



eCloud PBX™ Seat Types

Seat Type	Metered	Basic <i>Voice-only</i>	Mobile	Select	Call Center Agent	Premier	Operator	Call Center Supervisor	Office Manager	Guest Mailbox	Virtual Paging	eTeams <i>New & Renewals</i>
End Points												
Total End Points	3	1	1	3	3	5	5	5	Y	-	1 ⁸	5
Phone (at additional cost) or BYOD ¹	1	1	-	1	1	1	1	1	Y	-	-	-
ePhoneGO2	Y	-	Y	Y	Y	Y	Y	Y	Y	-	-	-
Webphone	Add-on ⁷	-	-	Add-on ⁷	Y	Y	Y	Y	Y	-	-	-
Basic features												
North-America calling	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	-	Y
DID	1	-	1	1	1	2	2	2	1	1	-	1
eConsole	Y	-	Y	Y	Y	Y	Y	Y	Y	-	-	Y
Voicemail	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	-	-
Voicemail transcription	-	-	-	-	-	Y	Y	Y	Y	-	-	Y ⁶
Individual SMS	Y	-	Y	Y	-	Y	Y	-	Y	-	-	Y ⁶
Audio conference bridge	-	-	-	-	-	Y	Y	Y	Y	-	-	-
<i>Outbound Call limitations</i>	100 mins.	-	-	-	-	-	-	-	-	-	-	-
<i>Inbound Call Limitations</i>	Unlimited	-	-	-	-	-	-	-	-	-	-	-
Call Center Features												
SMS in queues	-	-	-	-	Y	-	-	Y	-	-	-	-
Call Recording, Call Transcription & Sentiment Analysis	-	-	-	-	-	-	-	Y ²	Y	-	-	-
Call Center Analytics	-	-	-	-	Y	-	-	Y	Y	-	-	-
Call Center Webphone	-	-	-	-	Y	-	-	Y	Y	-	-	-
Operator Features												
Attendant Console	-	-	-	-	-	-	Y	-	Y	-	-	-
View of parked calls	-	-	-	-	-	-	Y	-	Y	-	-	-
Graphical call-handling	-	-	-	-	-	-	Y	-	Y	-	-	-
Call Forwarding without answering	-	-	-	-	-	-	Y	-	Y	-	-	-

Continued on reverse side

Office Manager Features													
Speech Recognition for Auto Attendants	-	-	-	-	-	-	-	-	-	Y	-	-	-
User management	-	-	-	-	-	Y	Add-on	Add-on	Y	-	-	-	
Bulk Button Mapping	-	-	-	-	-								
Auto Attendant management	-	-	-	-	-								
Custom call routing and scheduling	-	-	-	-	-								
Queue management	-	-	-	-	-								
MOH Management	-	-	-	-	-								
						One Office Manager per customer. Applied to a Premier seat.	\$3.00 for each additional Office Manager.	\$3.00 for each additional Office Manager.	Y	-	-	-	

Stand-Alone Features ⁵													
SMS Campaigns ³ <i>(powered by Message Media)</i>	-	-	-	-	-	-	-	-	-	-	-	-	
Enterprise Meetings <i>(Video-conferencing & collaboration powered by lotum) - Coming Soon!</i>	-	-	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on	Add-on	-	-	-
eFax for Cloud ⁴	-	-	-	Add-on	-	Add-on	Add-on	Add-on	Add-on	Add-on	-	-	-
Call Logging & Bulk recording download	-	-	-	-	-	Office Manager Add-on	-	-	Add-on	-	-	-	

1 - BYOD = Bring Your Own Device. More than one phone is possible unless otherwise indicated in the table above.

2 - Call Transcription & Sentiment Analysis feature incur additional usage charges.

3 - Independent of seat type. Incurs usage fees.

4 - Virtual as well as use with an ATA for analog machines. Incurs usage fees.

5 - Technically, the stand-alone features could be added to any seat, however; these are the recommended options.

6 - Voicemail and SMS using eConsole, not the eTeams client

7 - An additional \$2.50.

8 - Device is for 3rd party paging units only.