

# IP Centrex Features

Cox Business IP Centrex is an advanced, cloud-based, hosted telephone system that delivers business-grade voice service that can be delivered over Cox Business' private network. It unites your entire business with a single communications platform, so you can stay connected to your office no matter where you go.

## User Features

Designed for on-the-go professionals who need the ability to manage their incoming and outgoing calls through their laptops or smartphones.

- N-Way Calling
- Account Codes
- Authorization Codes
- Anonymous Call Rejection
- Automatic Call-Back
- Barge-in Exempt
- Busy Lamp Field
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Busy
- Call Forwarding Not Reachable
- Call Forwarding Selective
- Call Notify
- Call Return
- Call Transfer
- Call Waiting
- Caller ID Name/Number
- Do Not Disturb
- Last Number Redial
- Remote Office
- Speed Dial 8
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Hotel Host and Hotel Guest
- Shared Call Appearance
- Unlimited Long Distance
- Voice Mail (Standard or Virtual Voice Mail)
- Alternate Number\*\*
- Cisco/Polycom IP Phone\*\*
- Unified Messaging\*\*

## Group Features

These features are configured for all users in a group; e.g., a company.

- Call Park
- Call Pickup
- Directed Call Pickup
- Music On Hold
- Auto Attendant\*
- Hunt Group\*
- Auto Attendant\*
- Call Center Standard Agent\*\*
- Call Center Standard Agent Console\*\*
- Call Center Standard Supervisor Console\*\*
- Web-Based Receptionist Console\*\*
- Receptionist Queueing\*\*
- Unified Communications\*\*

\*One included per account, additional available for a fee

\*\*Available for a fee

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