

Simplify employee communications by enabling employees to connect and collaborate the way they want. Get advanced customer service tools to help deliver the experience clients deserve.

Capabilities Chart

	Standard	Enhanced	Call Center
Telephony			
3-Way Calling	•	•	•
One DID per user	•	•	•
Advanced Call Logs	•	•	•
Blind Transfer	•	•	•
Call Forwarding	•	•	•
Call Flip	•	•	•
Call Forward on Device Offline	•	•	•
Call Forward on No Answer	•	•	•
Call Hold	•	•	•
Call Recording		•	•
Call Waiting	•	•	•
Emergency Calling	•	•	•
Extension Dialing	•	•	•
Find Me, Follow Me	•	•	•
Unlimited Outbound/Inbound Virtual Fax		•	•
Visual Call Park	•	•	•
Voicemail to Email	•	•	•
Voicemail Transcription		•	•
Calling			
Free Number Transfer	•	•	•
Low International Rates	•	•	•
Main Line Company Number	•	•	•
One Direct Dial Number per User	•	•	•
Unlimited Calling in the U.S., Canada, Mexico and Puerto Rico	•	•	•
Call Blocking			
Anonymous Call Rejection	•	•	•
Automated Robocall Blocking	•	•	•
Custom Block Lists	•	•	•
Call Management			
Advanced Call Reporting	•	•	•
Company Directory and External Contact Directory	•	•	•
Dial by Name	•	•	•
Hunt/Ring Groups	•	•	•
Multi-Level Menus	•	•	•
Music on Hold	•	•	•
Music on Transfer	•	•	•
Outbound Caller ID Flexibility	•	•	•
Text-to-Speech Prompts	•	•	•
Virtual Receptionist	•	•	•

Capabilities Chart

	Standard	Enhanced	Call Center
Advanced Call Management			
Advanced Custom Call Flows	•	•	•
Attended Transfer	•	•	•
Barge, Whisper & Eavesdrop / Silent Monitor		•	•
Custom Star Codes	•	•	•
Data/Analytics Dashboards	•	•	•
Full Time / Ad Hoc Call Recording		•	•
Hot Desking	•	•	•
Shared Line Appearances	•	•	•
Time of Day Routing (via Call Flows)	•	•	•
Collaboration			
Instant Team Messaging	•	•	•
Internal Directory User Availability	•	•	•
Video Meetings (Chat, Screenshare, Ad Hoc, Flexible Scheduling)	•	•	•
Company Administration			
Admin Portal	•	•	•
Business Name Caller ID	•	•	•
Call Permissions	•	•	•
Company Number	•	•	•
Extension Monitoring	•	•	•
Flexible Numbering Plan	•	•	•
Multisite Support	•	•	•
Number Porting	•	•	•
Shared Speed Dial	•	•	•
Toll-Free Number	•	•	•
Customer Service			
24/7 North American Customer Support	•	•	•
Dedicated Customer Success Managers	•	•	•
SLAs	•	•	•
White Glove Onboarding	•	•	•
Mobility			
Desktop App	•	•	•
Mobile App for iOS and Android	•	•	•
Call Center Add-On			
Abandon Call Counter (Admin Portal & Qstats Reporting)			•
Call Recording in the Call Center			•
Desktop and Voice Realtime Reporting with Agent and Manager Dashboards			•
Estimated Wait Time (Queue Based)			•
Graphical IVR & Call Flow Builder			•
Intelligent Call Routing with Drag-n-Drop Call Flows			•
Position in Queue (Queue Based)			•

Ooma Enterprise also offers Simple and Basic plans with fundamental calling features.

	Simple	Basic
Capabilities		
Direct Dial Number plus Extension	•	•
HD & Secure Voice	•	•
Calling in the U.S., Canada and Mexico	200 Minutes	Unlimited
Voicemail Box		•