MIX Hosted PBX Features List

As Of February 2018

USER FEATURES

Anonymous Call Rejection
Attended Transfer
Blind Transfer
Busy Lamp Field
Call / Number Blocking
Call Forwarding
Call Forwarding Always
Call Forwarding Busy
Call Forwarding No Answer
Call Forwarding Not Reachable
Call Logs (Inbound/Outbound)
Call Notify
Call Pick Up
Call Return
Call Status (Real-Time Via User Portal)
Call Transfer
Call Waiting
Calling Line ID Delivery
Calling Name Retrieval
Contact List
Customizable Greetings
Default Greetings
Dial by Contact Name
Direct Inward Dialing
Do Not Disturb
Find Me / Follow Me
Inbound Call Handling Rules
Last Number Redial
Message Waiting Indicator
Name Recording
Personalized Music-on-Hold
Phone Status
Privacy
Selective Call Acceptance
Selective Call Rejection
Shared Call / Line Appearance
Simultaneous Ring (Personal)
Three-Way Call
Unique Ringtone
User Portal Access
Voicemail
○ Email Notification
○ Voicemail Forwarding
○ Forwarding to Email
○ User Portal

GROUP FEATURES

User Features Plus:
Attendant Console
Automatic Call Distribution (ACD)
Account / Authorization Codes
○ Authorization Group Codes
Business Trunking
Call Detail Records
Call Intercept
Call Park
○ Directed
○ Dynamic
Call Pick Up Group
Call Queues
Caller ID
Calling Group ID Deliver
Calling Plans (Incoming, Outgoing)
Configurable Extension Dialing
Configurable Feature Codes
Department Support
Device Inventory
Extension Dialing
Group Announcements
Hot Desking / Hoteling
Hunt Groups
Intercept by Group
Intercom
Intercom Transfer
Malicious Call Trace
Music-On-Hold
Office Manager Portal
○ Active Calls
○ Auto Attendant Designer
○ Call Records
○ Call Statistics
○ Conference Bridge Configuration
○ Device Provisioning
○ Moves, Adds, Changes
○ Music on Hold Upload
○ Queue Management
○ Voicemail Management
Paging
Presence
Printable Group Directory
Silent Monitoring
Time Of Day Routing

CALL CENTER FEATURES

User & Group Features Plus:
Barge In
Call / User / Queue Statistics
Call Back
Call Monitoring
Call Recording
Click To Call
Directed Call Pickup
Integrations
Portal Management
○ Supervisor
○ User Agent
Scheduled / Instant Conference
Screen Pops
Sequential Ring
Series Completion
Simultaneous Ring (Group)
Skill based Routing
System Default Music-on-Hold
Transfer to Voicemail
Two-Stage Dialing
Voicemail
Voicemail Forwarding
Whisper Mode

OPTIONAL UPGRADES

Alternate Numbers
API Availability
Auto Attendants
○ Personal Auto Attendants
○ Scheduled Auto Attendant
○ Chained Auto Attendants
Brandable Platform Options
Call Recording
Collaboration Tool
Conference Recording
Conference Rooms
Pre-paid Calling (PIN / ANI)
Receptionist Console
Web Video Conference