

Headline Feature	Description	Silver	Gold
Privacy	Call ID Blocking	Yes	Yes
	Block anonymous calls	Yes	Yes
	Block anonymous divert	Yes	Yes
	Block anonymous reject	Yes	Yes
	Block anonymous divert to voice mail	Yes	Yes
Do Not Disturb	DND	Yes	Yes
	Place caller on hold	Yes	Yes
Call Transfer	Call transfer attended	Yes	Yes
	Call transfer unattended		
	Call transfer blind	Yes	Yes
Call Divert	CD Always	Yes	Yes
	CD Busy	Yes	Yes
	CD No answer	Yes	Yes
Call Forwarding	CF Always	Yes	Yes
	CF Busy	Yes	Yes
	CF No Answer	Yes	Yes
	CF Sequential	Yes	Yes
	CF Parellel	Yes	Yes
	CF Overflow PSTN, AA, CQ, VM...	Yes	Yes
Last Caller	Last Caller	Yes	Yes
	Spoken Call History	Yes	Yes
	Call Return	Yes	Yes
	Call Redial	Yes	Yes
Click 2 Talk	Click 2 Talk	Yes	Yes
	Clipboard Dialing	Yes	Yes
Music on Hold	Music on Hold	Yes	Yes
	Music on hold selective	Yes	Yes
Call Pick Up	Call Pick Up	Yes	Yes
	Group Pick Up	Yes	Yes
	Call Pick Up Directed	Yes	Yes

Call Park	Call Park	Yes	Yes
	Call Unpack Bay	Yes	Yes
Network Failure	Network Failure User	Yes	Yes
	Network Failure Company	Yes	Yes
Call Waiting	Call Waiting	Yes	Yes
Busy Lamp Field	Busy Lamp Field	Yes	Yes
	Line Monitoring	Yes	Yes
Event Diary	Diary to email	Yes	Yes
Reporting & KPI	User	Yes	Yes
	Group	Yes	Yes
	Company	Yes	Yes
Call history	Calls made	Yes	Yes
	Calls received	Yes	Yes
	Calls missed	Yes	Yes
	Call search	Yes	Yes
Time based routing	Time based routing	Yes	Yes
	Multiple calendar/schedule	Yes	Yes
	Call management planner	Yes	Yes
Call Barring policies	User	Yes	Yes
	Company	Yes	Yes
CLI Presentation policies	CLI selection on outbound calls	Yes	Yes
3 way call	3 way call	Yes	Yes
Call Queues	Call Queueing	No	Yes
Call Divert	Divert to no answer	Yes	Yes
	Divert on busy	Yes	Yes
	Divert always	Yes	Yes
Voicemail	User	Yes	Yes
	Group	Yes	Yes
	VM to email	Yes	Yes
	Directed VM	Yes	Yes
	VM to SMS	Yes	Yes

Fax	Fax to email	Yes	Yes
Hunt Group	HG Pick Up	Yes	Yes
	HG Forwarding	Yes	Yes
	HG Reporting	Yes	Yes
	HG Sequential	Yes	Yes
	HG Simultaneous	Yes	Yes
Address Book	User	Yes	Yes
	Shared	Yes	Yes
	Company	Yes	Yes
LDAP	Company Directory	Yes	Yes
Call Recording	Call recording	No	Yes
Auto Attendant	Auto Attendant	No	Yes
Diagnostic	Phone Status	Yes	Yes
	System Diagnostic	Yes	Yes
Miscellaneous	Pin Protected Outbound Dialling	Yes	Yes
	Outbound calling using alias	Yes	Yes
	Broadcast call (Yealink)	Yes	Yes
	Broadcast call (Cisco)	Yes	Yes
Web-portal access	User	Yes	Yes
Yes	Administrator		Yes
Wallboards	Call Overview	Optional	Optional
	Inbound calls		
	Outbound calls		
	Agents inbound calls		
	Queued Calls		
Softphone	PC, Mobile app	Optional	Optional
Video Call	Polycom, Yealink, Bria (check for supported handsets)	No	Yes
Conference Bridge	Conferencing Facility	Optional	Optional

Phone Buddy	Presence and Pop Up Screen	Yes	Yes
	Presence status and away when idle	Yes	Yes
	Directory with company, private and external contacts	Yes	Yes
	IM Service	Yes	Yes
	Calls and Presence+	Yes	Yes
	SMS	Yes	Yes
	Send alerts to your contacts	Yes	Yes
	Email	Yes	Yes
	Call Divert	Yes	Yes
	Call Forward	Yes	Yes
	Web portal access	Yes	Yes
	Call history	Yes	Yes
	Click to talk	Yes	Yes
	Clipboard call	Yes	Yes
	VM retrieval and playback, Callback	Yes	Yes
	Faxes	Yes	Yes
	Call recording retrieval, download and storage	No	Yes
	Clipboard dialing	Yes	Yes
	Click to dial	Yes	Yes
	Skype for business	Yes	Yes
	CTI Intergrations, Salesforce, Sage Act, Outlook	Yes	Yes
Phone Buddy Toolbar		Yes	Yes
Phone Buddy Enhanced	Presence based integration across devices	TBC	TBC