CALLTOWER PBX SOLUTIONS // FEATURE MATRIX

FEATURES	Skype for Business	Microsoft Teams	CISCO	CT CLOUDvoice
TELEPHONY				
Desktop Soft Client	x	x	x	x*
Desk Phone	x*	x*	x	x
Mobile Client (Full Call Ability Functionality)	x	x	x	x
PC to PC Calls	x	x	x	x
Click to Dial from Outlook	x	x		
Outlook Contact Synchronization	x	x	x*	x*
PSTN Calling	x	x	x	x
Contact Center Integration	x*	x*	x*	x*
Speech to Text Transcription	x	x	x	x*
Integration with Personal Contacts	x	x		x
Voicemail	x	x	x	x
Call Hold	x	x	x	x
Call Forwarding	x	x	x	x
Status Change Alerts	x	x	x	x
Find-Me-Follow-Me			x	x
Call Forking/Simultaneous Ring	x	x	x	x
SMS Text Messaging				x*
Call Park	x	x	x	x
Custom Hold Music	x	x	x	x
Corporate Speed Dials			x	x
Call Forwarding Unregistered	x	x	x	x
Shared Lines	x	x	x	x
Direct to Voicemail (DVM)	x		x	x
CONFERENCING & COLLABORATION				
Instant Messaging (IM)	x	x	x	x
Outlook Calendar Integration	x	x	x	x
Create a Meeting from Outlook	x	x	x*	x
Video Conferencing	x	x	x	x
Web Conferencing (Join Online)	x	x	x*	x
Mobile Client (IM, Presence, Audio/Video)	x	x	x	x*
Schedule and Host Conferences	x	x	x	x***
Recording of Meetings and Conferences	x	x	x*	x*
Desktop Sharing	x	x	x	x*
Application and White Board Sharing	x	x	x	x*
Meet Me Conferencing			x	x***
On Demand Conferencing	x	x	x	x
SYSTEM				
Auto Attendant	x	x	x	x*
Auto Name Recognition from Auto Attendant	x	x	x	
End User/Admin Portal Login	x	x	x	x
E911 Service	x	x	x	x
Emergency Text and Email Notification				x*
Robocall Blocking				x*
Hunt Groups	x	x	x	x
Guaranteed Quality of Service			x**	x**
Remote Connectivity Solution	x	x	x	x
Roll Over Lines	x	x	x	x
Encryption from PBX to Phone	x	x	x	x*
Call Queueing	x	x	x	x

*Add-on feature

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**Only with MPLS or SD-WAN

*Add-on feature

**Only with CT DIA or SD-WAN

***CT Cloud Voice conference system access (Portal unlimited attendees) 4.95 MRC