



# Jive Hosted VoIP Features for Government

Get the rich features you expect in an enterprise-grade phone system at a fraction of traditional costs.

## Basic Phone System

- 3-Way Conferencing
- Auto Attendants (Unlimited)
- Call Analytics
- Call Logs
- Call History
- Call Recording
- Call Reporting
- Conference Bridge (10 Party Dial-in)
- Custom Announcements
- Custom Greetings
- Custom Hold Announcement
- Custom Hold Music
- Custom Music
- Custom Prompts
- Desktop Integration
- Dial by Extension
- Dial Plans
- Dial-by-Name Directory
- Direct Inward Dialing
- Direct Outward Dialing
- Directory on Phone
- Inbound Call Filters
- Intercom

- LDAP Integration
- Presence Monitoring
- Multiple Appearance Extensions
- Multiple Calls per Line Appearance
- Redial
- Remote Access
- Ring Groups (Call Hunt)
- Schedule-Based Routing
- Speed Dial
- Unlimited Extensions
- Unlimited Virtual Extensions
- Virtual Fax
- Visual Dial Plan Editor
- Web-Based Admin Controls
- Web-Based User Controls

## Call Center

- Advanced Ring Strategies
- Agent Login/Log Out
- Custom Queue Hold Message
- Custom Queue Hold Music
- Pre-Call Announcement
- Queue Agent List
- Queue Call Barge

- Queue Call Eavesdropping
- Queue Call Whisper
- Real-time Status Displays
- Report Caller Hold Time
- Unlimited Call Queues
- Wait Time Announcement
- Web-Based Management

## Call Management

- Auto-Divert
- Auto-Reject
- Call Forward (All, Busy, No Answer)
- Call Hold
- Call Park/Pickup
- Call Queues
- Call Routing
- Call Transfer
- Call Waiting
- Caller ID
- Do Not Disturb
- Find-Me Follow-Me
- Missed Call Indicator

## Voicemail

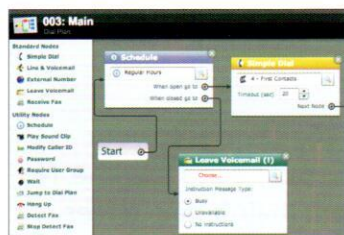
- Integrated Voicemail System
- Busy Message
- Email Notification
- Message Waiting Indicator
- Temporary Message
- Unavailable Message
- Unlimited Mailboxes
- Voicemail to Email

## Phone Service

- Hosted PBX
- International Calling\*
- Jive Desktop\*\*
- Local & LD Dial-Tone
- Mobility (Softphone)\*
- Multi-Site Compatible
- Toll-free and Local Numbers
- Unified Messaging

\* Denotes extra charge for feature.

\*\* Jive Desktop provides increased integration of Jive features into the desktop computing environment. When a user installs Jive Desktop on their PC, they won't notice it but will see its effect throughout their computer experience. Phone numbers that they saw in their mail client or web browser are suddenly clickable and initiate calls from their phone to the number clicked. We are constantly improving this desktop client with new features rolling out in every version.



Jive gives you total control. Easily customize your system to fit your needs.

Jive's online suite of PBX administrative tools removes the complexity from your system management. Create users, change voicemail boxes, and add ring groups with the simple click of a mouse. All changes to your auto-attendant configuration occur in real time using our innovative drag-and-drop interface. Jive puts complete control of your telephone system in your hands.