

Plans & Features

	Axxess Networks Business Lite	Axxess Networks Business Professional	Axxess Networks Business Elite	Axxess Networks Business Elite + Call Center
The Essentials				
Unlimited Calling within US/CA	✓	✓	✓	✓
Business Phone or Toll-Free Numbers	✓	✓	✓	✓
Keep Your Current Number	✓	✓	✓	✓
Customer Logo on Every Phone	✓	✓	✓	✓
Executive Phone for Every Extension	✓	✓	✓	✓
HD Voice	✓	✓	✓	✓
Dial by Name Directory	✓	✓	✓	✓
Speech by Name Directory	✓	✓	✓	✓
Call Controls (Transfer, Hold, Mute, etc.)	✓	✓	✓	✓
Bluetooth Headset Connectivity (via Phone)	✓	✓	✓	✓
Call Continuity	✓	✓	✓	✓
Simultaneous Ring	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓
Call Queues	✓	✓	✓	✓
Do Not Disturb	✓	✓	✓	✓
Always a Dial Tone, Never a Busy Signal	✓	✓	✓	✓
Multi-Langauge Auto Attendant	✓	✓	✓	✓
HD Video		✓	✓	✓

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eFax		✓	✓	✓
Unlimited Personal Auto Attendant			✓	✓
Productivity				
Voicemail Notification	✓	✓	✓	✓
Team Presence	✓	✓	✓	✓
Call History	✓	✓	✓	✓
Shared Line Appearances	✓	✓	✓	✓
Busy Lamp Field	✓	✓	✓	✓
Call Groups	✓	✓	✓	✓
3-way Conference Calling From Phone	✓	✓	✓	✓
Conference Room and DECT Phones	✓	✓	✓	✓
Unlimited System-wide Phone Paging	✓	✓	✓	✓
Account Codes		✓	✓	✓
Voicemail-to-email		✓	✓	✓
Voicemail Transcription			✓	✓
Unlimited Mailboxes			✓	✓
Dynamic Voice-Driven IVR's (Text-to-Speech)			✓	✓
MS Outlook Integration			✓	✓
Google Contacts Integration			✓	✓

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Mobility				
Softphone App (Windows/Mac)		✓	✓	✓
Mobile App (IOS/Android)		✓	✓	✓
Presense on the Mobile App		✓	✓	✓
One-touch Intercom for Mobile App & Softphone		✓	✓	✓
Call History for Mobile App & Softphone		✓	✓	✓
Chat and SMS for Mobile App & Softphone		✓	✓	✓
Call Recording for Mobile App & Softphone		✓	✓	✓
Speech to Text for Mobile App & Softphone			✓	✓
Hot Desking			✓	✓
Meetings				
Axxess SNAP.HD Video			✓	✓
Video Conference Calls				to 25 users*
Conference Bridge up to 99 Users				✓
Webinar - up to 1,000 Participants				✓
*Expandible (Optional Upgrade)				
Team Collaboration & Messaging				
Private Group Messaging	✓	✓	✓	✓
Team Messaging and Collaboration		✓	✓	✓

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Screen Sharing		✓	✓	✓
Unlimited SMS		✓	✓	✓
Unlimited MMS		✓	✓	✓
Group Chat		✓	✓	✓
Remote Workers				
Remote Workers Connected to the Office	✓	✓	✓	✓
WiFi Options	✓	✓	✓	✓
Ethernet over Electric Adaptors	✓	✓	✓	✓
Softphone and Mobile Apps - See Mobility	✓	✓	✓	✓
Retail				
All Stores Connected	✓	✓	✓	✓
Wireless (DECT) Phones	✓	✓	✓	✓
Messaging & Paging	✓	✓	✓	✓
Integration with Door Box	✓	✓	✓	✓
Integration with Overhead Paging	✓	✓	✓	✓
4G LTE "LIVE" Failover - Add-on Option	✓	✓	✓	✓
Individual Billing by Location	✓	✓	✓	✓
Call Recording		✓	✓	✓
Easy Integration with Call Center Functions		✓	✓	✓

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Analytics & Reports				
Call History	✓	✓	✓	✓
Call Log Reports	✓	✓	✓	✓
CDR Export via Portal			✓	✓
Trend Analysis			✓	✓
SIP Trace			✓	✓
Voice Analytics			✓	✓
Dynamic Dashboard			✓	✓
Domain Graphs & Statistics			✓	✓
Administration				
User Portal	✓	✓	✓	✓
Customizable Hold Music	✓	✓	✓	✓
Custom scheduling	✓	✓	✓	✓
Up to 8-digit extensions with site codes	✓	✓	✓	✓
Mix and match licensing	✓	✓	✓	✓
Fraud Prevention and Caller Spoofing (STIR/Shaken Support)	✓	✓	✓	✓
Unlimited Multi-Level Auto Attendants		✓	✓	✓
Multi-language IVR		✓	✓	✓
Call Recording		✓	✓	✓
Single Sign-on			✓	✓

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Multi-factor Authentication (Mobile App)			✓	✓
Real-time System Status Alerts			✓	✓
Text-to-Speech for Voice-Driven IVR's and interactive menus (IVR's)			✓	✓
Multi-Function Admin Portal			✓	✓
Multi-site Admin and Management			✓	✓
CRM - Over 200+ Integrations (Optional Feature)				
MS TEAMS			✓	✓
Salesforce			✓	✓
HubSpot			✓	✓
Connectwise			✓	✓
MS Dynamics			✓	✓
Oracle CRM			✓	✓
Sugar CRM			✓	✓
Act!			✓	✓
MS Outlook			✓	✓
Google Contacts			✓	✓
200+ Additional CRM Integrations			✓	✓
Custom CRM Integrations			✓	✓
Property Management System (PMS) integration		✓	✓	✓

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Call Center				
Customized Dashboard				✓
Monitoring - Advance Call Handling Including Listen, Barge & Whisper				✓
Mid-call Recording Redaction				✓
Agent and Supervisor Setup				✓
Call Queue Thresholds				✓
Conferencing				✓
Call Center Agent Settings				✓
Call Queue Settings				✓
SMS Queuing				✓
Call Queue Routing & Pickup				✓
Call Center Reporting				✓
Call Center Reporting & Statistics				✓
Social Media				✓
Chat				✓
Enhanced Call Recording (Optional Features)				
Unlimited Scalability & Storage		✓	✓	✓
Cloud Encryption		✓	✓	✓
Screen Capture or Desktop Recording		✓	✓	✓
Transcription Hashing		✓	✓	✓

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Quality Assurance		✓	✓	✓
Voice Analytics		✓	✓	✓
Artificial Intelligence		✓	✓	✓
Employee Communications Assessment		✓	✓	✓
Voice Mining for CX & Compliance		✓	✓	✓
Compliance		✓	✓	✓
Help Desk (U.S. Based)				
Active (Real-time) QoS monitoring	✓	✓	✓	✓
Premium Support	✓	✓	✓	✓
24x7x365 Support - online/telephone	✓	✓	✓	✓
Remote Help Desk Configuration	✓	✓	✓	✓
Dedicated Project Manager for Installations	✓	✓	✓	✓
Customization of Phone Directories	✓	✓	✓	✓
Hands-on, Onsite Installation	✓	✓	✓	✓
Platform				
Geo-Redundant across US	✓	✓	✓	✓
99.999% Reliability	✓	✓	✓	✓
Highly Secure Portal	✓	✓	✓	✓
Compliance: Kari's Law, HIPAA	✓	✓	✓	✓
200+ Published API's	✓	✓	✓	✓
4G LTE "LIVE" Failover - Add-on Option	✓	✓	✓	✓