



With Metropark Voice Exchange, we give you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from our PBX in the CLOUD with Unified Communications.

MPVEX (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services

Call Center

- Agents Pause Queues
- Reason Codes
- Tally Codes
- Zero Out

Call Conferencing

- Conference Bridges
- 3-Way Conference Call

Call Management

- Attended Transfer
- Auto Attendant Answering
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Park
- Call Queue
- Call Recording*
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID
- Caller ID Blocking
- Caller ID Routing
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb
- Find Me (Digital Assistant)
- Forward Calls Locally or Remotely
- Incoming Call Blocking
- Incoming Call Identification
- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering

Call Management (cont.)

- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Ring Groups
- Shared Virtual Call Paths
- Speed Dial
- Unattended Transfer Voicemail
- Voicemail to Email
- Voicemail to Text Message

Customer Portal

- Account Management
- Automated Billing System
- Detailed Accounting
- Operator Console
- Shared Line Appearance
- Hunt Group Management
- Test My Connection
- URL Agent

Mobile VoIP

- MPVEX Office extension
- Calling ID
- Cloud Extensions
- Extension-to-extension dialing
- Mobile Office Extensions
- Support for Softphones

Integrated Solutions

- API
- Hosted Fax
- Microsoft Outlook Plugin
- Salesforce.com Plugin
- Screen Pops

Some of the above MPVEX features may require additional fees for setup or usage. Ask your Metropark Sales Rep for pricing