# YeaStar Features

| | Enterprise Plan | Ultimate Plan |
|---|---|---|
| Deployment Mode | 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 | • | • |
| **Advanced Call Center Features** | • | • |
| Queue Panel & Customizable Wallboard | • | • |
| Queue Callback for Reduced Call Abandonment | • | • |
| SLA for Performance Measurement | • | • |
| Insightful Call Center Reports | • | • |
| **Omnichannel Messaging** | • | • |
| Customer Messages in One Chat Panel | • | • |
| Message to Queue & Chat Transfer | • | • |
| Automatic Contacts Matching | • | • |
| Message Detail Records | | |
| Supporting WhatsApp and SMS | • | • |

| | Enterprise Plan | Ultimate Plan |
|---|---|---|
| Deployment Mode | Appliance, Software, Cloud | Appliance, Software, Cloud |
| **Phonebooks** | • | • |
| **Call Accounting** | • | • |
| **Voicemail Announcement** | • | • |
| **CRM and Helpdesk Integration** | • | • |
| Contacts Synchronization, Call Pop-up, Call Journal, Click to Call | • | • |
| Supporting HubSpot, Zoho CRM, Salesforce, Bitrix24, and Odoo, Zoho | • | • |
| **Microsoft 365 Integration** | • | • |
| Azure Active Directory Integration | • | • |
| User Sync & Single Sign-on (SSO) | • | • |
| Microsoft Teams Integration | • | • |
| Outlook Integration | • | • |
| **API** | • | • |
| **Windows Active Directory Integration** | | • |
| **Video Conferencing** | | • |
| Bulk Email & Instant Link Invitation | | • |
| HD Audio & Video | | • |
| Screen Sharing & In-meeting team chat | | • |
| **Video Calls** | | • |
| **Linkus SDKs** | | • |
| Add Linkus Voice Calling to Custom Desktop/Mobile/Web Applications | | • |
| **Disaster Recovery*** | | • |
| **PMS Integration*** | Optional | Optional |

## Built-in Features for All Plans

| Telephony Features | Business Features | Administration & Security | Unified Communications |
|---|---|---|---|
| • Call Forwarding | • Call Recording | **Administration** | • Linkus UC Clients |
| • Call Transfer (Attended/Blind) |   ○ Support Scheduled Download to Remote FTP Server | • Web-based GUI |   ○ Web Client |
| • Call Monitoring (Listen/Whisper/Barge-in) | • Call Allow/Block List | • Dashboard |   ○ Mobile Client (iOS & Android) |
| • Call Parking | • BLF Support | • Auto Provisioning |   ○ Desktop Client (Windows & MacOS) |
| • Call Pickup | • Busy Camp-on | • User Role & Permission |   ○ Google Chrome Extension |
| • Call Waiting | • Business Hours & Holidays | • Extension Group & Organization |   ○ WebRTC Audio Call |
| • Call Flip/Switch | • Boss-Secretary | • Bulk Import & Export (Extension, Trunks, Route, Contacts) |   ○ Function Keys on Web/Desktop Client |
| • Call Merge | • Custom Prompts | • Operation Logs |   ○ Hotkeys on Desktop Client |
| • IVR | • Distinctive Ringtone | • Event Logs & Notifications |   ○ Remote Desk Phone Control (Linkus CTI Mode) |
| • Queue | • Music on Hold | • Backup and Restore | • Presence |
|   ○ Queue Priority | • MOH Playlist & Streaming | • Troubleshooting | • Contacts Management (Personal and Company) |
|   ○ Queue Call Logs | • T.38 Fax | • Built-in SMTP Server | • Audio Conferencing |
|   ○ Queue Missed Call Disposition | • Fax to Email | • AMI (Asterisk Manager Interface) | • Door Phone Video Preview |
| • Ring Group | • Voicemail | • Network Drive | • Voicemail |
| • Paging & Intercom | • LDAP Server | • SNMP Support |   ○ Voicemail Transcription |
| • Conference Rooms | • PIN List | **Security** |   ○ Group Voicemail |
| • CDR & Scheduled Download | • Speed Dial | • SRTP & TLS Call Encryption |   ○ Voicemail to Email |
| • Basic Call Reports | • Emergency Number | • Auto & Static Defense | • Pop-up URL |
| • Dial by Name | • Emergency Notifications | • Global Anti-hacking IP Blocklist | • Microsoft Teams Integration (via Call2Teams) |
| • AutoCLIP | • IP Phone Concurrent Registrations | • Certificates | • Headset Integration |
| • Caller ID | • Operator Panel | • Password Policy Enforcement | |
| • CID-based & DID-based Call Routing |   ○ Monitor Call Status | • Two-factor Authentication | |
| • DID (Direct Inward Dialing) |   ○ Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot) | • Allowed Country IP's & Codes | |
| • DND (Do Not Disturb) |   ○ Drag & Drop to Dispatch Call | • Outbound Call Frequency Restriction | |
| • DOD (Direct Outward Dialing) |   ○ Advanced Call Control | | |
| • DNIS | | | |

## NOTE:

- **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 Software Edition.
- **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.
- **Call Recording*:** The Call Recording feature is free of charge on the Software Edition. As for the Cloud Edition, each PBX instance comes with 500 free recording minutes and more can be purchased additionally if needed.
- **Disaster Recovery*:** Supported by the Software Edition and requires an additional PBX redundancy server to function.
- **PMS Integration*:** Supported by the Software Edition.