

Ooma Enterprise provides great value with robust UCaaS and call center features that are highly customizable for businesses of all sizes.

Feature Chart

	Standard	Enterprise	Call Center
<b>Basic Telephony Features</b>			
3-way calling	•	•	•
One DID per user	•	•	•
Advanced call logs	•	•	•
Blind transfer	•	•	•
Call forwarding	•	•	•
Call forward on device offline	•	•	•
Call forward on no answer	•	•	•
Call hold	•	•	•
Call recording		•	•
Call waiting	•	•	•
Emergency calling	•	•	•
Extension dialing	•	•	•
Follow me find me	•	•	•
Unlimited outbound/inbound virtual fax		•	•
Voicemail to email	•	•	•
Voicemail transcription		•	•
<b>Calling Features</b>			
Free number transfer	•	•	•
Low international rates	•	•	•
Main line company number	•	•	•
One direct dial number per user	•	•	•
Unlimited calling in U.S., Canada, Mexico and Puerto Rico	•	•	•
<b>Call Blocking Features</b>			
Anonymous call rejection	•	•	•
Automated robocall blocking	•	•	•
Custom block lists	•	•	•
<b>Call Management</b>			
Advanced Call Reporting	•	•	•
Company Directory	•	•	•
Dial by name	•	•	•
Hunt/Ring Groups	•	•	•
Multi-level menus	•	•	•
Music on hold	•	•	•
Music on transfer	•	•	•
Outbound caller ID flexibility	•	•	•
Text-to-speech prompts	•	•	•
Virtual Receptionist / Auto attendant	•	•	•

## Features Chart

	Standard	Enterprise	Call Center
<b>Advanced Call Management Features</b>			
Advanced custom call flows	•	•	•
Attended transfer	•	•	•
Barge, whisper & eavesdrop / silent monitor		•	•
Custom star codes	•	•	•
Data/Analytics dashboards	•	•	•
Full time / ad hoc call recording		•	•
Hot desking	•	•	•
Shared line appearances	•	•	•
Time of day routing (via call flows)	•	•	•
<b>Collaboration</b>			
Audio conference bridge	•	•	•
IM with presence, chat	•	•	•
Video meetings (chat, screenshare, ad hoc, flexible scheduling)	•	•	•
<b>Company Administration</b>			
Admin portal	•	•	•
Business name caller ID	•	•	•
Call permissions	•	•	•
Company number	•	•	•
Extension monitoring	•	•	•
Flexible numbering plan	•	•	•
Multisite support	•	•	•
Number porting	•	•	•
Shared speed dial	•	•	•
Toll-free number	•	•	•
<b>Customer Service</b>			
24/7 North American customer support	•	•	•
Dedicated Customer Success Managers	•	•	•
SLAs	•	•	•
White glove onboarding	•	•	•
<b>Mobility Features</b>			
Desktop app	•	•	•
Mobile app for iOS and Android	•	•	•
<b>Call Center Add-On</b>			
Abandon call counter (admin portal & Qstats reporting)			•
Call recording in the call center			•
Desktop and voice realtime reporting with agent and manager dashboards			•
Estimated wait time (queue based)			•
Graphical IVR & call flow builder			•
Intelligent call routing with drag-n-drop call flows			•
Position in queue (queue based)			•