DLS Hosted PBX Service Specifications

Hosted PBX Service Engine

DLS Hosted PBX engine represents a class of service indicative of its ability to process maximum number of simultaneous calls with all Hosted PBX standard features enabled. There are currently four classes of DLS Hosted PBX Engines:

Engine Class	Seats supported
Class A	7 – 30 seats
Class B	7 – 150 seats
Class C	7 – 500 seats
Class D	7 – 500+ seats

Service

- Protocol: SIP
- Audio Codecs: G.722, G.729, G.711, OPUS, SPEEX
- Video Codecs: H.263, H.264
- Fax over IP: T.38

Traditional Phone Features

- Caller ID Number
- Caller ID Name
- Caller ID Block (*67)
- Caller ID Block (permanent)
- Call Waiting + Caller ID
- 911 Emergency Calling
- Call Transfer
- Distinctive Ringing
- Return Call (*69)
- Three-Way Calling
- Do Not Disturb

Management Controls

- Online Management
- Multi-Tenant Support
- LDAP / AD Authentication
- Reporting and Analytics
- Secure Remote Provisioning
- Granular User Permissions
- Users Manage Own Phone Settings
- Operator Panels

Voicemail

- Unlimited Voicemail Capability
- Voicemail Notification to Email
- Voicemail Notification to Cell
- Remote Voicemail Access
- Individual Custom Greeting
- Text Only Voicemail Notification
- Video Voicemail

Call Routing

- Advanced Follow Me Services
- Call Forwarding
- Service Classes
- Internal/External Transfer
- Hunt Group Support

Next Generation Features

- Voicemail to Email
- SMS
- Encrypted Calls via SRTP
- Browser Plugin for Click-to-Dial
- Global and Personal Directories
- Integrated Chat
- Shared Extensions
- Mirrored Extensions
- Outlook Integration
- Video Phone Support
- Streaming Music On Hold Via Shoutcast/Icecast
- NOAA Weather Reporting

Answering

- Automated Custom Tree
- Fully Customizable Greetings
- Selective Call Routing
- Selective Call Forwarding to Follow Me Feature
- Follow Me Services
- Call Parking
- Intercom Paging
- DID Support
- Notification to Cell Phone
- Remote Voicemail Access
- Individual Custom Greeting
- Operator Panels
- Busy Line Feature (BLF)
- Pattern-based Call Blocking
- Remote Call Pickup

Call Center

- Agent Queues
- Call Prioritization
- Skill Level Based Routing
- Fully Customizable Greetings
- Agent Control of Status
- Call Screening
- Call Monitoring
- Call Barge
- Call Whisper
- On Hold Time Reporting
- Voicemail Opt out of Queue
- Virtual Call Center Capabilities

Optional Modules

- Predictive Dialer
- Email to Fax, Fax to Email
- Call Recording Inbound/Outbound
- Recorded Call and Voicemail Human Transcription
- Audio/Video Conference Bridge with Web Conferencing: DLS Meeting Room:
  - Document Sharing
  - Presentations
  - Screen Sharing
  - Private and Group Chat
  - Meeting Notes
  - Whiteboarding
  - Audio and Video Calling

Whitelabeling

- Rebranding
- Multi-Tenant
- Billing Reports