

Types of Extensions

Crexendo has many different types of extensions, each with its own purpose.

- **Advanced Call Distribution (ACD):** A type of call flow extension that allows callers to listen to music on hold while waiting for the next available agent.
- **Auto Attendant:** A call flow extension that is known by various names such as a virtual receptionist, call tree, phone tree, and an IVR. Auto attendants give callers an automated menu where they can select the option that most closely matches the reason they called or the person they are looking for.
- **Call Park:** Call park extensions allow callers to be placed “on hold” (park spot), and anyone else within the office can pick up the call without having to complete a transfer.
- **Cloud Fax:** This extension type allows you to send and receive faxes virtually on the Crexendo system.
- **Conference:** This extension is a virtual conference room that can hold up to 30 participants (the limit is set to 10 by default, contact support to raise the limit if desired). Each person calls into the conference bridge extension, and there is an additional option to add participant PINs to “password” protect a conference.
- **Custom:** An advanced extension type used primarily by Crexendo’s Level 2 and engineering teams to add custom functions to a Crexendo account.
- **Directory:** A specific type of call flow extension that creates either a dial by extension or dial by name directory. These are primarily used on auto attendants.
- **Fax:** This extension type is used for physical fax machines on the Crexendo system.
- **Group Pickup:** An extension type that allows one to answer a call that is ringing on any phone in a pre-defined group.
- **Group Voicemail:** Similar to a user’s voicemail, a group voicemail is distinct because it allows one to record a message just for that group, and it also allows for distribution of any messages captured by that voicemail to any user listed within the extension.
- **Hunt Group (Team):** An advanced type of ring group, it primarily is used to connect callers with people who are using non-Crexendo phones with their Crexendo system (think cell phone, or landline).
- **Personal:** The most critical extension type for any Crexendo customer, a personal extension is needed for a device to be able to place or receive calls. They can also be used for forwarding purposes as well.
- **Sequential Ringing:** One of the two common ring groups, this allows you to create a list of people who are rang one after the other. If my list includes Eden, Maurizio, and Roman, it will ring to Eden first, then Maurizio, then Roman.
- **Simultaneous Ringing:** The other common ring group type, this will ring everyone that is listed as a member at the same time.
- **VM Pickup:** This extension type is **crucial** for voicemail, and it is required for voicemail. Without this extension, you will not be able to check voicemails, and people will not be able to leave you voicemails.