

	SIPWorks Cloud Virtual	SIPWorks Cloud Standard	SIPWorks Cloud Bundle
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Business Phone System Features

Executive SIP Phone	Not Included	Optional	Included
Free Local Numbers	Included	Included	Included
Voicemail-to-Email	Included	Included	Included
Find Me/Follow-Me	Included	Included	Included
Phone System Management	Included	Included	Included
CDR Reports	Included	Included	Included
Audio Conference Bridge	Optional	Optional	Optional
Multi-Level Auto Attendant	Included	Included	Included
Call(Audio) Recording	Included	Included	Included
Department Ring Groups	Included	Included	Included
Call Forwarding to Other Devices	Included	Included	Included
Internet Faxing	Optional	Optional	Optional
Mobile App for iOS and Android	Included	Included	Included
Unlimited Calling Within the USA/CA	Optional	Optional	Optional
Low International Calling Plan	Optional	Optional	Optional
HD Audio	Included	Included	Included
Music-on-Hold(MOH)	Included	Included	Included
Overhead Paging Support	Included	Included	Included
Enhanced 911	Included	Included	Included
Virtual Receptionist Console	Optional	Optional	Optional
Toll Free Numbers	Optional	Optional	Optional
Paging Ring Groups/Zone Paging	Included	Included	Included
Corp Instant Messaging	Optional	Optional	Optional
Corp Presence	Optional	Optional	Optional
Call Blocking	Included	Included	Included
Call Park	Included	Included	Included
Call transfer	Included	Included	Included
Voicemail Corp Directory	Included	Included	Included
Set-to-Set Paging	Included	Included	Included

CRM/Microsoft Integration

Salesforce Intergration	Optional	Optional	Optional
MS Teams Direct Routing	Optional	Optional	Optional
MS Teams Phone System	Optional	Optional	Optional
Third Party CRM Applications	Optional	Optional	Optional

Service and Support

24X7 Support	Included	Included	Included
Strategic Implementation	Included	Included	Included

Contact Center Solution

ACD with skills based routing	Included	Included	Included
Real-Time/Historical Reports	Optional	Optional	Optional
CRM Integration	Optional	Optional	Optional
Integration to Third Party Dialer	Optional	Optional	Optional
PC Based Queue Status/Display	Optional	Optional	Optional
Call Recording	Included	Included	Included
Music on Hold	Included	Included	Included
Queue Recorded Annoucements	Included	Included	Included
Advanced IVR Flow	Included	Included	Included