

HIPPS Feature	Feature Description	Included with Basic User	Included with Enhanced User
Direct Inward Dial (DID) Numbers	Each telephone is assigned a unique DID number.	✓	✓
Extension Dialing	Ability to make Extension to Extension calls.	✓	✓
Call Forwarding	<p>Incoming calls are handled based on preferences you designate in Call Forwarding.</p> <p>Call handling is customizable based on:</p> <ul style="list-style-type: none"> Line state – available, no answer, busy <p>Actions include:</p> <ul style="list-style-type: none"> Ring telephone Forward to local, long distance (long distance charges apply), or toll free number (aka Call Forward Variable, Call Forward Busy, Call Forward No Answer) Send to voice mail 		✓
Main Number Call Manager	<p>Incoming calls are handled based on preferences you designate in Call Manager.</p> <p>Call handling is customizable based on:</p> <ul style="list-style-type: none"> Line state - available, no answer, busy Schedule - time of day, day of week, special days Who is calling – contact, business group, phone number, anonymous <p>Actions include:</p> <ul style="list-style-type: none"> Ring telephone Forward to local, long distance (long distance charges apply), or toll free number (aka Call Forward Variable, Call Forward Busy, Call Forward No Answer) Send to voice mail Distinctive Ringtone (aka Custom Ringing) Simultaneous Ring Follow a set of rules in sequence (aka Find Me Follow Me) Reject Calls (aka Anonymous Call Rejection, Selective Call Rejection) 		✓
Voice Mail	Supports voice mail to e-mail and multiple customized greetings (i.e. internal callers, external callers, non-business hours and extended absence).		✓
Fax to E-mail	Faxes can be sent to a fax DID and can be delivered either as messages in the fax tab of User Portal or as e-mail attachments in PDF format.		✓
Call Accounting and Analytics (available in Administrator Portal)	Pre-defined reports include incoming and outgoing call traffic data. Reports can be configured to run nightly and be delivered via e-mail on a scheduled basis or downloaded as an Excel file (.csv).	✓	✓
Time Spent Analytics (available in Manage My Account)	Reports provide company management with a summary of call counts and durations for the previous day, week-to-date and month-to-date along with a list of all calls for the previous day. Reports can be generated with call detail per User, department, or for the whole company.	available	available
User Portal	A web-based portal used to configure features for Users, view call history, voice mail inbox and fax inbox.		✓
Administrator Portal	A web-based portal used to configure company-wide capabilities.		✓
On-Demand Call Recording (Phone/Application-based Feature)	Available on VVX 411, 500, 501, 600, and 601 Telephones. Recordings are saved to a USB drive installed into the back of the phone.	✓	✓
	Available on calls made from/to MaX UC Desktop application. Recordings are saved to the hard drive of the PC running the application.		✓
	Available on calls using the Voice Operator Panel application (softphone mode). Recordings are saved to the hard drive of the PC running the application.	N/A	N/A
Music on Hold	Allows you to play customized media, such as music, announcements, or advertising while callers are on hold. You can upload up to 10 .wav or MP3 files (up to 15MB total) or choose from resources provided by POPP.	✓	✓



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Outbound Caller ID	Allows you to designate phone number and name sent on outbound calls.	✓	✓
Shared Line Appearance	Allows you to assign the same phone number on each telephone.	✓	✓
Hunting (aka Multi Line Hunt Groups or MLHG's)	If a telephone is busy or not answered, allows calls to be routed to one or multiple telephones within the Hunt Group or to another Hunt Group.	✓	✓
Do Not Disturb	Allows you to block your line temporarily to prevent incoming calls. Callers are forwarded to voice mail (if Enhanced User) or hear a busy signal (if Basic User)	✓	✓
Short Codes (aka Speed Dial)	1-7-digit short codes used to dial an external number.	✓	✓
Three-way Calling	During an existing call, this service allows you to call a third party, and add the third party to the call creating a three-way conversation.	✓	✓
Call Blocking	Ability to block Long Distance, International, 411, 1010, and 0+ calls.	✓	✓
Call Hold	Allows you to put a call on hold and then dial another phone number.	✓	✓
Call Park	Allows you to put a call on hold so that it can be retrieved from another line within the group. Calls are parked on a designated orbit number (100-109).	✓	✓
Call Pickup	Allows call to be answered from any line within the call pickup group by dialing a feature code.	✓	✓
Call Transfer	Allows you to transfer a caller to another line.	✓	✓
Call Waiting With Caller ID	Displays the name and/or number of a second incoming call.	✓	✓
Caller ID Name and Number (aka Calling Name Delivery)	Displays the name and number of the person calling you.	✓	✓
Caller ID Block, Caller ID Unblock (aka Calling Name Blocking/Unblocking)	Caller ID Block: On a per-call basis, you may block your outbound Caller ID. Caller ID Unblock: If your line is configured to suppress your outbound Caller ID information (must follow POPP policy), this feature allows you to deliver your outbound Caller ID on a per-call basis.	✓	✓
Line State Monitoring (aka Monitored Extension)	Allows one User to view the line state of another extension (i.e. view whether another User is on the telephone).	✓	✓
Paging	Allows you to page all telephones or page a pre-determined group of telephones to aid in customer service and emergency readiness	✓	✓
Account Codes	An account code number is a numeric code a caller must enter to make a local, long distance, and/or 0/411 call.	✓	✓
Hosted Call Recording	Standard and Pro licenses are available as an add-on to Basic/Enhanced Users. Recording starts automatically and call audio is saved into a searchable, secure database on a server in the cloud.	available	available
Hosted Call Center (aka ACD)	<ul style="list-style-type: none"> Call Center Agents – Ability to login/out of queues, use dashboard to view status, adjust availability, view the number of callers in queue, and track call outcomes by adding a category to the end of a call. Call Center Supervisors – Ability to use Monitor, Whisper, and Barge-in capabilities for Agent coaching, view statistics per-queue or per-agent, and view Reports on-demand or via scheduled e-mail delivery. 	available	available
Express Dialer and CRM Integration (aka CTI)	<ul style="list-style-type: none"> Express Dialer – Click-to dial functionality plus caller recognition pop-ups in Microsoft Outlook contacts, Google contacts, and Lotus Notes CRM Integration – Express Dialer plus caller recognition pop-ups in supported CRMs 	available	available
Encrypted Voice	Call signaling and call audio can optionally be encrypted from the telephone to POPP's switch in order to protect sensitive information, prevent eavesdropping, and is a component of many compliance requirements.	available	available



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Acoustic Fence	This Poly VVX phone feature eliminates background noise so that the far-end party does not hear it. Ideal for noisy environments such as a call center or restaurant.	available	available
Anywhere Phone Numbers	Bring phone numbers outside of the Twin Cities local calling area/rate center (in the contiguous 48 United States) to POPP. Calls to these numbers are forwarded into the Internet Phone System; thereby allowing callers in other area codes to reach the business by making a local call. Anywhere Phone Numbers can optionally be used for the caller ID number on outgoing calls.	available	available

