



# TotalCX Hosted PBX

AI-Driven Smart Communications Solution

CRM/DMS  
INTEGRATION



## Smart Features to Drive Your Business Forward

### ✔ Voice Platform

Add and edit as many users, devices, and groups regardless of your plan size.

### ✔ Call Flows

Use the drag-and-drop Call Flow manager to easily configure your service features.

### ✔ Menus and Routing

Record and build custom Menus via Call Flows where callers press 1, 2, 3, etc.

### ✔ Provisioning

Automatically connect Cisco, Obihai, Grandstream, Polycom, and Yealink phones with one click!

### ✔ Time of Day

Setup and manage features based on time and dates of your choosing.

### ✔ Find Me Follow Me

Add your mobile and other phones into our Platform for a truly unified solution.

### ✔ Conferencing

Build your own custom Conference Call bridges utilizing your unused lines.

### ✔ Hot Desk Extensions

Setup and login as a portable user to receive your calls on someone else's phone.

### ✔ Faxing

With Platform you can send and receive Faxes from your email on any number.

### ✔ DISA Dialing

Access your phone system, dial extensions, and mask your Caller-ID from any other phone.

### ✔ Advanced Voicemail

Our Advanced Voicemail delivers your messages to your phone, smartphone, and email.

### ✔ Redundant Datacenters

Our cloud Platform is incredibly reliable and always available, even if your down or offline.

### ✔ Intercom & Paging

Create intercom and paging groups, with full support for intercom on all major brands.

### ✔ Ringing Groups

Ring multiple phones, devices, users, and groups at once by creating Groups and Ring Groups



# That's Not All!

Enjoy 40+  
Built-in Sales &  
Service Tools



Ready to Trade In  
Your Phone System for  
a Sales Intelligence  
Engine?

- ★ **Recording Every Call Tracking**
- ★ **Click to Call**
- ★ **Inbound and Outbound Call**
- ★ **Dynamic Number Insertion**
- ✓ Local Phone Numbers
- ✓ Toll-free Phone Numbers
- ✓ Unlimited Minutes
- ✓ Managed Phone System
- ✓ Auto-Attendants
- ✓ Multi-Level Menus
- ✓ Call Flows
- ✓ Call History
- ✓ Music on Hold
- ✓ Extensions
- ✓ Virtual Extensions
- ✓ Real-time Registrations
- ✓ Real-time Presence
- ✓ PBX Connector
- ✓ Call Recording (Beta)
- ✓ Caller-ID Name
- ✓ Caller-ID Prepend
- ✓ Desk Phones
- ✓ Softphone Apps
- ✓ Conference Phones
- ✓ Analog Adapters (ATAs)
- ✓ Mobile/Landline
- ✓ Devices
- ✓ Do Not Disturb
- ✓ Voicemail Boxes
- ✓ Voicemail to Email
- ✓ Fax to Email
- ✓ Hot Desking
- ✓ HD Calling
- ✓ Fax Boxes
- ✓ SMS/MMS Messaging (Beta)
- ✓ Call Forwarding
- ✓ Call Transfers
- ✓ Call Parking
- ✓ 3-way Calling
- ✓ Dial Directories
- ✓ DISA
- ✓ Blacklists
- ✓ Play Media
- ✓ Ring Groups
- ✓ Intercom and Paging
- ✓ Group Features
- ✓ Feature Codes
- ✓ Conference Bridge
- ✓ Number Manager
- ✓ Text to Speech

