

Extensions	IPitomy System		
	IP1000	IP1200	IP1500
Extension Capacity	Up to 50	Up to 150	Up to 250
SIP Extensions	✓	✓	✓
Analog Extensions	✓	✓	✓
Extension Mass Editing	✓	✓	✓
Telephone Button Mapping Control	✓	✓	✓
Auto Discovery	✓	✓	✓
IPitomy Quick Config	✓	✓	✓
Multiple Registrations	✓	✓	✓
Virtual Extensions	✓	✓	✓
Extention Schedules	✓	✓	✓
Extension Templates	✓	✓	✓
Control Permissions For Each Extension	✓	✓	✓
Multi Digit Extensions Variable Length	✓	✓	✓
Find Me Follow Me	Coming	✓	✓
Busy Lamp Monitoring	✓	✓	✓
Message Indicator Including Number of Messages	✓	✓	✓
Park Indicators for Park and Park Retrieval	Coming	✓	✓
Hot Desking	✗	✓	✓
Unique Music on Hold Per Extension	✗	✓	✓
Different Caller ID Per Extension	✓	✓	✓
IPitomy Smart Operator Console			
Easy Click to Transfer	✗	✓	✓
Multiple Calls Visibility	✗	✓	✓
View all Users Call Status	✗	✓	✓
Transfer Calls	✗	✓	✓
Retrieve Call From Voice Mail While Caller Leaves Message	✗	✓	✓
Record Calls with One Click - Recording Saved In Mailbox	✗	✓	✓
Monitor Calls With One Click	✗	✓	✓
Park Calls	✗	✓	✓
Retrieve Parked Calls	✗	✓	✓
See Caller ID on All Calls	✗	✓	✓
Whisper Coaching/Real Time Advice feature	✗	✓	✓
IPitomy Smart Personal Console			
Recent Calls List	✓	✓	✓
Return Calls by Clicking	✓	✓	✓
Voice Mailbox Administration	✓	✓	✓
Return Calls From VM Using caller ID	✓	✓	✓
Change Telephone Button Mapping From Console	✓	✓	✓
Configure Call Forwarding	✓	✓	✓
IPitomy Personal Call Manager (Free Version)			
View call status	✗	✓	✓
Transfer calls	✗	✓	✓
Retrieve call from Voice Mail while leaving message	✗	✓	✓
Park Calls	✗	✓	✓
Retrieve Parked Calls	✗	✓	✓
See caller ID on all calls	✗	✓	✓
IPitomy Managers's Call Control Console (Advanced Version)			

View call status	✘	✓	✓
Transfer calls	✘	✓	✓
Retrieve call from Voice Mail while leaving message	✘	✓	✓
Record Calls	✘	✓	✓
Monitor Calls	✘	✓	✓
Park Calls	✘	✓	✓
See caller ID on all calls	✘	✓	✓
Whisper coaching/advice feature	✘	✓	✓

Trunk Types Supported

SIP Trunks	✓	✓	✓
Analog Phone Lines	✓	✓	✓
T1/E1 Phone Lines	✘	✓	✓
Branch Office Networking	✓	✓	✓

Call Control

Hold	✓	✓	✓
Supervised Transfer	✓	✓	✓
Blind Transfer	✓	✓	✓
Park Calls	✓	✓	✓
Do Not Disturb	✓	✓	✓
Send Calls	✓	✓	✓
Record	✓	✓	✓
Group Pickup	✓	✓	✓
Conference	✓	✓	✓
Transfer to VM	✓	✓	✓
Off Premise Transfer	✓	✓	✓
Directed Call Pickup	✓	✓	✓

Voicemail

Access Voicemail from Anywhere	✓	✓	✓
Voicemail to Email	✓	✓	✓
Automatic Mailbox Creation	✓	✓	✓
Control from Desktop	✓	✓	✓
Recorded Calls Stored in Voice Mail Folder	✘	✓	✓
Message Notification	✓	✓	✓
Access Voice Mail While Greeting is Played	✓	✓	✓
Multiple VM Greetings	✓	✓	✓
VM Folders	✓	✓	✓

Call Queues / ACD

Unlimited Call Queues	✓	✓	✓
In Queue Call Routing	✘	✓	✓
Route When a Queued Caller Presses "0"	✘	✓	✓
Queue Caller Timeout	✘	✓	✓
Queue Member Circuit Limit	✘	✓	✓
Route when max queue length reached	✘	✓	✓
Route when no members logged in	✘	✓	✓
Custom Music on Hold per Queue	✓	✓	✓
Invisible Queues	✘	✓	✓
Members Never Busy	✓	✓	✓
Announce Position in Queue	✓	✓	✓
Announce Estimated Hold Time	✓	✓	✓

Announcement Frequency Control	✘	✓	✓
Log-in queue members	✘	✓	✓
Permanent queue members	✓	✓	✓
Real Time Queue Status	✘	✓	✓
Historical Queue Logs	✘	✓	✓
Historical Queue Statistics	✘	✓	✓
Agent Log In	✘	✓	✓
Agent Log Off	✘	✓	✓
Route When Queue Empty	✘	✓	✓
Acknowledge Call	✘	✓	✓
Auto Log Off	✘	✓	✓
One-touch Log in/Log off	✘	✓	✓
Queue Member Presence	✘	✓	✓
Agent only extensions	✘	✓	✓
Ring All	✓	✓	✓
Round Robin	✓	✓	✓
Fewest Calls	✓	✓	✓
Least Recently Called	✓	✓	✓
Random	✓	✓	✓

Conferencing

Conference Participant Capacity	16 party	32 Party	32 party
Simple Conference Room	✓	✓	✓
Meet Me Conference Center	✓	✓	✓
Listen Only Conference Calls	✓	✓	✓
Mute / Unmute	✓	✓	✓
Lock / Unlock	✓	✓	✓
Increase/Decrease Conference Volume	✓	✓	✓
Eject Last User	✓	✓	✓
Increase/Deacreate User Volume	✓	✓	✓
Use any Call Type - SIP, TDM, T1 or Analog	✓	✓	✓
Conference via handset	✓	✓	✓

Paging and Intercom

2-way Intercom	✓	✓	✓
1-way Paging	✓	✓	✓
Overhead Paging	✓	✓	✓
Night Ringing	✓	✓	✓
Page to Branch Office	✓	✓	✓
Direct Paging and Intercom	✓	✓	✓

Music On Hold

Custom Music on Hold	✓	✓	✓
Music on Hold included	✓	✓	✓
Music on Hold Per Extension	✘	✓	✓
Simple to Upload Music Files	✓	✓	✓
Queue specific Music on Hold	✓	✓	✓

Voice Menus

Play Audio message	✓	✓	✓
Record Audio message	✓	✓	✓
Upload Pre Recorded Prompts and Messages	✓	✓	✓
Dial Extension	✓	✓	✓

Send to voicemail	✓	✓	✓
Send to external number	✓	✓	✓
Go to another menu	✓	✓	✓
Go to Group	✓	✓	✓
Fowarding Gateway Access	✓	✓	✓
Scheduled Based Routing	✓	✓	✓
Change Language	✓	✓	✓
Alter Caller ID	✓	✓	✓
Dial BY Name Directory - First Name or Last Name	✓	✓	✓
Call Routing Simplified	✓	✓	✓

WEB Based Administration

Administrator Controls	✓	✓	✓
User Controls	✓	✓	✓
Program Phones Remotely	✓	✓	✓
Call Center Manager Control	✗	✓	✓
Operator Call Control	✗	✓	✓

Recording & Monitoring

Call Recording	✓	✓	✓
Recording Stored in Mailbox Folder	✗	✓	✓
Call Monitoring	✓	✓	✓

Logging & Reporting

Current Calls	✓	✓	✓
Call Logs	✓	✓	✓
Call Reporting	✓	✓	✓
Queue Status	✗	✓	✓
Queue Reports	✗	✓	✓
Error Log	✓	✓	✓

Custom Audio Recordings

Recording Voice Prompts	✓	✓	✓
Multiple Languages	✓	✓	✓
Voice Prompts Included	✓	✓	✓

Business Hours and Schedules

Day/Night Schedule	✓	✓	✓
Operator can Force Day/Night Schedule	✓	✓	✓
Routable Schedules	✓	✓	✓
Schedules for Each DID	✓	✓	✓
Scedules for Each Extension	✓	✓	✓

System Tools

System Diagnostics	✓	✓	✓
System Alarms to Email	✓	✓	✓
Automatic Configuration	✓	✓	✓
Easy Backup Tools	✓	✓	✓
Multiple Codec Support	✓	✓	✓
Notification by Text message After Hours	✓	✓	✓