

Roll over a feature to get a more detailed description of how it works.

Feature	SB104	SOHO	SMB
<u>Extensions</u>			
Extensions	50 max	Unlimited	Unlimited
IP Phone / ATA extensions	50 max	Unlimited	Unlimited
Analog phone extensions	50 max	Unlimited	Unlimited
Call queue extensions	✓	✓	✓
Virtual Extensions	✓	✓	✓
IVRs	✓	✓	✓
Extension Templates	✓	✓	✓
Control permissions for each extension	✓	✓	✓
3,4,5 digit extensions	✓	✓	✓
Extension Groups	✗	✗	✓
<u>Calling Methods</u>			
VoIP	✓	✓	✓
Analog Phone Lines	✓	✓	✓
T1/E1 Phone Lines	✗	✓	✓
Connecting Multiple Switch Box	✓	✓	✓
<u>Call Control</u>			
Hold	✓	✓	✓
Assisted Transfer	✓	✓	✓
Blind Transfer	✓	✓	✓
Call Parking	✓	✓	✓
Do Not Disturb	✓	✓	✓
Send Calls	✓	✓	✓
Directed Pickup	✗	✗	✓
<u>Switchboard</u>			
Click to call	✗	✗	✓
See who else is on the phone	✗	✗	✓
Drag and drop transfers	✗	✗	✓
Current call control	✗	✗	✓
One click on-the-fly recording	✗	✗	✓
Record others' calls	✗	✗	✓
Monitor, Whisper, Barge	✗	✗	✓
Queue Member view	✗	✗	✓
Queue supervisor view	✗	✗	✓
Call Parking Lot Panel	✗	✗	✓
Presence	✗	✗	✓
Google Maps Panel	✗	✗	✓

Feature	SB104	SOHO	SMB
CRM Panel	✘	✘	✓
Panel Pops	✘	✘	✓
Screen Pops	✘	✘	✓
<u>Voicemail</u>			
Flexible Voicemail Access	✓	✓	✓
Voicemail to your Email Inbox	✓	✓	✓
Automatic Mailbox Creation	✓	✓	✓
Voicemail Blast Groups	✘	✘	✓
Custom Message Notification	✘	✘	✓
<u>Call Queues / ACD</u>			
Unlimited Call Queues	✓	✓	✓
In Queue Call Routing	✓	✓	✓
Route when a queue 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	✓	✓	✓
Advanced Queue Charts	✘	✘	✓
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	✓	✓	✓

Feature	SB104	SOHO	SMB
<u>Conferencing</u>			
Simple Conference Room	1 max	1 max	Unlimited
Meet Me Conference Center	✘	✘	✓
Listen Only Conference Calls	✘	✘	✓
Conference via handset	✓	✓	✓
<u>Paging and Intercom</u>			
2-way Intercom	1 max	1 max	Unlimited
1-way Paging	1max	1 max	Unlimited
Overhead Paging	✓	✓	✓
Direct Paging and Intercom	✘	✘	✓
<u>Music On Hold</u>			
Custom Music on Hold	✓	✓	✓
Music on Hold included	✓	✓	✓
Queue specific Music on Hold	✓	✓	✓
<u>IVR</u>			
Play Sound	✓	✓	✓
Record Sound	✓	✓	✓
Play Recorded Sound	✓	✓	✓
Email Recorded Sound	✘	✘	✓
Record Digits	✓	✓	✓
Say Digits/Letters	✓	✓	✓
Say a number	✓	✓	✓
Say date/time	✓	✓	✓
Dial Extension	✓	✓	✓
Send to voicemail	✓	✓	✓
Send to external number	✓	✓	✓
Go to another IVR menu	✓	✓	✓
Send call values to a URL	✘	✘	✓
Gate Keeper	✘	✘	✓
Conditional Clause	✘	✘	✓
Time Based Clause	✓	✓	✓
Change Language	✘	✘	✓
Alter Caller ID	✓	✓	✓
IVR Option Settings	✓	✓	✓
<u>Online Tools</u>			
Users Tool Suite	✓	✓	✓
Administrators Tool Suite	✓	✓	✓
Switchboard (Operator Console)	✘	✘	✓

Feature	SB104	SOHO	SMB
<u>Recording & Monitoring</u>			
Call Recording	✓	✗	✓
Call Monitoring	✗	✗	✓
<u>Logging & Reporting</u>			
Current Calls	✓	✓	✓
Call Logs	✓	✓	✓
Call Reporting	✓	✓	✓
Queue Status	✗	✗	✓
Queue Reports	✗	✗	✓
Error Log	✓	✓	✓
<u>Voice & Data Integration</u>			
Call Creation API	✗	✗	✓
Call Event Notification API	✗	✗	✓
Outlook Integration	✓	✓	✓
Fire dialer	✓	✓	✓
Screen Pops	✗	✗	✓
<u>Custom Sound Recordings</u>			
Sound Manager	✓	✓	✓
Record same sound in multiple languages	✓	✓	✓
Switch Box comes with over 300 sounds	✗	✓	✓
<u>More Features</u>			
Dial By Name Directory	✓	✓	✓
Custom Time Frames	✓	✓	✓
Upgradeable Hardware	✓	✓	✓
Advanced Diagnostics	✓	✓	✓
IP Phone Diagnostic Tool	✓	✓	✓
VOIP Provider Diagnostic Tool	✓	✓	✓
International analog line support	✓	✓	✓
G729codec support	✓	✗	✓