



The Edge Operating System (EOS) PBX is a robust, fully-redundant, highly-featured customer premise-based phone system.

EOS includes other integrated software elements that ensure premium reliability of service such as Session Border Controller to enable SIP Trunking, Quality of Service to manage service prioritization, and High Availability including failover to a secondary broadband connection in case of a carrier outage or degradation of broadband service.

Included as standard features many elements that others charge extra for such as conferencing, voicemail, and ACD.

The Edge PBX is fully administered by Edge NOC technicians for the life of the device via a monthly services contract. This includes 24/7 monitoring, software updates, and unlimited moves/adds/changes.

STANDARD FEATURES

- 911 Notify
- Account Codes
- Auto Answer
- Automated Attendant
- Buddy Lists
- Call Detail Records
- Call Forward- Not Reachable
- Call Forward on Busy
- Call Forward on No Answer
- Call Park/Pickup
- Call Transfer- Blind
- Call Transfer- Supervised
- Call Waiting
- Caller ID
- Caller ID on Call Waiting
- Caller ID Phone Book
- Conference Bridge
- Dial by Name
- Do Not Disturb
- Enhanced 911
- Find Me Follow Me
- Group Call Pickup
- Inbound Call Blocking
- Music On Hold
- Music On Transfer
- MWI- Stutter Dial Tone
- MWI- Visual Indicator
- Ring Groups
- Shared Voicemail Box
- Simultaneous Ring
- Softphone Compatible
- Speed Dial
- Three-way Calling
- Time of Day Routing
- Trunking
- Voicemail Blast
- Voicemail to Email

THIRD PARTY HOSPITALITY INTEGRATIONS

The Edge EOS PBX has been integrated with and certified for Oracle Opera v5.0.x, INFOR 4B.04 (Liaison), and Clarity platforms.

Captive Portal Features:

- Guest authentication
- Loyalty level
- CMS for billing a customer folio

PBX Features:

- Room Status – state of the room for housekeeping.
- Wake Up Call – bi-directional communication for setting up a WUC.
- Check-in / Check-out of guest and room move
 - Class of Service – sets the state of a room phone and where that phone is allowed to call. Internal only, Local, Long Distance, International
 - Set-up of Voicemail
 - Set-up of Caller ID for room
- CMS for billing a customer folio

ACD

Features:

- Agent Monitoring
- Agent Spy
- Agent Whisper
- Agent Barge-in
- Pause/Unpause
- Auto Pause Delay
- Auto Pause Busy
- Auto Pause Unavailable
- Announce Hold Time
- Announce Position in Queue
- Report Current Hold Time
- Periodic Announcement
- Call Scheduling
- Hot Desking
- Wrap-Up Time
- Call Recording
- Listen-In

Reporting:

- Queue Call Reporting
- Average Call Time Reporting
- Average Hold Time Reporting
- Agent Login Reporting

Distribution Methods:

- Ringall
- Roundrobin
- Leastrecent
- Fewest Calls
- Random
- Wrandom

