

## Popular Features

# Abacus Cloud

[www.abacusgroup.com](http://www.abacusgroup.com)

## VIRTUAL PBX FEATURES

# OUR MOST POPULAR FEATURES

## INNOVATION

We understand that your business needs a comprehensive phone system to compete in today's business environment. Below are features included with all Abacus service plans.

In addition to advanced communications features, Abacus provides standard PBX routing, call transfer, call forwarding, conditional forwarding, dial by extension or name, call screening, do not disturb, call park, directed call pickup, conference calling, whisper, listen and barge in.

## OPTIONS

1. IP Hosted Contact Center
2. IP Hosted Voice Recording
3. CRM Integration
4. Conference Bridge  
Included, Minutes Extra

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### AUTO ATTENDANT

Unlimited number of sub-level auto attendants with menu driven prompts that route callers to extensions, groups, voicemail, conferences and queues based upon business hours and holidays.

### CUSTOMER PORTAL

Web based interface that allows users to configure PBX, create call queues, view call detail records and bills, listen to and delete voicemail, upload music on hold.

### VOICEMAIL TO EMAIL

Abacus sends an email with the date, time, duration, caller ID, voicemail box and an attached WAV file that can be played back on your PC or mobile device.

### FIND ME FOLLOW ME

Setup an Abacus personal assistant to "find you" at up to five numbers or devices. Callers are asked to announce themselves and given the option to try the next location or leave a message.

### RING GROUPS

Join multiple extensions in a group and route sequentially or simultaneously.



*WE'VE COME A LONG WAY.*

### CUSTOM MUSIC ON HOLD

Royalty free music, custom music or professional recorded commercials all uploaded through your personal portal.

### CALL DETAIL RECORDS AND GRAPHS

Real time call logs with reporting, filters and export to excel. Frequently dialed numbers can be tagged with text descriptions. Histograms display call patterns, trends and capacity used.

### CALL BLOCKING

Prevent outgoing calls to specific numbers and black list unwanted incoming numbers to prevent them from calling your PBX.

# Abacus makes IP network migrations simple.

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“Collaboration will affect every industry. It will change service, sales, and business models. It will change the size, scope, and number of projects a company can take on. And it will change the speed of implementation.”

*Polycom*

“Companies that create a culture of collaboration will move ideas instead of people, reduce travel without sacrificing personal connections, improve decision making speed, work in environmentally sustainable ways, and increase productivity on a global scale.”

*Cisco*

“VOIP is mostly down its path to disrupt traditional telephony.”

*Digium*

## Abacus Services

- VoIP Readiness Assessments
- Data Network Upgrades
- Broadband Provisioning
- Professional Services
- Project Management
- Managed Services
- Technical Help Desk
- Mashups

## Abacus Partners

[www.apache.org](http://www.apache.org)

[www.asterisk.org](http://www.asterisk.org)

[www.authorize.net](http://www.authorize.net)

[www.digium.com](http://www.digium.com)

[www.edgewaternetworks.com](http://www.edgewaternetworks.com)

[www.polycom.com](http://www.polycom.com)

[www.redhat.com](http://www.redhat.com)

[www.sungardas.com](http://www.sungardas.com)

[www.vmware.com](http://www.vmware.com)



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