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UC FEATURES DEFINED

"All-in-One" user licensing	simplified design, delivered and supported with a single license for all features

Extension call screening-	ability to prompt a caller for their name before answering
Device Management	ability to remotely manage devices without needing hands-on
User mass provisioning	create or update users in bulk rather than 1 by 1 for easier and faster mgmt.
Device mass provisioning	create or update devices in bulk rather than 1 by 1 for easier and faster mgmt.
Multicast paging	ability to page over endpoints and 3rd party pages and adaptors
Station-to-station intercom	ability to intercom between devices
Hot desking	to move user extensions between different locations
Softphone API	ability to manage softphones through robust API interfaces
SIP standard compliant	supports any SIP standard devices
User Portal	web-based interface that allows users to access and interact with various tools
Extension call swipe	to move calls seamlessly between devices
E911 emergency notification	sends email or text alerts when a 911 call is placed
Hunt groups	ability to distribute calls to users simultaneously or sequentially

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HD voice and video	your high-definition voice and video supported via a softphone or desktop app
Instant messaging	the ability to send and receive messages via the softphones
Presence	ability to share and set status
Presence-based call routing	change your call routing based on your status
Mobile softphone	take your extension with you on your mobile
PC/Mac softphone	take your extension with you on PC/Mac
Extension Voicemail	every extension has an integrated voice mailbox
Group Voicemail	shared voicemail box
Audio conferencing	integrated conference bridge for up to 20 callers
Fax Server	ability to send and receive faxes through the Teo UC
Call Park	ability to park a call for retrieval on another extension
Multi-Tenanting	ability to run multiple organizations on a single system
Screen Pops (2024)	the capability to open a URL when an inbound call is received

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Audit API (2024)	report on license usage
Management API (2024)	tenant and DID management through API
SMS Messaging (2024)	to receive text messages through the Teo UC user portal

In Bound Call Center Specific

Call recording	ability to record calls to or from any extension
ACD queues	Advanced Call Distribution offers the capability to efficiently route calls to designated groups of extensions using diverse strategies
ACD supervisor	web-based interface that monitors the performance of ACD ques
Call Monitoring	ability to barge, monitor, and whisper into active calls
Call Reporting	detailed summary reports of call activity