

Inbound Features Matrix

Features	 Contact Point	 Contact Path	 Contact Pro	 Business Continuity
Secure Online Management for quick and easy access	✓	✓	✓	✓
Set user access to specific features and numbers using Administration rights	✓	✓	✓	✓
Make informed business decisions with Performance Statistics	✓	✓	✓	✓
Never miss a call with Divert on Busy / No Answer / Failover	✓	✓	✓	✓
Time of Day/Day of Week Routing to suit your business hours	✓	✓	✓	✓
Deal with weekends and bank holidays using Date Routing	—	✓	✓	✓
Load balance your calls across teams or sites with Call Distribution	—	✓	✓	✓
Use a Hunt Group to find specific people or the first available person to answer the call	—	✓	✓	—
Tailor call routing according to your caller's number with Area Based Routing	—	✓	✓	—
Cope with your busy periods using scalable Call Queuing	—	—	✓	—
Provide callers with menu options for call routing using Auto Attendant (IVR) / Announcements	—	—	✓	—
Use Call Recording for audit trails, compliance or training purposes	Optional	Optional	Optional	Optional
Pick up, share or archive voicemail across your sites or teams with Voicemail Management. Choose to retrieve voicemails online or by email as .wav files	Optional	Optional	Optional	✓
Personalise call answering according to inbound numbers with Call Whisper	Optional	Optional	Optional	Optional
Measure advertising ROI and productivity with Advanced Call Statistics	Optional	Optional	Optional	✓
Receive statistics for daily, weekly and monthly periods via email with Inbound Reports	Optional	Optional	Optional	Optional
Activate call plans on the move with the Inbound App	Optional	Optional	Optional	✓

If you wish to upgrade or downgrade an Inbound account this can be completed from the Gamma Portal. Gamma Portal > Additional Products > Inbound > Inbound Management > Select 'Change Company Details' from the drop down actions menu. Here you can make the relevant changes and click edit.