



HOSTED FEATURES (PREMIUM OPTIONS)

“INTERESTED IN LEARNING HOW OUR PROVEN SOFTWARE PLATFORM CAN REVITALIZE YOUR BUSINESS COMMUNICATIONS?”

- With Interwest Communications, we give you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.



CALL MANAGEMENT

- **FIND ME / FOLLOW ME**
TIME AND ADVANCE CALL ROUTING
- **MOBILE APP***
- **USER DASHBOARD**
- **CALL HOLD**
- **TRANSFER**
ATTENDED
BLIND
- **DIRECT TO VOICEMAIL**
- **VM TO VM TRANSFER**
- **CALL FORWARDING**
NO ANSWER ROUTES
BUSY ROUTES
UNREGISTERED ROUTES
- **OUTBOUND CALL RESTRICTIONS**
- **INBOUND CALL BLOCKING**
- **INCOMING CALL IDENTIFICATION**
- **INBOUND DID ROUTING**
- **ONE BUTTON REDIAL**
- **DO NOT DISTURB (DND)**
- **CALL WAITING INDICATOR**
- **TIME OF DAY BASED ROUTING**
- **HOLIDAY ROUTING**
- **SPEED DIALS**
- **DIAL BY NAME DIRECTORY**
- **REMOTE CALL FORWARDING ACCESS**
- **CALLER ID BLOCKING**
- **OFFICE INTRACOM**
- **DISABLE OUTBOUND DIALING**
- **CALL PARK**
- **CALL PRESENCE**
- **DISA**
- **HOT DESKING**
- **SOFTPHONE INTEGRATION**
- **DYNAMIC CALLER ID**



ORIGINATION & TERMINATION

- **DOMESTIC ORIGINATION**
- **DOMESTIC TERMINATION**
- **INTERNATIONAL TERMINATION**
- **SIP TRUNKING**
- **E911 SUPPORT, FCC COMPLIANT**
- **TOLL FREE NUMBERS**



CALL RECORDING

- **CALL RECORDING**
INBOUND
OUTBOUND
DYNAMIC
- **COMPLEX RECORDING FILES PERMISSION**
- **FILE NOTES**
- **ARCHIVE RECORDING FILES**

Wenatchee Office

229 S. Wenatchee Ave.
Wenatchee, WA 98801

509.663.1900 | 800.759.3960

Spokane Office

14 E. Mission Ave., Suite 2
Spokane, WA 99202

509.309.8100 | 800.759.3960

Tri-Cities Office

6855 W. Clearwater Ave., Ste B
Kennewick, WA 99336

509.396.6255 | 800.759.3960

Connect



HOSTED FEATURES (PREMIUM OPTIONS)



REPORTING

- CALL VOLUME GRAPHS
DAY, MONTH, YEAR
- CALL PATH USAGE

CALL DETAILED RECORDS
ADVANCED EXPORT TO CSV



CALL CONFERENCING

- 3-WAY CONFERENCE CALL
- CONFERENCE BRIDGE
- DEFAULT MUSIC ON HOLD

- CUSTOM MUSIC ON HOLD
- COMMERCIAL ON HOLD



MENUS

- TOP LEVEL MENU
(ALWAYS ON)
- MULTIPLE TOP LEVEL MENU
(ALWAYS ON)

- TOP LEVEL MENU (TIME BASED)



DEVICE PROVISIONING

- DEVICE AUTO-PROVISIONING
- LINE KEY ADJUSTMENT

- CUSTOM CODE



NETWORK DESIGN

- VOIP NETWORK OPERATIONS CENTER
PHILADELPHIA
LAS VEGAS
- COMPLETELY GEO-REDUNDANT



FAXING

- FAX OVER T.38
- FAX OVER HTTPS

- FAX BOXES

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