



COEO EmpowerUC™

PACKAGES & FEATURES GUIDE



Connect your business and empower your workflows from anywhere with COEO's comprehensive cloud communications platform. Explore the features and functionality included with each COEO EmpowerUC™ package, and connect with us to see how we'll create the ideal system for your needs.

BUSINESS FEATURES



✓ * Optional

Basic Office Business

		Basic	Office	Business
Anonymous Call Block	Block callers who call anonymously/block their caller ID.	✓	✓	✓
Call Conferencing	Add multiple users to existing call.	✓	✓	✓
Call Forwarding	Forward calls based on customizable rules.	✓	✓	✓
Call Hold	Place callers on hold.	✓	✓	✓
Call Log Reporting	Generate a report of all logged calls.	✓	✓	✓
Call Monitoring	Monitor calls for content, agent performance, and more.	✓	✓	✓
Call Park / Pickup	Put a call on hold and allow someone else to answer if needed.	✓	✓	✓
Call Recording	Record calls for future review.	✓ *	✓ *	✓ *
Call Transfers	Transfer a call to another party.	✓	✓	✓
Call Waiting	Keep callers on the line while on another call.	✓	✓	✓
Caller ID	Know who is calling before answering and send the caller to voicemail or transfer as needed.	✓	✓	✓
Caller ID Blocking	Block and unblock your caller ID on outgoing calls.	✓	✓	✓
Click to Call	Dial a call by clicking on a phone number on the screen.	✓	✓	✓

BUSINESS FEATURES



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Basic Office Business

		Basic	Office	Business
Conference Bridge	Conduct conference calls on your own line using a designated extension.	✓	✓	✓
CRM Integration	Integrate with popular CRMs including Zoho, Salesforce, HubSpot, SugarCRM, and others.			✓*
Do Not Disturb	Automatically forward calls to voicemail.	✓	✓	✓
Direct Phone Number	Each user has a direct phone number, which can be customized no matter where they are located.	✓	✓	✓
Drag and Drop Conferencing	Start a conference call by dragging and dropping participants from the contacts directory into the dial field.			✓
Dynamic Caller ID	Set any phone number on your account as your caller ID.	✓*	✓*	✓
Emergency Assistance / e911	Set an address for emergency response to individual lines or entire account.	✓	✓	✓
End User Portal	Manage individual accounts through web portal.	✓*	✓*	✓
Find Me/Follow Me	Forward calls to multiple numbers that ring in a sequence.	✓	✓	✓
Group Call Pickup	Allows employees to answer incoming calls for other group members.	✓	✓	✓
Group Intercom Paging	Make announcements using the intercom feature.	✓	✓	✓
HD Voice Quality	Crystal-clear, no jitter or latency voice quality.	✓	✓	✓
International Call Block	Block international calls.	✓	✓	✓
Message Waiting Indicator	Easily see when messages are waiting for review.	✓	✓	✓
Microsoft Teams Integration	Integrate Microsoft Teams with your business phone system.			✓*
Multiple Devices in One Extension	Register up to 3 devices on one extension.	✓	✓	✓
COEO EmpowerUC™ Desktop	Windows/Mac application that integrates business softphone with online voicemail, corporate directory, instant messaging, presence, video calling, and more.			✓
Shared Line Appearance	Delegate multiple users to answer or handle calls on a single line	✓	✓	✓
Simultaneous Ring	Ring multiple devices at the same time.	✓	✓	✓
SMS/MMS Capabilities	Send and receive unlimited text messages using your business phone number.			✓
Unlimited Customer Support	COEO provides 24/7/365 customer support.	✓	✓	✓
Unlimited Local & Long Distance Calling	Make and receive unlimited local and long-distance calls across the U.S.	✓	✓	✓
Virtual Extensions	An extension not tied to a physical phone and works as inbound-only. Can forward calls to a mobile phone or another external number.	✓*	✓*	✓*

BUSINESS FEATURES



✓ * Optional

Basic Office Business

Voicemail	Receive voicemails as email attachments or listen to messages on your phone.	✓	✓	✓
Voicemail to Email	Receive voicemails as audio files via email attachment.	✓	✓	✓
Voicemail Transcription	Get voicemails transcribed in the body of an email.	✓	✓	✓
Work from Anywhere	Access your COEO phone service on any device with an internet connection and the COEO EmpowerUC™ application for Desktop, Mobile, or COEO EmpowerUC™ WebApp from your browser.			✓

PHONE SYSTEM



✓ * Optional

Basic Office Business

Auto Attendant	Automated call handling customized to your workflows.	✓	✓	✓
Dashboard	Provides real-time status of all extensions and allows admins to configure settings.	✓	✓	✓
Extension Dialing	Call anyone in the company using their extension regardless of geographical location.	✓	✓	✓
Hosted PBX	Leverage a virtual PBX via the cloud.	✓	✓	✓
International Long Distance	Place international long-distance calls.	✓	✓	✓
Music On Hold	Play music or marketing messages while callers are on hold, customizable to different departments.	✓	✓	✓
Number Porting	Bring your phone numbers with you when you switch to COEO.	✓	✓	✓
Ring Groups	Designate a group of extensions to share the distribution of incoming calls.	✓	✓	✓

COLLABORATION



✓ * Optional

Basic Office Business

Busy Lamp Field	Indicates which phones are in use via phone display / busy light.	✓	✓	✓
Contacts Integration	Integrate all contacts across applications including Gmail, Outlook, and your phone system.		✓	✓
Instant Messaging	Chat with colleagues via your phone system application.		✓	✓
File & Document Sharing	Share important documents via built-in chat.		✓	✓
Presence	See presence information for colleagues.		✓	✓
Virtual Office Call Recording	Extension users can record incoming/outgoing calls, play them back, download, or delete them.	✓ *	✓ *	✓

MOBILITY



✓ * Optional

Basic Office Business

Call Flip	Easily move calls between desktop and mobile devices.			✓
Cell Phone Integration	Forward calls and use VoIP features on your cell phone.			✓
EmpowerUC™ Mobile (iOS/Android)	Download and use COEO EmpowerUC™ Mobile on your cell phone.		✓ *	✓ *
Softphone	Use COEO EmpowerUC™ on your laptop or desktop.			✓

COMMON INTEGRATIONS



COEO provides a range of integrations for popular CRMs, business functions, and third-party applications. Contact us to discuss your needs and explore how we can provide you with custom fit integrations to help you reach your goals.

Microsoft Teams	Microsoft Dynamics 365	Pipedrive	Outlook Click2Dial
Salesforce	HubSpot	SuiteCRM	Outlook Contact Popup
SugarCRM	Zendesk	Generic CallPopup module	Email Client
Zoho CRM	Bullhorn	Telephony URI handling	IP Camera support