MercuryTel Features

Digital PBX
- Multiple phone lines per user
- Call park
- Do not disturb
- Presence
- E-911
- Missed call log
- Placed call log
- Outbound Caller ID control
- Intercom
- Paging

Phone Numbers
- Port your existing numbers
- Toll-Free (8XX) numbers
- Vanity numbers
- Market tracking numbers
- Direct numbers
- Fax numbers
- E-Fax (Fax to e-mail) numbers

Multi-location and Home Office Options
- Work from home as though you are in the office
- Connect multiple sites as one office
- Direct overflow calls between location with how-to-answer tagging
- Use one receptionist to answer calls for all locations
- Intercom between locations
- View presence and status across locations

Find Me/Follow Me Call Forwarding
- Call Forward to any number or multiple numbers simultaneously
- Find me/follow me to multiple locations with time of day rules
- Transfer callers back to any number or extension
- Record find me/follow me calls

Cisco® Unified IP Phones and Switches
- Cisco® desk phones feature LCD displays, dynamic soft keys for call features and functions, headset jacks, speaker-phone, and are wall-mountable
- 802.11a/b/g Wi-Fi Cordless and Conference Room phones
- Cisco® switches power up phones and assure quality of service

Mobility
- Find me, follow me
- Ring office, mobile, and other phones simultaneously
- Transfer back to the office
- Record external calls
- Business vs. Personal call recognition
- Dial out as office
- Outbound Caller ID control
- Call transfer
- CRM call logging
- Mobile web interface with the same features as the regular Web Portal

MercuryTel Features (continued)

Voicemail and Greetings
• Automated attendant
• Unlimited menus and routes
• Day, night, and alternate modes
• Group boxes
• Voicemail audio sent to e-mail
• Busy and unavailable messages
• Professional recording service available

Electronic Fax
• Send and receive faxes electronically
• Print-to-fax driver
• Fax from web portal
• Auto-retry
• Forwarding rules
• Fax to groups

Integrations
• Microsoft Outlook® click-to-dial
• Web browser click-to-dial
• CRM click-to-dial
• CRM database screen-pop
• CRM call history and call recording
• API for custom integrations

Conference Calling
• Conference with up to six parties on the fly
• Conference recording
• Multi-party conference bridge
• Drop selected callers
• Consult during call
• Pin code access

Market Tracking
• Phone numbers available across the U.S.
• Call tagging so you know how to answer
• Ability to record marketing calls
• Searchable reports

Call Recording
• Record on the fly
• Record all calls
• Record find me/follow me calls
• Export recordings

Music On Hold
• Configurable by user and group
• Use your own files
• Provide information while callers hold
• Professional recording service available

MercuryTel Features (continued)

Web Portal
- Presence and status
- Drag and drop transfer
- Click to Answer, Transfer, Disconnect, Conference, and Park
- Contacts-personal and enterprise directories
- Manage users, ringing, and queues
- Reporting by user, queue, and trunk
- Searchable call history
- Downloadable Call Detail Records (CDRs)
- E-Fax send, receive, and forwarding rules
- Call forwarding, find me/follow me, answering rules
- Listen to, delete, and forward voicemail messages

Call Center
- Configure multiple queues
- Queue priorities
- Queue escalation
- Announcement messages
- Queue overflow to voicemail
- Queue monitor in web portal

Caller ID
- Caller ID name and number
- Caller ID logging and reporting
- Caller ID tagging
- Outbound Caller ID control per call
- Outbound Caller ID control based on dialed area code
- Answering rules based on incoming Caller ID