

Feature	Avaya IP Office	INTERKOM+ Onsite	INTERKOM BASIC	INTERKOM PLUS
PBX type	local	local	cloud	cloud
Can move phone to other locations	no	needs further testing	yes	yes
Transfer	yes	yes	yes	yes
Can have speed dial buttons for other ext	yes	yes	yes	yes
Can see status of other extensions	yes	yes	no	yes
Caller ID and Name	yes	yes	yes	yes
Call History Log (Global)	limited on phone	yes	yes	yes
Online Call History Global	with SIP trunk only	yes	yes	yes
Redial	yes	yes	yes	yes
Local hold	yes	yes	yes	yes
Park	yes	yes	no	yes
Forward	yes	yes	yes	yes
Phone buttons group or template programming	yes	yes	no	yes
Individual and Group Voicemail	yes	yes	yes	yes
Accepts DIDs for other directed numbers***	yes	yes	yes	yes
Auto Attendants (multiple)	yes	yes	yes	yes
Time Conditional Call Routing	yes	yes	yes	yes
Ring Groups (collective, round robin, least busy)	yes	yes	yes	yes
Call Queuing (for Agents)	yes	yes	yes	yes
Call Recording	added charge	yes	yes (beta)	yes
Whisper Page, Coaching, Call Monitor	yes	yes	no	yes
Handsfree Intercom	yes	yes	yes (due 2020)	yes
Page through phone speaker	yes	yes	yes	yes
Music on Hold (lo quality) (hi quality)	hi	hi	hi	hi
Customized Music on Hold (adds company info)	yes	yes	no	yes
Failover if Internet goes down	yes w SIP service	yes	yes	yes
Can connect to external speakers	yes	with adapter	untested	with adapter
Uses phones by	Avaya	Polycom, Yealink, +	Yealink	Polycom, Yealink, +
Can use lower cost refurbished phones	yes	yes	no	yes
Cost hardware purchase	hi	med-low	low	med-low
Monthly charge	low	med	med	med
major differences hi-lited in green				
*has local edge device which acts as traffic shaper and quicker provisioning				
**2 included extra charge for more				
***Ask for additiional monthly charge which is based on quantity desired				
****auto failover after 15 minutes and manual restore				
PREPARED BY IP OFFICE TECHS ipofficetechs.com 888-530-9112				