



By Brandon Business Machines

## Interested in learning how our proven software platform can revitalize your business communications?

With Assurity Voice, we give you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.

### Hosted PBX & VoIP

#### Call Center

- Agent
- Pause
- Queue
- Reason
- Codes Tally
- Codes Zero
- Out

#### Call Conferencing

- Conference Bridges
- 3-Way Conference Call

#### Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD) Barge
- Burstable Virtual Call
- Paths Busy Call
- Forwarding
- Call Forwarding

#### Call Management (continued)

- Call Hold
- Call Park
- Call
- Queue
- Call Routing Time
- Frames Call Waiting
- Indicator Caller ID
- Caller ID
- Blocking Caller
- ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA) Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb
- Find Me (Digital Assistant)
- Forward Calls Locally or Remotely  
(via Phone or Web)
- Incoming Call Blocking
- Incoming Call Identification

- Incoming Caller ID Routing
- Incoming Privacy
- Live Person
- Answering Multicast
- Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended
- Transfer Voicemail
- Voicemail to Email
- Voicemail to Text Message



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## Hosted PBX & VoIP (continued)

### Music on Hold

Commercials On Hold  
(By Phone Number)  
Music On Hold (Custom or Default)

### Virtual Auto Attendants

Multiple Top Level Auto Attendants  
Sub-Level Auto Attendants  
Top Level Auto Attendants (Always On or Time Based)

### Origination and Termination

Domestic Origination  
Domestic Termination E911  
Support Endpoint Templates  
International Termination  
Shared Line Appearance  
Toll Free Numbers

### Reporting

Accounting and Billing Reports  
Activity Reports  
Call Detail Records  
Call Traffic by Extension  
Call Volume  
Graphs  
Call Center Reports

## Mobile VoIP

With Mobile VoIP, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, Caller ID and more to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce. Features include:

Cloud Extensions  
Mobile Office  
Extensions  
Support for Softphones

## Customer Portal

Account Management  
Automated Billing  
System Case Management / LNP Click-to-Dial  
Detailed Accounting  
Endpoint Template Management  
Message Center  
Operator Console  
Shared Line Appearance Hunt  
Group Test My Connection  
URL Agent  
User Dashboard (Coming Soon)

## Integrated Solutions

API  
Hosted Fax  
Microsoft Outlook Plugin  
Salesforce.com Plugin  
Screen Pops