

SaaS Plans

FEATURES	LITE	VIEW	CORE	ENGAGE	ENTERPRISE	POWER
Phone System Essentials						
Multi-Level Auto Attendant	●	●	●	●	●	●
Phonebook	●	●	●	●	●	●
Customizable Hold Music	●	●	●	●	●	●
Voicemail System with Visual Voicemail	●	●	●	●	●	●
Intercom / Paging	●	●	●	●	●	●
Up to 5-Digit Extensions	●	●	●	●	●	●
Caller ID	●	●	●	●	●	●
Call Controls (Hold, Mute, Ad Hoc Conference, Call Parking, etc.)	●	●	●	●	●	●
Blind & Attended Call Transfer	●	●	●	●	●	●
Call Waiting	●	●	●	●	●	●
Call Forwarding	●	●	●	●	●	●
Dial-by-Name Directory	●	●	●	●	●	●
Call Routing by DID / Phone Number	●	●	●	●	●	●
Simultaneous Ring	●	●	●	●	●	●
Hot Desking*	●	●	●	●	●	●
Do Not Disturb	●	●	●	●	●	●
HD Voice	●	●	●	●	●	●
Time of Day Routing, Holidays, Break Times	●	●	●	●	●	●
Manual System "Night Service" Switch	●	●	●	●	●	●

FEATURES	LITE	VIEW	CORE	ENGAGE	ENTERPRISE	POWER
Productivity						
Automatic Call Recording						
Ring Groups						
Shared Line Appearance						
Voicemail-to-Email						
Voicemail Transcription						
Voicemail-to-SMS Notification						
Voicemail-to-Ticket w/ Recording & Transcription						
Busy Lamp Field (BLF)						
User Presence						
Call / Contact Center						
Queue Into Prompt						
Announce Queue Position						
Customizable Hold Music Per Call Queue						
Queue email notifications						
Call Recording Opt-Out / Opt-In						
Recording Beep / Compliance Phrase						
Callback from Queue						
Agent / Supervisor						
Agent Wrap-Up Time						
Whisper / Monitor / Barge						
Client Apps & Mobility						
Windows App						
Mac App						
Android App						
iOS App						
Browser-Based Web App						

FEATURES	LITE	VIEW	CORE	ENGAGE	ENTERPRISE	POWER
Microsoft & Google Collaboration						
Microsoft Teams Operator Panel	●	●	●	●	●	●
Microsoft Teams Direct Routing (MS License Required)	●	●	●	●	●	●
Microsoft 365 User Sync	●	●	●	●	●	●
Microsoft 365 Contact Sync	●	●	●	●	●	●
Microsoft 365 Calendar Sync	●	●	●	●	●	●
Microsoft 365 SSO Client Sign-On	●	●	●	●	●	●
Google SSO Client Sign-On	●	●	●	●	●	●
Meetings & Conferencing						
Audio Conference Bridge	●	●	●	●	●	●
Web / Video Meetings	●	●	●	●	●	●
Screen Sharing	●	●	●	●	●	●
Calling Plans (Choose Option)						
Keep Your Number (Number Porting)	●	●	●	●	●	●
Unlimited Calling* (Option)	●	●	●	●	●	●
Minutes Bundled Based Calling (Option)	●	●	●	●	●	●
Local Phone Numbers (Option)	●	●	●	●	●	●
Toll-Free Phone Numbers (Option)	●	●	●	●	●	●
International Numbers (Option)	●	●	●	●	●	●
Bring Your Own Carrier*	●	●	●	●	●	●
Messaging, Fax, SMS, & MMS						
Internal Instant Messaging	●	●	●	●	●	●
Chat Widget for Inbound Messaging	●	●	●	●	●	●
SMS/MMS-to-Email (Option)	●	●	●	●	●	●
SMS/MMS - In-App Desktop, Web, Mobile (Option)	●	●	●	●	●	●
Fax-to-Email (Option)	●	●	●	●	●	●
HTTPS Fax (Physical Fax Machine) Option	●	●	●	●	●	●

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Call Reporting & Dashboards						
Call Logs	●	●	●	●	●	●
Call History	●	●	●	●	●	●
Stock Call Reports	●	●	●	●	●	●
Basic Wall Board	●	●	●	●	●	●
Simultaneous Call Utilization Reports	●	●	●	●	●	●
1Stream Advanced Reporting Portal	●	●	●	●	●	●
1Stream Call Data Control API & Data Export	●	●	●	●	●	●
Microsoft Power BI Dashboards	●	●	●	●	●	●
BrightGauge Dashboards	●	●	●	●	●	●
MSP Bots Dashboard	●	●	●	●	●	●
Data Export to OneDrive	●	●	●	●	●	●
Data Export to Dropbox	●	●	●	●	●	●
Team / Pod Reporting	●	●	●	●	●	●
Customer & Account Management Reports	●	●	●	●	●	●
More Detailed Agent / Queue Reports	●	●	●	●	●	●
Call Path / Segment Reports	●	●	●	●	●	●
Real-Time Advanced Supervisor Dashboard	●	●	●	●	●	●
Real-Time Advanced Multi-Team/Queue Wallboard	●	●	●	●	●	●
More Detailed Agent / Queue Reports	●	●	●	●	●	●
Call Path / Segment Reports	●	●	●	●	●	●
Dialer Reports & Dashboard	●	●	●	●	●	●

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Management & Administration						
User Portal	●	●	●	●	●	●
Multi-Tenant Management Admin Portal	●	●	●	●	●	●
VoIP Device Provisioning & Management Platform	●	●	●	●	●	●
Zero Touch Phone Provisioning & Firmware Control*	●	●	●	●	●	●
Remotely Manage IP Phones (Reboot, Reprovision, Factory Reset, Remote UI)*	●	●	●	●	●	●
PBX Radar System Monitoring Dashboard	●	●	●	●	●	●
Dedicated & Expandable Voicemail & Recording Storage	●	●	●	●	●	●
Call Recording & Voicemail Management	●	●	●	●	●	●
White Labeling						
Brandable Phone Logo & Wallpaper	●	●	●	●	●	●
Brandable Customer Portal	●	●	●	●	●	●
Brandable Management Portal	●	●	●	●	●	●
Brandable Email Templates	●	●	●	●	●	●
Brandable STMP Accounts	●	●	●	●	●	●
Security						
Enforced Management & Customer Portal MFA	●	●	●	●	●	●
Azure / Microsoft 365 Single Sign-On	●	●	●	●	●	●
Auto IP Backlist Utility	●	●	●	●	●	●
IP Phone UI & Phone System Admin	●	●	●	●	●	●
User/Password Randomization	●	●	●	●	●	●
Change Management / Audit Log	●	●	●	●	●	●
Inbound Phone Number Blocking	●	●	●	●	●	●
Outbound International Call Country Approval List	●	●	●	●	●	●

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Phones & Equipment						
Desk Phones	●	●	●	●	●	●
Conference Phones	●	●	●	●	●	●
Cordless Phone	●	●	●	●	●	●
VoIP to Analog Adapter (ATA)	●	●	●	●	●	●
Paging Adapter	●	●	●	●	●	●
Headsets (Corded and Wireless)	●	●	●	●	●	●
Video / Meeting Room	●	●	●	●	●	●
Bring Your Own Device* (BYOD)	●	●	●	●	●	●
Support						
Email Support	●	●	●	●	●	●
Chat Support	●	●	●	●	●	●
Phone Support	●	●	●	●	●	●
Status & Uptime Portal	●	●	●	●	●	●
Knowledge Base	●	●	●	●	●	●
White Global Implementation & Onboarding	●	●	●	●	●	●
Professional Services Projects by Request	●	●	●	●	●	●
Popular Apps & Integrations						
Autotask	●	●	●	●	●	●
BMS by Kaseya	●	●	●	●	●	●
BrightGauge by ConnectWise	●	●	●	●	●	●
BusyLight	●	●	●	●	●	●
Call Miner	●	●	●	●	●	●
ConnectWise Manage (PSA)	●	●	●	●	●	●
cloudradial	●	●	●	●	●	●
crewhu!	●	●	●	●	●	●
Cisco Duo	●	●	●	●	●	●

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Popular Apps & Integrations						
DropBox						
freshdesk						
Google Chrome Click-to-Dial						
Halo CRM						
HaloITSM						
HaloPSA						
HaloServiceDesk						
HubSpot						
Hudu						
Infusionsoft by Keap						
Insightly						
ITBoost by ConnectWise						
ITGlue by Kaseya						
liongard						
Microsoft Dynamics CRM						
Microsoft Office 365						
Microsoft OneDrive						
Microsoft Outlook						
Microsoft Power BI						
Microsoft Sharepoint						
Microsoft Teams Voice (Direct Routing)						
MSP BOTS						
Passportal by N-Able						
Salesforce						
Salesforce Lightning						

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Popular Apps & Integrations

ServiceNow



ServiceTree Connect



Slack



Syncro MSP



TimeZest



zapier



zendesk

