

























# PBXact Cloud Features

## PBXact Cloud Systems Feature Support Included in All Systems

Business Features	Calling Features	Telephony Support
<ul style="list-style-type: none"> <li>• Flexible Time-Based Call Routing</li> <li>• Built-In Conference Bridge</li> <li>• Fax to E-mail</li> <li>• Hunt/Ring Groups</li> <li>• Music on Hold</li> <li>• Voicemail Blasting</li> <li>• Find Me / Follow Me Calling</li> <li>• Personal IVRs</li> <li>• Wake Up Calls</li> <li>• Support for Video Calling</li> <li>• Secure Communications (SRTP/TLS)</li> <li>• Announcements</li> <li>• Text to Speech</li> <li>• Calling Queues (ACD)</li> <li>• Interactive Voice Response (IVR)</li> <li>• CRM Link Module</li> </ul>	<ul style="list-style-type: none"> <li>• Three-Way Calling Support</li> <li>• Voicemail</li> <li>• Voicemail to E-mail</li> <li>• Caller ID Support</li> <li>• Call Transfer</li> <li>• Call Recording</li> <li>• Do Not Disturb</li> <li>• Call Waiting</li> <li>• Call History / Call Detail Records</li> <li>• Call Event Logging</li> <li>• Speed Dials</li> <li>• Caller Blacklisting</li> <li>• Call Screening</li> </ul>	<ul style="list-style-type: none"> <li>• Open Standards Support</li> <li>• SIP</li> <li>• WebRTC</li> <li>• Softphone Support</li> <li>• Specialty Device Support</li> <li>• Door Phones</li> <li>• Overhead Paging</li> <li>• Strobe Alerts</li> <li>• Paging Gateways</li> <li>• Voice Gateways</li> <li>• Failover Devices</li> <li>• Desktop and Mobile Phone Support</li> </ul>
Administration	User Control Panel (UCP)	Zulu UC
<ul style="list-style-type: none"> <li>• Upgrade System with Granular Control</li> <li>• System Dashboards</li> <li>• Bulk Import Utilities (Trunks, Extensions, Users, DIDs)</li> <li>• Localization in both GUI and Sound Files for Multiple Languages</li> <li>• Backup and Restore Utilities</li> <li>• Custom Destination Administration</li> <li>• Web-based Config File Management When Needed</li> <li>• System Recording Management</li> <li>• GUI Controls for DNS, Network Settings, and More!</li> </ul>	<ul style="list-style-type: none"> <li>• Responsive GUI (Desktop, Tablet, and Mobile Device)</li> <li>• WebRTC Softphone</li> <li>• Call History (Details and Recording Playback / Download)</li> <li>• Contact Management</li> <li>• Presence Management</li> <li>• Conference Room Management</li> <li>• Settings Management                             <ul style="list-style-type: none"> <li>• Find Me / Follow Me</li> <li>• Call Forwarding, Call Waiting, Do Not Disturb</li> <li>• Call Confirmation</li> </ul> </li> <li>• Voicemail                             <ul style="list-style-type: none"> <li>• Visual Voicemail - Playback and Management</li> <li>• Notification Options</li> <li>• Greetings Management</li> </ul> </li> </ul>	<p>Zulu UC Desktop Application</p> <ul style="list-style-type: none"> <li>• Firefox and Chrome Click to Call</li> <li>• Firefox and Chrome URL Call Popups</li> <li>• Click to Dial from Outlook</li> <li>• Send and Receive Faxes</li> <li>• Send and Receive SMS</li> <li>• Softphone for making and receiving calls                             <ul style="list-style-type: none"> <li>• Tied to your primary extension</li> </ul> </li> <li>• 1 Zulu User license included with each Extension license on the PBXact UCC instance</li> </ul>
Add-ons		
<p>The Base Platform includes a base of system enhanced features (see chart below)</p> <p>Additional functionality can be added as needed:</p> <ul style="list-style-type: none"> <li>• Call/Contact Center Features (Enhanced Call Center Functionality)</li> <li>• Third Party Phone Support (for Non-Sangoma IP Phones)</li> </ul>		

Enhanced Features  (Known as Commercial Modules in FreePBX)	PBXact Cloud  Included in Base Monthly Price	PBXact Cloud Add On Bundles	
		Call Center Features	Third Party Phone Support

Call Recording Reports			
Class of Service			
Conference Pro			
EndPoint Manager	 with Sangoma Phones		 For use with non Sangoma Phones
Extension Routing			
Fax Pro	Not supported with PBXact Cloud		
Park Pro			
Page Pro			
Phone Apps	 with Sangoma Phones		 For use with non Sangoma Phones
SysAdmin Pro			
User Control Panel Device Management	 with Sangoma Phones		 For use with non Sangoma Phones
Voicemail Notify			
Voicemail Reports			
XMPP Pro			
Zulu UC Desktop Application			
Appointment Reminder			
Broadcast			
Caller ID Management			
Outbound Call Limiting			
PIN Set Pro			

Queue Pro (Includes Queue Call Backs)			
Queue Reporting			
Web CallBack			
CRM Link Module			
Queue WallBoard			
Sangoma Property Manager		