* Additional fees apply	Feature	Description	Benefit	Service Plan			Equipment		Virtual
				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Management Tools	24/7 Technical Support	Clarity customer support isn't only friendly, but each member of our support team is technically certified and are on-call 24/7 to assist you if issues arise.	When issues occur you'll not have to trouble shoot on your own or call an off-shore call center to get your problems resolved. Clarity support is 100% US based.	◆	◆		◆	◆	◆
Collaboration	3-Way Conferencing	The phone allows three callers to be joined in a call together in a conference.	Quickly coordinate across departments or collaborate with remote callers.	◆	◆		◆	◆	◆
Management Tools	Admin Portal	Manage all aspects of the phone system from a web-based portal. Create voicemail groups, upload hold music, view call history and much more.	Clarity's portal serves as a communication hub. Quickly see what's happening across all locations, pull reporting, text customers or set up new users. All you need to administer and monitor your system is in one convenient place.		◆		◆	◆	◆
Call Handling	Anonymous Call Rejection	The anonymous call rejection service allows you to reject calls from parties who have explicitly restricted their identities like robo-dialers.	Quickly set up call blocking for telemarketers and robo-dialers. Save money by ensure marketing calls aren't forwarded to expensive answering services.	◆	◆		◆	◆	◆
Phone System	Auto Attendant	Callers hear a voice menu prompting them to identify the reason for their call for faster service. (EG: press 1 for … press for…)	Customize routing by caller type (such as sales leads vs. existing customers, employees vs. valued vendors or commonly asked questions such as business hours or driving directions. Add unique on-hold music or messaging by caller type to further educate callers about new products/services and/or awareness of monthly advertised specials.	◆	◆		◆	◆	◆
Phone System	Automatic Answer	You may program your desk phone to work in auto-answer mode. In this mode the speakerphone key light flashes red, and when you receive an internal call you hear a burst of tone and the call is connected automatically.	The ultimate hands free for the busy professional. Automatically answer incoming calls.	◆	◆		◆		
Phone System	Automatic Line Selection	This function allows users to make external calls without having to enter the line access codes (9, 8).	No need to remember access codes, just dial the number your trying to reach.	◆	◆		◆	◆	◆
Phone System	Brand Specific Routing (aka Multi-Concept Routing)	Don't buy more lines because you own multiple brands or business concepts. Route callers by brand and reduce your overall costs.	If you own multiple business concepts you'll not need to buy duplicate lines for each business. Clarity's Auto Attendant can be configured to route callers by brand to the appropriate office or department for service.	◆	◆		◆	◆	◆
Phone System	Buddy Feature / ARLs	See "Call Presence" Indicates which phones are in use by displaying a status on your phone display. BLF keys also act as a speed dial.	Know who's talking before blindly transferring a caller into voicemail.	◆	◆		◆		
Phone Equipment	Busy Lamp Field	See "Call Presence" Indicates which phones are in use by displaying a status on your phone display. BLF keys also act as a speed dial.	Know who's talking before blindly transferring a caller into voicemail.	◆	◆		◆		
Call Handling	Call Back	While listening to a previous call or voicemail in portal, click to call back. Click to Call is available using the Clarity communication Portal.	Conveniently manage all your communication needs from a single Clarity Portal.	◆	◆		◆	◆	◆
Call Handling	Call Blocking	Manually block calls based on an area code, number or other specialty or cost sensitive numbers like 411 or international calls.	Stop sending telemarketer or Robo calls to expensive answering services - block them.	◆	◆		◆	◆	◆
Management Tools	Call Coaching	Monitor calls in real-time with features like: Listen-In, Whisper or Join to deliver immediate coaching during or immediately after calls.	Ensure your service is the very best. Quickly step-in, solve issues and train employees to better handle customer inquiries and issues.		◆		◆	◆	◆
Phone System	Call Continuity	See "Failover"		◆	◆		◆	◆	◆
Call Handling	Call Flip	Transfer calls to a cell phone to take a conversation on-the-go or back to the desk phone to finish the call at your desk.	Designed for on-the go businesses that want to continue conversations but need to quickly shift callers from their desk to mobile devices and back to the desk.	◆	◆		◆	◆	◆
Call Handling	Call Forwarding	Never miss a call. Redirect callers to another extension, your mobile phone, home office or anywhere you wish.	Receive important calls wherever business takes you. Route customer to your mobile phone and seamlessly transfer calls back to your office again.	◆	◆		◆	◆	◆

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				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Call Handling	Call Hold	When pressed, the caller will hear on-hold messaging until the call is resumed	When you have to put callers on hold, play promotional messages about other services or select music to help improve their mood.	◆	◆		◆	◆	◆
Call Handling	Call Logs	• View reports of all incoming and outgoing calls in the system • Export call logs to Excel • Search by specific criteria and date	Know how many calls you receive and how their handled at any time from anywhere. Clarity portal provides quick and insightful reporting.	◆	◆		◆	◆	◆
Collaboration	Call Monitoring	We offer features such as a dashboard to show you who's on active calls and "listen-in" functionality to monitor conversations.	Stop standing over new employees to hear how they're handling calls. Seamlessly listen-in whenever you want without caller or recipient knowing your on the line.		◆		◆	◆	◆
Call Handling	Call Park	Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone.	With Call Park, you can put a call on hold and pick it up from ANY phone in your office.	◆	◆		◆	◆	
Call Handling	Call Pass	Transfer calls taken on your cell phone back to your desk phone without interruption.	Seamlessly move callers from desk to mobile devices.	◆	◆		◆	◆	◆
Call Handling	Call Presence	Indicates which phones are in use by displaying a status on your phone display. Call Presence keys also act as a speed dial and quick transfer.	Improve office efficiency and customize on -hold message based on caller type: new lead, active customer, returning customer or prospective employee etc.	◆	◆		◆		
Call Handling	Call Queue	Caller will never hear a busy signal again. Call queuing ensures all inquires are answered in the order received.	Improve office efficiency and customize on -hold message based on caller type: new lead, active customer, returning customer or prospective employee etc.		◆		◆	◆	◆
Collaboration	Call Recording	Automatically record inbound & outbound phone calls. Recordings continue even when forwarded to external or cell phone numbers.	We record all your calls, not just selected lines. Understand the conversations that have taken place, when promises are made, or when you're not available to listen-in-live.		◆		◆	◆	◆
Collaboration	Call Redaction	During a recorded call, dial a star code to stop the recording, then enter another star code to resume the recording.	Allows users to redact parts of a call recording so sensitive information is not recorded, such as credit card information, driver's license number, etc.		◆		◆	◆	◆
Management Tools	Call Reports & Analytics	Call Reporting: Instant insight to improve customer service and ensure adequate staffing. Reporting includes: • call volume by day of week & by time periods • missed calls and voicemails • voicemails not returned • and much more!	Gain instant insight to improve customer service and ensure adequate staffing.		◆		◆	◆	◆
Management Tools	Call Scoring	Clarity's simple check-list will help you create your own call scorecard. Use it as you monitor calls to ensure consistent customer service and exceptional caller experiences.	Do you want ensure every caller has a consistent experience and new employees deliver exceptional customer experiences? Use Clarity's Call Scorecard as a way to ensure basic business etiquette and customer service is maintained throughout your company.		◆		◆	◆	◆
Call Handling	Call Screening	Know who's calling you before you answer.	Send call to voicemail or transfer before you speak to the caller.	◆	◆		◆	◆	◆
Call Handling	Call Transfer - Attended	Speak with the party you wish to transfer the call to, prior to the transfer.	Warm announcement of the caller, before they are transferred.	◆	◆		◆	◆	
Call Handling	Call Transfer - Blind	Send the call directly to the other party, without speaking with them first.	Quick transfer to another party.	◆	◆		◆	◆	◆

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Call Handling	Call Waiting	If you are on a call and your extension is presented with an external call, you will hear a call waiting tone and may place one call on hold to answer the second call.	Allows callers to reach you even when you are on the phone with another call. You will hear a beep indicating an incoming call. You will then be able to put your current caller on hold and answer the new call. You can continue to alternate between parties as often as you'd like. It's like having two lines while paying for only one!	◆	◆		◆	◆	◆
Call Handling	Caller ID	You can identify who's calling before you pick up the phone. The number and name (if available) of incoming call appears on your display.	Choose to list your primary number and business name from any extension at your office. Ensure callers know when you're trying to reach them to confirm appointments and respond to requests.	◆	◆		◆	◆	◆
Call Handling	Caller ID Block	Block your caller ID from being displayed on outbound calls.	Don't want prospect to know when your sales department is soliciting - eastly block your caller ID from being displayed.	◆	◆		◆	◆	◆
Call Handling	Caller ID Setting	This feature provides options for setting Caller ID numbers and, if preferred, alpha-numeric names that appear on outbound calls for each extension	Your caller ID can list your telephone number or 248-Plummer if you use Alpha numeric names in your marketing.		◆		◆	◆	◆
Call Handling	Cell Phone Integration	See Call Transferring	We can seamlessly integrate your mobile devices into your business phone system using simultaneous ringing, call forwarding and more…	◆	◆		◆	◆	◆
Call Handling	Click-to-Call	Integrate Clarity service with your web browser.	When you use Google Chrome you can click-to-call any under from your browser. Save time and eliminate miss-dials. Click the number, your desk phone rings and when you answer it will be ringing the number you clicked.	◆	◆		◆	◆	◆
Call Handling	Click-to-Dial	Enables you to initiate a call to your Clarity phone with one click.	Same as Click to Call. Different competitors use different terms for the same functionality.	◆	◆		◆	◆	◆
Management Tools	Coaching	Ensure your employees feel comfortable in all types of customer interactions. Clarity's call coaching tools enable you to listen, whisper, join or record any call at any time of day or night.	Unless you can listen to both sides of a conversation, it's impossible to know whether callers are receiving the type of quality service you expect. With Clarity's Call monitoring tools you will have the ability to manage, coach, monitor and use real examples of quality customer service in new employee training.		◆		◆	◆	◆
Collaboration	Conference Bridge	Conference bridge feature allows you to connect a large amount of people into a conference call.	Why waste money on outside conference call providers when you can hold your conference calls right from your Clarity Office phone at no charge?		◆		◆	◆	
Collaboration	Contacts Integration	Import your contacts from Outlook vCard, Google CSV or Apple vCard into the Clarity Portal.	Want to ensure you have all your contacts at your fingertips - easily import contact from outlook, Gmail, or apple into your Clarity Communications Portal	◆	◆		◆	◆	◆
Customization	Custom Auto Attendant	Custom auto attendants serve as a virtual receptionist; greeting your callers and routing them based on their call purpose.	Route callers based on business need to create a more efficient experience for new customers, active clients, information seekers or job hunters.	◆	◆		◆	◆	◆
Management Tools	Custom Call Reports	Gain an immediate competitive advantage. Reports highlight opportunities to enhance business performance.	Use data to help drive your decisions. Reports include inbound and outbound calls, missed calls, # of calls to voicemail and # of voicemails not returned within 24 hours, # by marketing tactic used and more!			◆	◆	◆	◆
Management Tools	Custom Number Tagging	Add a unique tag to easily identify origin of incoming calls to each phone number.	Tag frequent callers for easier identification.	◆	◆		◆	◆	◆
Management Tools	Dashboard	• Real-time status of coworkers • Extension to extension click-to-call functionality	Quickly see what's happening across your company at any time. Clarity's communication portal comes with a convenient dashboard showing you active and past caller activity at a glance.	◆	◆		◆	◆	◆

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Call Handling	Daytime vs After Hours Routing	Change how calls are handled during office hours or after hours. Additional holiday routing and messaging can be established or modified at will.	Handle your callers differently during standard hours vs night or vacations. Pre-set how your want to handle calls by time of day, day of week or for special occasions.	◆	◆		◆	◆	◆
Mobility	Desktop Connect	Office Anywhere Web Phone or "soft phone" turns any computer into an office phone. Connecting through the Clarity Communication Portal, gain instant access to send and receive calls like you've never left your desk.	However your connect to the internet your computer or tablet device can serve as your office phone. Note there are some features that only phone equipment can provide.	◆	◆		◆	◆	◆
Phone systems	Dial By Name	The dial-by-name directory feature allows incoming calls to reach a specific person in your company by dialing their first or last name using the keypad on the phone.	Eliminate unnecessary calls to receptionist. Not sure what the extension is for Sue Smith, no problem. The system will automatically route callers to the person they seek allowing callers to use their alpha numeric keypad to dial the name they want to contact.	◆	◆		◆	◆	◆
Phone systems	Direct Inward Dialing (DID) or Direct Inbound Dialing	Each phone has its own phone number and extension. Each Clarity extension can also have its own unique direct inbound dial (DID) telephone number. Clarity allows you to choose your number from any of the 200+ available area codes regardless of where your phone will be physically located.	Direct Dial Phone numbers allow callers to bypass the primary office number and extension to reach users. Typically these telephone numbers may carry a different caller ID associated with the number to (e.g., owner name vs name of business).	◆	◆		◆	◆	◆
Phone systems	Direct Phone Number	Each Clarity extension can also have its own unique direct inbound dial (DID) telephone number. Clarity allows you to choose your number from any of the 200+ available area codes regardless of where your phone will be physically located.	Direct Dial Phone numbers allow callers to bypass the primary office number and extension to reach users. Typically these telephone numbers may carry a different caller ID associated with the number to (e.g., owner name vs name of business).	◆	◆		◆	◆	◆
Call Handling	Directed Call Pickup	Allows you to answer a call that is ringing to someone else's line. This is possible after dialing the directed call pickup feature access code and the extension of the user who is receiving the call.	Easily cover colleagues when they go to lunch with Directed Call Pickup.	◆	◆		◆	◆	◆
Phone System	Directory Assistance (411)	Option to add your company name and telephone number to a Directory Assistance Listing provider.	Ensure your company is listed in phone company information and directory assistance services.	◆	◆		◆	◆	◆
Marketing Tool	Directory Listing	Increase your company's visibility with free publication of your contact information.	Control your company listing in phone directories online.	◆	◆		◆	◆	◆
Phone System	Distinctive Ring Tones	You can set unique ring tones by call queue. Such as sales lines, customer support lines, billing, human resources etc.	Know by the ring tone when a new lead, a returning customer, a job applicant calls you.		◆		◆		
Call Handling	Do Not Disturb	If your extension is set to Do Not Disturb, anyone trying to call you will be sent directly to your voicemail box.	Quickly block callers when you don't want your desk or mobile phone to ring. Calls will be instantly routed to your voice mail.	◆	◆		◆	◆	◆
Phone System	Dynamic Caller ID	Set any phone number on your account as your caller ID.	You can list your business name on any phone number associated with your account.	◆	◆		◆	◆	◆
Phone System	Reagent Integration (CallScape)	When a call comes in, if the caller ID of the caller matches a number stored in your connect office system, the caller's account will open.	Also called a screen-pop Clarity can be connected to your phone system to your office system using an API connection. When a call comes in that your system has, the customer record will pop-up on an agent or point of sale screen.	◆	◆		◆	◆	◆
Phone System	eFax or Unlimited Virtual Faxing	eFax allows you to send fax messages securely through your PC, tablet, mobile device, or fax machine.	Stop standing at fax machines when you can click & send email securely through your email service. Just type the fax number and clarity address and faxes will be sent and received from your computer device (PC, Table, Cellphone).	◆	◆		◆	◆	◆
Phone System	Emailed Reports	Receive daily emailed reports for Call Queue or Agent Stats.	With automated Email Reporting you can schedule select businesses call reports to be delivered right to your inbox. Additionally, you can also ensure other key members of your team receive daily reports with instant links to more details via Clarity's analytics dashboard.		◆		◆	◆	◆

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				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Phone System	Emergency Assistance	Set an address for individual extensions or your entire account so that responders know where to send help in the event of an emergency.	Ensure users can be found by emergency services. If you have multiple locations, you can link extensions to physical addresses so anyone who dials 911 can be found.	◆	◆		◆	◆	◆
Phone System	Extension Lock	This feature allows you to lock your extension to prevent unauthorized users from making external calls. You use a Lock Password to lock, unlock, or to make calls from a locked extension.	Don't want to risk office visitors making costly international calls, password protect your extension from unauthorized use.	◆	◆		◆	◆	◆
Collaboration	Extension Names	You may assign names to extensions. This name will be displayed on the screens of the phones you call.	Want to label an extension sales, service or something else, no problem.	◆	◆		◆	◆	◆
Phone System	Extension Dialing	Call anyone in your company just by dialing their extension number, even if they work in different locations with extension dialing.	No need to remember special codes for remote offices. All your personnel can be on one system with unique dedicated extension numbers.	◆	◆		◆	◆	◆
Call Handling	Failover	When you lose power or internet service your phones will route to an external number of your choosing.	Incase of power or phone outages your phones will automatically be routed based on your choosing such as a 2nd office, home office, mobile phone or any combination of alternative phone numbers.	◆	◆		◆	◆	◆
Phone System	Fax Machine Integration	Fax machine integration allows you use your existing fax machine to send faxes over the IP network.	Want to use your existing fax machine instead of using eFax, no problem. We can integrate it into our system.	◆	◆		◆	◆	◆
Call Handling	Follow Me	Calls can be forwarded to multiple numbers that will ring in designated sequence.	Ensure you don't miss calls whether you're in the office, on the road or at home.	◆	◆		◆	◆	◆
Collaboration	Group Call Pick Up	Group Pickup (or Group Call Pickup) lets employees answer incoming calls for other group members.		◆	◆		◆	◆	
Phone System	Group Intercom Paging	Paging allows you to speak to all phones at the same time through the speaker phone. Paging is used to make announcements or to let people know about a parked call.		◆	◆		◆	◆	
Phone System	Group Voicemail	Create groups of people in your company to send or forward voicemail messages quickly and easily.		◆	◆		◆	◆	◆
Phone System	Headset Mode	Your desk phone is equipped with a socket for a headset.		◆	◆		◆	◆	◆
Phone System	Hosted PBX	A virtual PBX is the modern alternative to costly, clunky PBX equipment that is tied to one location. Unite your whole company with a virtual PBX that is hosted in the cloud.		◆	◆		◆	◆	◆
Phone System	Hunt Group	Hunt Group also called a Ring Group is a way for a group of extensions to share the distribution of incoming calls and all ring simultaneously ensuring no caller is missed.		◆	◆		◆	◆	◆
	Inbound Call Labeling (e.g., for marketing campaigns)	Phone numbers can be labeled so the phone display will identify to the callee which number was called.		◆	◆		◆	◆	◆
Phone System	Incoming Call Alert (CallScape)	Alert you on your screen of all incoming calls and allow you to answer or reject the call.		◆	◆		◆	◆	◆
Collaboration	Instant Messaging	Send and receive chat messages with everyone on your phone system.			◆		◆	◆	◆
Collaboration	Integration	Clarity custom API		◆	◆		◆	◆	◆
Phone System	Internet Backup	Internet Backup ensures both your phone and POS systems are not interrupted, through a second link connected to Watchdog™		◆	◆		◆	◆	◆
Management Tools	Join	Allows you to quickly join the conversation if you or your employee think the situation merits your immediate assistance.	Whether dealing with a difficult customer or quickly answering a complex question for a prospective customer. Join functionality offers managers quick access to save or secure the sale.		◆		◆	◆	◆

	Feature	Description	Benefit	Service Plan			Equipment		Virtual
				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Call Handling	Line Mirroring	Line mirroring allows you to have multiple line keys on your phone for the same line of service. This allows multiple calls to be organized more easily on separate line keys of your phone.		◆	◆		◆	◆	
Management Tools	Listen-In	Monitor calls in real-time without making your caller nervous by giving off clues that there is a third person on the line. Ease employees because you're not leaning over their shoulder trying to listen.	Hear both sides of the conversation first hand and deliver immediate coaching after the call.		◆		◆	◆	◆
Management Tools	Live and On-Demand Training	Award winning support & on-demand training that is always available based on your schedule!		◆	◆		◆	◆	◆
Phone System	Local Telephone Number	Choose from more than 200 available area codes to establish a local presence whether you have a office in the area or not.		◆	◆		◆	◆	◆
Phone System	Message Waiting Indicator	The desk phone has a red LED that blinks indicating that the user has voicemail.		◆	◆		◆	◆	
Marketing Tool	Message While Ring	Replace initial ring-tone with a general 5-second message for callers to hear prior to answering your phone.	Increase sales by ensuring every caller hears about your featured items, sales specials or your upcoming holiday hours.		◆		◆	◆	◆
Marketing Tool	Messaging On-Hold	Give your business a professional edge playing recorded music or marketing messages while your callers are on hold.	Combine with Auto-Attendant function to add unique on-hold music or messaging by caller type to further educate callers about new products/services and/or awareness of monthly advertised specials.	◆	◆		◆	◆	◆
Call Handling	Missed Call Notification	Notification includes caller phone number, day and time of call. Choose to get notified by email or SMS text message.	Know when you miss calls - whether they leave you a message or not. Notification includes caller phone number, day and time of call. Choose to get notified by email or SMS text message.		◆		◆	◆	◆
Phone System	Multi-Call Appearance	Depending on the phone model, phones can support 2-12 simultaneous calls. These can be from external or from internal extensions.		◆	◆		◆	◆	
Call Handling	Multiple Devices on One Extension	Yes, this can be done, but NOT built into standard pricing.			◆		◆		
Phone System	Music On-Hold	• Upload your own music files • Upload advertising or messaging for callers to hear while they are on hold		◆	◆		◆	◆	◆
Phone System	Mute and Volume Control	The phones allow the users to raise the volume of the ringer, the speakerphone, and the audio or to mute the microphone on the speakerphone or handset with buttons.		◆	◆		◆	◆	◆
Mobility	Never Miss a Call	• Cell phone integration– allows employees to forward calls to cell phones • Call Forwarding • Follow Me • Simultaneous Ring		◆	◆		◆	◆	◆
Phone System	Off-Site Hosting	Ensures you'll always have phone service, even during power and internet outages.	You'll always have phone service, even during power and internet outages. No power? No problem. Internet outage, our system routes callers to you wherever you go.	◆	◆		◆	◆	◆
Mobility	Office Anywhere - Mobile App	A mobile app that extends features of the desk phone directly to a mobile device. Use our mobile app to take your office with you. Our system ensures your caller ID doesn't change even if you're not at your office. Send internal chats or business SMS through your mobile app.	Even if you're away from your business, our system frees your team to work the way they want in today's mobile, distributed and always-on work world. No more customers calling you in the middle of the night on your mobile, unless you want them to. Ensure when you call back from your mobile, your office phone number shows up in caller ID for customers.	◆	◆		◆	◆	◆

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				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Collaboration	On-Demand Call Recording	Only record the conversations you want to by dialing a star code to start and stop the recording.	For Executive level employees that don't want all of their calls recorded, only record the calls you need.		◆		◆	◆	◆
Phone System	On Hook Dialing	A convenience that allows the user to just start dialing without first choosing a line.		◆	◆		◆	◆	◆
Collaboration	Online Meetings	Clarity's video conferencing system with screensharing allows up to 16 video calls and up to 99 audio participants.		◆	◆		◆		◆
Call Handling	P1C (Press 1 Confirmation)	Calls from the office ring your mobile phone. When mobile phone is answered, callee is asked to "Press 1 to connect the call". The message will alert the callee that it's a business call and calls will never redirect to the mobile phone voicemail.		◆	◆		◆	◆	◆
Management Tools	Performance Monitoring	Monitor calls live through Listen In, Join, Whisper or through call recordings.			◆		◆	◆	◆
Phone System	Personal Directory	Each desk phone has a personal phonebook (size of directory depends on phone). Calls can be made directly from the personal directory or through the Favorites/Speed dial screen.		◆	◆		◆	◆	◆
Support	Phone Number Porting	Bring your phone numbers with you, when you come to Clarity.		◆	◆		◆	◆	◆
Collaboration	POS Integration	Through an ATA, inbound calls will push the Caller ID information to a POS system.			◆		◆		◆
Management Tools	Portal	• Administer all account settings online through easy to use interface • Set Permissions/Multiple Roles that allow limited access for end users • End Users can manage their own extension settings with individual logins		◆	◆		◆	◆	◆
Collaboration	Presence	See who's available, who's busy with the Presence feature. Clarity's user portal lets you instantly see the status of other employees on your phone system.		◆	◆		◆	◆	◆
Marketing Tool	Professionally Recorded Greetings	Clarity offers optional professional services to record greetings, seasonal promotions or featured items. Contact your Account manager for cost and subscription options.		◆	◆		◆	◆	◆
Collaboration	Push-to-Talk	Not Available - However functionality is possible per IT							
Call Handling	Queue Callback	Enable callers to avoid waiting on hold by offering to call them back in the order their call was received.				◆	◆	◆	◆
Phone System	Rebound	After calling a person back from your voicemail box, instantly return to your voicemail box by pressing two keys. Not available today							
Phone System	Redial	Use the redial feature to redial the external number you most recently dialed. In addition to the last external number, the previous 10 numbers dialed are also stored and may be redialed.		◆	◆		◆	◆	◆
Phone System	Ring Groups	The ability to ring multiple phones in a specific order. If no phones are answered the call can be directed to a specific greeting or menu or voicemail box.			◆		◆	◆	◆
Phone System	Ringing Tones	You can select from multiple ringing tones so you quickly recognize when your desk phone is ringing.		◆	◆		◆	◆	
Call Handling	Selective Call Acceptance	The selective call acceptance feature allows you to set up conditions that must be met before a call can come through to your phone. You can set conditions for certain phone numbers or specific times of day. If the conditions are not met, you can configure how you would like the call re-routed.		◆	◆		◆	◆	◆
Phone System	Seven Digit Dialing	Local numbers can be dialed without having to dial the area code.		◆	◆		◆	◆	◆

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* Additional fees apply	Feature	Description	Benefit	Service Plan			Equipment		Virtual
				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Collaboration	Shared Call Appearance	Shared call appearance will allow multiple phones to have your line assigned to them. This will allow you to make and receive calls from your line at multiple locations. You can also apply someone else's line in your company to your phone to make and receive calls as them.			◆		◆		
Call Handling	Simultaneous Ring	Never worry about missing a call because you're on the other line or helping a customer. Set all phones to ring, including your cell phone or home phone, at the same time as your business line. PLUS, transfer live calls from your cell phone back to the business phones with ease.	Automatically set your phone to ring multiple places at once. When new leads call you can have your office, home and mobile phone all ring at the same time to ensure you never miss a sale opportunity.	◆	◆		◆	◆	◆
Call Handling	Smart Routing	Automatically & intelligently route calls to a live person wherever they roam (in office or to their mobile phone).	Smart Routing can direct all of your calls to a live answer — 24/7. You'll have the ability to take calls anywhere, at anytime.	◆	◆		◆	◆	◆
Collaboration	SMS	Send and receive texts using your Clarity office phone number via the Clarity User Portal, web phone or mobile app.	Quickly communicate to mobile devices; send appointment reminders, notify others of changes, gain approvals and more.		◆		◆	◆	◆
Collaboration	MMS	Send and receive images using your Clarity office phone number via the Clarity User Portal.	A picture is worth a thousand words, share images to show others damage, repair or remind customers what service staff look like prior to appointments.						
Phone System	Speed Dial Directory List	Each extension can program up to 60 individual speed dial numbers, also called "Favorites".		◆	◆		◆		◆
Collaboration	Text Messaging	Send and receive texts using your Clarity office phone number via the Clarity User Portal, web phone or mobile app.			◆		◆	◆	◆
Collaboration	Three-Way Calling	The three-way calling feature allows you to make a three-way call with two other parties. This would allow all three parties to communicate with each other simultaneously.		◆	◆		◆	◆	
Call Handling	Transfer to and from Cellphones	Forwarding calls no longer is restricted by your four walls. Transfer any caller to another office extension or external phone number of your choosing.	Receive calls wherever business takes you. Office callers can be quickly transferred to your mobile phone, home phone or secondary office location. Likewise, you can then transfer a mobile caller back to your office again.	◆	◆		◆	◆	◆
Management Tools	Unified Inbox	Keep all messages in a single unified inbox– access and manage all messages from your existing inbox.		◆	◆		◆	◆	◆
Phone System	Unlimited Lines	Ensure callers never get a busy signal with unlimited lines per unique phone number. Unlimited local and long distance inbound and outbound calls in the USA and Canada	Ensure callers never get a busy signal with unlimited lines per unique phone number. Additionally you can make unlimited local and long distance calls to anywhere in the USA and Canada.	◆	◆		◆	◆	◆
Phone System	Unlimited Local & Long Distance Calling	All phone calls in the U.S. and Canada are included in the monthly fee.	Substantially reduces your phone bills by no longer paying for call (minutes) or long distance.	◆	◆		◆	◆	◆
Management Tools	User Portal	• Administer all account settings online through easy to use interface • Set Permissions/Multiple Roles that allow limited access for end users • End Users can manage their own extension settings with individual logins	Clarity's online communication portal enable all users to quickly configure changes in how their calls are handled and offer new ways to communicate with colleges and customers (e.g.; Chat/SMS text).	◆	◆		◆	◆	◆
Collaboration	Video Conference Calling	Allows two or more people in separate locations to have a visual and audio connection. Participants may use the audio controls through their computer (i.e., speaker/microphone) or they can call each other on a separate audio call/bridge for the audio portion of the call. Up to 16 participants for the video call and 99 participants on the audio call.	Increased productivity and efficiency by reducing unproductive travel time, preventing meeting delays, creating shorter and more structured meetings and allows for an increased number of participants.	◆	◆		◆	◆	◆

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				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Management Tools	Virtual Installation Specialists	No missed installation appointments. Our phone system is simple enough to install it yourself. Our technically trained support specialists are standing by 24/7 to assist you through installing your Clarity phone system.	No waiting on someone to install your system or missed install appointments. With Clarity, you'll always have the support you need. Our team is not just a friendly voice, they're technically trained experts who can talk you through every step of your system installation.	◆	◆		◆	◆	◆
Call Handling	Virtual Personal Assistant	Call customers from your cell phone, displaying your office caller ID. Our system ensures your caller ID doesn't change even if you're not at your office.	Even if you're away from your business, our system frees your team to work the way they want in today's mobile, distributed and always-on work world. No more customers calling you in the middle of the night on your mobile, unless you want them to. Ensure when you call back from your mobile, your office phone number shows up in caller ID for customers.		◆		◆	◆	◆
Call Handling	Virtual Receptionist	•Day and Night Mode– Schedule different greetings • According to time of day and day of week • Dial-by-name Directory– Callers can dial a last name or first name to get the extension they need • Virtual Departments • Play different greeting messages on each incoming phone number • Import Greetings: upload 3rd party professional greetings to use as Virtual Receptionist greetings	Using Virtual Receptionists help improve the speed of communications and quickly route callers to where they want to go. However, if you want to ensure all calls are immediately life answered, you can do that too. It's up to you.	◆	◆		◆	◆	◆
Call Handling	Voicemail	• Password Protected • Unavailable/Employees Name • Exit Voicemail • Visual Waiting Indicator		◆	◆		◆	◆	◆
Call Handling	Voicemail Escape	Offer callers a quick exit from voice mail.	Offer callers a quick exit from voice mail.	◆	◆		◆	◆	◆
Call Handling	Voicemail to Email	Email or text alerts can be sent to you when you receive voice-mail on any phone line. Receive a playable v-mail file on email or simply receive an alert so you know when callers leave messages.	Increase your response time by instantly receiving voice messages in your email or notification by SMS text message.	◆	◆		◆	◆	◆
Call Handling	Voicemail to SMS	Receive an SMS alert when voicemail messages are received.	Allows message notification anywhere business takes you. Improves customer response times, minimizes admin effort and let's you manage messages easily and effectively.	◆	◆		◆	◆	◆
Call Handling	Voicemail Transcription	Whether you're actively servicing a customer, out of the office, or in a loud and bustling business, sometimes you simply have to miss calls and listening to lengthy voicemails can be time consuming.	lets you discreetly view a caller's message as text within an email just moments after you receive a voicemail. This ensures you stay connected to all your important calls and keeps your business moving forward. *Turn your voicemail recordings into test quickly, easily and accurately *Discreetly emails your voicemails for private review. *Enables quick forwarding of transcribed messages for prompt follow-up		◆		◆	◆	◆
Phone System	Web-Access to Voicemail	Check voicemail through Clarity's online customer portal.	You don't need to be at your desk to check your voicemail. Any user can simply sign into the online communication portal to check and respond to messages.	◆	◆		◆	◆	◆
Management Tools	Whisper	Softly relay information to your employee without the caller hearing you. Allows you to assist an employee on what to say, like details on the service or give them insight about topics you know the caller cares about.	No more standing over anyone's shoulder. Coaching employee's through live calls has never been easier. Wisper answers to caller questions or suggest upsell/cross sells during live calls. Only your employee will hear what is said.		◆		◆	◆	◆
Phone System	Wireless Adapters	Not recommended because they will impact voice quality.	We don't recommend you use a WIFI network to run your voice communication. Their signal is not as strong or consistent as plugging your phones directly into your computer system.						
Mobility	Work from Anywhere	Clarity Office Anywhere mobile app and online user portal provide powerful tools to work from wherever business takes you.	Use any devise you use to connect to the internet and you can use Clarity's communication portal. It's like taking your office anywhere!	◆	◆		◆	◆	◆

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| * Additional fees apply | Feature | Description | Benefit | Service Plan | | | Equipment | | Virtual |
				Business Basics	Business Essentials	Call Center Complement	Poly	Yealink	Seat Only (Essentials)
Management Tools	Agent Stats Reports	The Agent Stats report tracks agent metrics during a given period of time.	Track Agent productivity through stats such as inbound calls, outbound calls, missed calls, handle time and talk time.			◆			
Management Tools	Dialed Number Reports	The Dialed Number Stats report tracks how incoming calls to your phone numbers were handled.	Uniquely label each phone number and track your monthly or daily marketing efforts.			◆			
Management Tools	Abandoned Calls Reports	The Abandoned Calls report lists the details for abandoned calls during a specified period of time.	This real-time report will report the date, time, caller ID of the caller and wait time before abandonment. Use this data to call them back!			◆			
Management Tools	Call Center Agent Login	An Agent is a User/Device or external number, that when added to a Queue, will be fielding inbound calls to the Call Center. Agents may login/logout through a web portal or through their phone, as needed.	Agents can easily login to one or multiple queues, as well as set their status to lunch, break or meeting, so Supervisors can quickly view their availability.			◆			
Management Tools	Call Center Emailed Reports	Receive custom emailed reports in a variety of formats and time windows for Call Queue, Agent, Phone Number or Summary reports.	With automated Email Reporting you can schedule select businesses call reports to be delivered right to your inbox. Additionally, you can also ensure other key members of your team receive daily reports with instant links to more details via Clarity's analytics dashboard.			◆			
Management Tools	Call Center Supervisor Portal	A web based portal where each Supervisor has a unique login and can log Agents in and out of Queues, Listen in to calls, view Agent call stats, reporting, call history and Agent call recordings.	Supervisors have full control and access to the Call Center by listening in/whisper/join calls, viewing live agent call stats or historically viewing stats and listening to call recordings.			◆			
Phone System	Call Center User Portal	A web based portal where each Agent has a unique login and can login/logout of their Queues, view their own call stats, call history and call recordings.	Agents always know where they stand with their live stats and call history available on their personal web portal.			◆			
Management Tools	Call Center Wallboard	A customized Call Center Wallboard that displays real-time stats to monitor Queue and Agent activity.	Agents are empowered to make better decisions and more easily manage their time when their stats are displayed on a Wallboard.			◆			
Call Handling	Call Recording Redaction	The suppression of a recording to remove sensitive information; for example credit card information, driver's license number, etc.	Before sensitive information is conveyed to the Agent, the Agent can pause the recording while the information is shared.			◆			
Call Handling	Call Scoring/Disposition	Call Disposition is a label that describes the outcome of a call.	Agents can label the call by selecting a disposition. This makes it simple for other agents to understand exactly what happened on the call, how successful it was and if it requires further attention.			◆			
Call Handling	Hot Desk	Through the web based portal or through the phone, Agents can assign their individual User Extension to a different phone, to work at a different desk for the day.	Ability to share desk space with multiple agents, when working on rotating schedules.			◆			
Phone System	Queue Types - Longest Idle, Linear Cascades	Determines how calls are distributed. Choices are: Longest Idle (round-robin); Ring all; Linear Hunt and Linear Cascade.	Creating Call Queues is the perfect way to manage high traffic call flows. When all lines are in use, you can place the caller in a queue until the next available agent is free.			◆			
Call Handling	Queue Callback	Allows a caller in a queue to request a callback from the next available agent. This feature holds the caller's place in the queue until an agent is available.	Implementing this feature can lower abandonment.			◆			
Call Handling	Queue Wait Position Announcement	Callers in the queue can hear their current position and an estimate of how long they will remain on hold before their call is answered.	Implementing this feature can lower abandonment.			◆			
Call Handling	Skills-Based Routing	Through choices made in the Auto Attendant, callers can choose the appropriate department and queue to help them with their question/problem.	Ensures each call is answered by the most appropriate call center agent, ensuring shorter wait times and faster resolution.			◆			
Call Handling	SMS Call Queuing	Receive inbound SMS to your business telephone number through a Call Queue. Agents answer SMS messages in a round-robin fashion.	Flexibility with customer communications and stay competitive.			◆			
Collaboration	Video Conferencing	Allows two or more people in separate locations to have a visual and audio connection. Participants may use the audio controls through their computer (i.e., speaker/microphone) or they can call each other on a separate audio call/bridge for the audio portion of the call.	Increased productivity and efficiency by reducing unproductive travel time, preventing meeting delays, creating shorter and more structured meetings and allows for an increased number of participants.			◆			