

# Main Line VoIP Features

## Interested in learning how our proven software platform can revitalize your business communications?

With Main Line VoIP, 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.

### Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services including:

 Hosted PBX & VoIP

 Customer Portal

 SIP Trunking

 Mobile VoIP

 Integrated Solutions

### Hosted PBX & VoIP

#### Call Center

- Agents
- Pause
- Queues
- Reason Codes
- Tally Codes
- Zero Out

#### Call Conferencing

- Conference Bridges
- 3-Way Conference Call

#### Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding

#### Call Management (continued)

- Call Hold
- Call Park
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID
- Caller ID Blocking
- Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb
- Find Me (Digital Assistant)
- Forward Calls Locally or Remotely (via Phone or Web)
- Incoming Call Blocking
- Incoming Call Identification

- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering
- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended Transfer
- Voicemail
- Voicemail to Email
- Voicemail to Text Message

## Hosted PBX & VoIP (continued)

### Music on Hold

Commercials On Hold  
(By Phone Number)  
Music On Hold (Custom or Default)

### Virtual Auto Attendants

Multiple Top Level Auto Attendants  
Sub-Level Auto Attendants  
Top Level Auto Attendants  
(Always On or Time Based)

### Origination and Termination

Domestic Origination  
Domestic Termination  
E911 Support  
Endpoint Templates  
International Termination  
Shared Line Appearance  
Toll Free Numbers

### Reporting

Accounting and Billing Reports  
Activity Reports  
Call Detail Records  
Call Traffic by Extension  
Call Volume Graphs  
Call Center Reports

## Mobile VoIP

With Mobile VoIP, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, Caller ID and more to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce. Features include:

Cloud Extensions  
Mobile Office Extensions  
Support for Softphones

## Customer Portal

Account Management  
Automated Billing System  
Case Management / LNP  
Click-to-Dial  
Detailed Accounting  
Endpoint Template Management  
Message Center  
Operator Console  
Shared Line Appearance Hunt Group  
Test My Connection  
URL Agent  
User Dashboard (Coming Soon)

## Integrated Solutions

API  
Hosted Fax  
Microsoft Outlook Plugin  
Salesforce.com Plugin  
Screen Pops

## SIP Trunking

Enhanced SIP Trunking  
Standard SIP Trunking

## How to Switch

Interested in switching to Main Line VoIP? Call 610-200-8704 to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.



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