

FEATURES	BASIC	PRO	ENTERPRISE
Data search			
Search engine	✓	✓	✓
Phonetic search	✓	✓	✓
Directories			
Edit entries	✓	✓	✓
Data synchronization with Active Directory	✓	✓	✓
Notes	✓	✓	✓
Configurable arrangement of fields on the screen	✓	✓	✓
Flexible directory columns	✓	✓	✓
Search and keywords (tags)	✓	✓	✓
Absences	✓	✓	✓
Absences from Microsoft Exchange	✓	✓	✓
Multiple directories	✓	✓	✓
Definable colors and symbols for specific field contents			✓
Favorites	✓	✓	✓
Call control			
Automatic call dispatch	✓	✓	✓
Parallel ringing	✓	✓	✓
Automatic call identification	✓	✓	✓
Arrange with advance notice	✓	✓	✓
Arrange without prior notice	✓	✓	✓
Direct dial	✓	✓	✓
Pick calls directly from the queue	✓	✓	✓
Hold calls	✓	✓	✓
Mute	✓	✓	✓
Switching between conversation partners (switching)	✓	✓	✓
Recalls	✓	✓	✓
Time forwarding of calls in the queue	✓	✓	✓
Beep when a new call is queued		✓	✓
Reject calls	✓	✓	✓
Longest idle time		✓	✓
Park calls	✓	✓	✓
DTMF Support			✓
Status Information			
Status display of logged in operators	✓	✓	✓
Status display of all main numbers	✓	✓	✓
Presence status	✓	✓	✓
Show forwarding destinations of participants	✓	✓	✓

FEATURES	BASIC	PRO	ENTERPRISE
Options			
Announcements and music in queue	✓	✓	✓
Music in attitude	✓	✓	✓
Pause function for operators	✓	✓	✓
User management based on Active Directory	✓	✓	✓
Multilingual (English and German)	✓	✓	✓
Automatic login with reminder function	✓	✓	✓
WebRTC (no operator phone required)	✓	✓	✓
Personal logbook	✓	✓	✓
Central call journal for investigations	✓	✓	✓
Configurable key sequences for all functions	✓	✓	✓
Control of operating times and redirection destinations	✓	✓	✓
Email templates for notifications	✓	✓	✓
Single sign-on with Active Directory		✓	✓
Multi-client capability		✓	✓
Alarming		✓	✓
Temporarily redirect main number	✓	✓	✓
Change the redirection destinations of participants		✓	✓
Intermediary group change during busy periods			✓
Caller history		✓	✓
Welcome texts			✓