●	●	
Caller ID (if switch enabled)	●	●	●	●
DDI/DID Numbers	●	●	●	●
Hunt groups supported	●	●	●	●
Raw call data is zipped each night for economical storage	●	●	●	●
911/Emergency call monitoring and alarm notification	●	●	●	●
Personal Assistant:				
Contact List displayed by site with type of contact selectable	●	●	●	
Status display of staff/agent by color and icon	●	●	●	
Bubble hint shows on call, CLI, time of call and duration	●	●	●	
User able to change status	●	●	●	
Management option to hide particular staff from the contact list	●	●	●	
Internal chat server with online/offline status	●	●	●	
Central recording of all chat sessions including chat contents	●	●	●	
Transfer files via chat session	●	●	●	
Message system including in-house message center and/or e-mail	●	●	●	
Fast view of staff phone calls, messages and recordings (with VR only)	●	●	●	
CTI Integration (Available in all products – an additional license/module is required):				
Make outbound call from history, keypad or CRM	●	●	●	●
Place call on hold, retrieve and terminate	●	●	●	●
Answer inbound calls with screen pop	●	●	●	●
Answer inbound call with Outlook contacts screen pop	●	●	●	●
Set extension to divert after "N" rings to internal or external number	●	●	●	●
Set extension to DND (Do Not Disturb)	●	●	●	●
Transfer call via announced or blind transfer	●	●	●	●
Voice Recorder:				
Extension or trunk based recording available				●
Recordings can be either birth to death or voice activated				●
Listen in feature – at beginning of call or any other time during recording				●
Recordings can be e-mailed or saved to disk				●
Search for recordings by date, time, duration, channel, extension, notes				●
Search for recordings by person, call style, phone number (whole or partial)				●
Recordings are 128 bit encrypted in one concise file				●
Selectively disable recording on trunks or extensions				●
Block phone numbers (stop viewing records & listening to recordings)				●
Recordings may be flagged as 'at risk'				●

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Voice Recorder (continued)				
User defined criteria and tests for call grading				●
Application of tests and/or notes to recordings				●
Grade recordings historically or at time of call				●
Real time channel display with CLI, duration and user ID				●
Reporting:				
Ad-hoc report builder			●	●
Canned call reports	●	●	●	●
Canned network reports			●	
Customize and/or edit canned reports and save for future use	●	●	●	●
Report scheduler	●	●	●	●
Report scheduler runs as a service	●	●	●	●
Report to screen, e-mail, file or printer	●	●	●	●
Web reporting	●	●	●	●
Network:				
Alarms customizable by the user	●	●	●	●
Alarm notifications sent via e-mail, user, computer, printer or text message	●	●	●	●
Auto discovery of domain users and computers			●	
Auto updates via internet (with maintenance contract)	●	●	●	●
Call utilities including import, delete, move of call data and recost data	●	●	●	
Error logs sent via e-mail to support department	●	●	●	●
Network monitoring reports available (w/custom install using sniffer)			●	
Rates Management	●	●	●	●
Uplift call cost by extension, trunk, department	●	●	●	●
ACD (Automatic Call Distribution):				
ACD Alarms available (visual and/or audible)		●	●	
ACD Graphs by agent, group or queue		●	●	
ACD Interactive functions (call in progress details)		●	●	
ACD Live statistics		●	●	
Auto Attendant statistics including overflow		●	●	
ACD Wallboards choice of 26 statistics to display		●	●	
ACD List View choice of 26 summary statistics items		●	●	
ACD Logger runs as a Service		●	●	
ACD Reports available		●	●	
ACD Ticker Tape available externally for supervisor monitoring		●	●	
ACD Ticker Tape also available internally		●	●	
ACD Ticker Tape for multiple agents, groups, queues or combination		●	●	
ACD Wallboard view by agent, group and/or queue		●	●	
Billing:				
Billing section with invoice generation (printed or via pdf attachment)			●	
Billing may be based on extension, client, room and/or acct code			●	
Bill customers/clients for phone usage			●	
Bill customers/clients for once-off and recurring charges (great for lawyers)			●	
Bill single client or by bulk billing			●	
Create customized plans and charges for clients			●	
Charges can be debit or credit			●	
Charges can be set to activate or de-activate by date			●	
Create debits, credits and/or account journal entries			●	