

FEATURES

	Standard Plan	Enterprise Plan	Ultimate Plan
Deployment Mode	Appliance	Appliance, Software, Cloud	Appliance, Software, Cloud
Telephony Features	•	•	•
Business Features	•	•	•
Administration & Security	•	•	•
Unified Communications	•	•	•
Team Chat	•	•	•
Remote Access Service*	•	•	•
Custom PBX Domain Name (FQDN)	•	•	•
Remote, Secure PBX Web Portal Access	•	•	•
Linkus UC Clients Remote Connection	•	•	•
LDAP Server Remote Access	•	•	•
Remote SIP Service*		•	•
Easy Remote SIP Endpoints Registration*		•	•
WebRTC Trunk		•	•
Call Center		•	•
Switchboard-type Queue Panel		•	•
Queue Callback for Reduced Call Abandonment		•	•
Real-time Metrics on Wallboard		•	•
SLA for Performance Measurement		•	•
Insightful Call Center Reports		•	•
Omnichannel Messaging		•	•
Customer Messages in One Chat Panel		•	•
Receive, Send, Transfer, Archive, and Close		•	•
Automatic Contacts Matching		•	•
Supporting WhatsApp and SMS		•	•
Phonebooks		•	•
Call Accounting		•	•
CRM and Helpdesk Integration		•	•
Contacts Synchronization, Call Pop-up, Call Journal, Click to Call		•	•
Supporting HubSpot, Zoho CRM, Salesforce, Bitrix24, and Odoo, Zoho Desk, and Zendesk		•	•
Microsoft 365 Integration		•	•
Azure Active Directory Integration		•	•
User Sync & Single Sign-on (SSO)		•	•
Microsoft Teams Integration		•	•
Outlook Integration		•	•
API		•	•
Windows Active Directory Integration			•
Video Calls			•

Video Conferencing			•
Bulk Email & Instant Link Invitation			•
HD Audio and Video			•
Screen Sharing and In-meeting Team Chat			•
Linkus SDK			•
Add Linkus Voice Calling to Custom Applications			•
APIs, Tools, Documentations, and Sample Codes			•
Disaster Recovery*			•
PMS Integration*	Optional	Optional	Optional

Built-in Features for All Plans and the Appliance Edition

Telephony Features	Business Features	Administration & Security	Unified Communications
<ul style="list-style-type: none"> • Call Forwarding • Call Transfer (Attended/Blind) • Call Monitoring (Listen/Whisper/Barge-in) • Call Parking • Call Pickup • Call Waiting • Call Flip/Switch • Call Merge • IVR • Queue • Ring Group • Paging & Intercom • Conference Rooms • CDR & Basic Reports • Dial by Name • AutoCLIP • Caller ID • CID-based & DID-based Call Routing • DID (Direct Inward Dialing) • DND (Do Not Disturb) • DOD (Direct Outward Dialing) • DNIS 	<ul style="list-style-type: none"> • Call Recording • Call Allow/Block List • BLF Support • Business Hours & Holidays • Boss-Secretary • Custom Prompts • Distinctive Ringtone • Music on Hold • MOH Playlist & Streaming • T.38 Fax • Fax to Email • Voicemail • Group Voicemail • Voicemail to Email • LDAP Server • PIN List • Speed Dial • Emergency Number • Emergency Notifications • IP Phone Concurrent Registrations • Operator Panel <ul style="list-style-type: none"> ◦ Monitor Call Status ◦ Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot) ◦ Drag & Drop to Dispatch Call ◦ Advanced Call Control 	<p>Administration</p> <ul style="list-style-type: none"> • Web-based GUI • Dashboard • Auto Provisioning • User Role & Permission • Extension Group & Organization • Bulk Import & Export (Extension, Trunks, Route, Contacts) • Operation Logs • Event Logs & Notifications • Backup and Restore • Troubleshooting • Built-in SMTP Server • AMI (Asterisk Manager Interface) • Network Drive • SNMP Support <p>Security</p> <ul style="list-style-type: none"> • SRTP & TLS Call Encryption • Auto & Static Defense • Global Anti-hacking IP Blocklist • Certificates • Password Policy Enforcement • Two-factor Authentication • Allowed Country IP's & Codes • Outbound Call Frequency Restriction 	<ul style="list-style-type: none"> • Linkus UC Clients <ul style="list-style-type: none"> ◦ Web Client ◦ Mobile Client (iOS & Android) ◦ Desktop Client (Windows & MacOS) ◦ Google Chrome Extension ◦ WebRTC Audio Call ◦ Function Keys on Web Client ◦ Hotkeys on Desktop Client • Presence • Personal and Company Contacts • Audio Conferencing • CTI on Desktop Client • Door Phone Video Preview on Web & Desktop Client • Voicemail <ul style="list-style-type: none"> ◦ Voicemail Transcription ◦ Group Voicemail ◦ Voicemail to Email • Pop-up URL • Microsoft Teams Integration (via Call2Teams) • Headset Integration

Note:

- 1) **Remote Access Service, Remote SIP Service***: Since the Cloud Edition is inherently accessible from anywhere, Remote Access Service and Remote SIP Service are only for the Appliance and Software Edition.
- 2) **Easy Remote SIP Endpoints Registration***: Register your remote IP phones, branch office PBXs, VoIP gateways, and alike remote SIP endpoints to the PBX easily as if they were deployed on your PBX's intranet.
- 3) **Call Recording***: The Call Recording feature is free of charge on the Appliance and Software Edition. As for the Cloud Edition, each PBX instance comes with 500 free recording minutes and more can be purchased additionally if needed.
- 4) **Disaster Recovery***: supported by the Software Edition and requires an additional PBX redundancy server to function.
- 5) **PMS Integration***: supported by the Appliance Edition and Software Edition.