pbxnsip

"The voice communications platform of choice."

Spécifications Technique de pbxnsip IP-PBX

Fonctionnalités principales

- Déploiement Windows, Linux ou Mac
- Messagerie vocale incluse
- License par extension – grandi selon vos besoins
- Interopérabilité des téléphones IP
- Interopérabilité des PSTN Gateways
- Interopérabilité des SIP Trunks
- Interopérabilité des produits Microsoft
- Extensible
- Riche en fonctionnalités

Extensions

- Messagerie vocale incluse
- Messagerie vocale -to-email
- Indicateur de Message en attente
- Liaison GSM – le GSM agit comme une extension
- Appel simultané du GSM et de l'extension
- Appel du GSM quand vous avez un message vocal
- Plusieurs téléphones sur la même extension
- Bureau mobile (Hot desk)

Comptes

- Décrochage automatique
- Groupes d'Agents (ACDs)
- Groupes hiérarchiques
- Paging
- Plages horaires (Routage vs l'heure)
- Salles de Conférence
- IVR

Supervision d'appel

- Intrusion d'appel
- Ecoute d'appel
- Mode formation
- Boss/Secrétaire
- Staff training

Fonctionnalités de sécurité

- Support TLS et SRTP
- Serveur web HTTPS
- Certificat SSL
- Provisioning Sécurisé
- Voix sécurisée
- SIP Sécurisé (SIPS)
- Authentification par mot de passe et Code PIN

Support GSM

- Lie votre GSM à votre extension
- Appel simultané sur votre GSM et votre extension
- Renvoi des messages vocaux vers le GSM
- Identification des appels
- Support du bureau mobile
- Tapez 1 pour accepter l'appel sur votre GSM
- Plage horaire pour le routage vers votre GSM

Décrochage automatique

- Support bilingue
- Destinations Préenregistrées en standard
- Routage par plage horaire
- Routage lors des congés
- Jusqu'à 6 messages de bienvenue bases sur l'heure
- Jusqu'à 10 options d'appel (tapez 1, tapez 2 … tapez 0
- Interception des appels Anonymes
- Appel par nom
- Appel par extensions ou comptes

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Groupes d'agents

- Welcome message (or not, if required)
- 9 other announcements
- Configure the gaps between announcements
- Own Music on hold
- Music on hold faded in and out in-between announcements
- Agent recovery time
- Call connect control (for charged calls and when they start to be charged)
- Queue Manage
- SMS SIP message to phones on queue status
- 3 routing algorithms for finding agents
- Head of queue actions
- Custom ring melody
- Daily CDR reports
- Record queue calls
- Time of day/holiday routing
- SOAP interface
    - Queue Status
    - Agent becomes available

Hunt Group

- Name hunt group for display on phone when ringing
- 3 stages
- Parallel/Sequential hunting
- Distinct ring melody
- Stack hunt groups on top of each other for complex routing and hunting
- Record all calls avecin the hunt group
- Final routing to any account on the PBX
- Final routing to an external telephone number
- Separate dial plan

Conference Rooms

- Users PIN code
- Admin PIN code
- Add-hoc Conference
- Scheduled Conference
- Email conference invites
- Named introduction in and out of the Conference
- Multiple Language IVR support
- Record conference calls

Service Flags

- Manual or Day/Night mode
- Manual Mode – dial the account to switch between on/off status
- Day/Night/Holiday mode – set times of day or days to set switch between on/off status
- Monitor the flag via buttons on the phone

Paging

- Page out to multiple devices
- Multicast paging
- Unicast paging
- Declare the destination devices
- Declare the source of the paging call

IVR Nodes

- Create your own IVR tree avec multiple IVR nodes
- Upload a wave file
- DTMF matching
- Called From matching
- Called To Matching
- SOAP hook to external applications server
- Timeout

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Calling Card/Call Back

- DISA
- Use to call in and call out
- Billing remains on the PBX
- Call back – both calls start and end avec the pbx
- SOAP hook to external application server for authentication and call monitoring

Intercom

- 2 way intercom avec other phones
- Star code to initiate intercom

Voicemail

- Private and Shared Voicemail
- Voicemail-to-email
- Message waiting indicator (MWI)
- Voicemail commenting
- Voicemail movement
- External Voicemail hook to Microsoft Exchange 2007
- 3 announcement modes – anonymous, named and personal
- Call cell phone avec message

Call Redirection and Control

- Anonymous Call Intercept – ask user for name
- Redirect when busy
- Redirect all calls
- Redirect after x seconds
- DND
- Call Park, pick-up and retrieve
- Star code transfer

Music on Hold (MOH)

- Wave file source
- RTP stream source
- Wave input source
- Multiple source locations per PBX

Address Book

- Import address book details
- Speed dials from address book
- Domain address book
- User Address book
- Access address book from the phone

Presence and Monitoring

- Busy lamp fields (BLF)
- Auto provision BLF
- Monitor any extension
- Monitor any extension
- Instant messaging
- Attendant Console
- Secretary Phone Board

Language Support

- Multiple language support
- Web interface
- IVR prompts

Dial Plans/Trunks/Routing

- Multiple dial plans
- Pattern matching dial plan routing
- B2BUA Gateway – many SIP – Analogue/ISDN gateways
- Registered and gateway authentication
- ENUM Support
- CO-Line emulation
- ANI Number presentation

CDR Handling

- Email daily CDRs – extension, account and domain
- SOAP CDR mechanism – SOAP hook to a 3rd party application server

PBX Management

- Web based interface
- System level management
- Domain management
- User management
- SNMP monitoring

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