# carusto

## VoIP — features

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| 5 GRADE PHONE SERVICES |
| Call Record |
| Call Parking |
| Call Forward |
| Call Hold |
| Call Pickup |
| Call Pickup Group |
| Call Waiting |
| Call Group |
| Call Back |
| DISA |
| Attendant/Blind/Conference transfer |
| Intrusion (hidden / talk with client / talk with agent/ conference) |
| Intercom |
| Conference |
| Presence status |
| Caller ID |
| Voicemail & Voicemail to Email |
| SMPP // SMS |
| Notification by e-mail about missed calls, messages and faxes |
| Mobility |
| Secured Tunnel (OpenVPN, encryption algorithm AES-256-CBC, hash algorithm SHA512, key size 1024. Terminal must support protocol and all requested parameters for encryption, hash and key size ) |
| Intelligent routing of outgoing calls for IP-PBX by: |
| -the minimum tariff |
| -time of day and day of week |
| -operators (routing code Operator) |
| Intelligent routing of incoming calls on the IP-PBX by: |
| -define the phone number |
| -the status of an employee (Manager) |
| -the competence of the staff (manager, operator, manager) |
| -longest idle time employee |
| -company departments and employees sections |
| -the work schedule of the company |
| Routing scenarios any complication |
| Dial to Group |
| Dial to Queue |

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| Music on Transfer |
| Music on Hold |
| FAX |
| FAX to Mail |
| Text to Speech |
| Feature Codes |
| Multi-Language Prompts |
| Multi-Language GUI |
| Many terminal on same extension |
| Notification for problem situation |
| System status |
| Firewall with Black & White IP list |
| System backup |
| Tcpdump diagnostic tool / Debug |
| External Storeage Supported |
| Remote Support |
| SIP Trunk (Inbound / Outboond / DID) |
| SIP Register with UDP/TCP/TLS |
| SRTP (Secure Realtime Transport Protocol) |
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| **CTI — features** |
| VoIP options and functions |
| Conference Room Management |
| HotKey Dial |
| Video Conference* |
| Video call* |
| WEB binar* |
| WEB RTC* |
| Geolocation |
| Pop-up notifications about all kinds of calls, messages, faxes, or any problems with services |
| Reception and a call from a browser |
| Softphone |
| Desktop Application |
| Internal chat between users |
| List of users with speed dial function |
| Recent users, numbers and conferences |
| Sort user list by name, status, group or geolocation |
| Phonebook general and personal |
| Contact import / export |
| History of interaction with the client |
| Record and listen to conversations with the client |
| History of personal calls |
| Quick start |
| Mini-CRM |

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| Virtual FAX Machine and FAX to mail |
| Managemnet of call settings |
| Management of personal settings |
| VPN Tunel, supported by Desktop aplication (OpenVPN, encryption algorithm AES-256-CBC, hash algorithm SHA512, key size 1024). |
| **\*-** <u>function is in road map, depending on the project can be developed earlier.</u> |
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## Call Analytics — features

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| Detailed information about calls |
| Filter calls by: |
| -Time |
| -Date |
| -User |
| -Queue |
| -IVR |
| -Gateway |
| -Group |
| -Abandoned |
| -Hanguped by operator |
| -Transfered |
| -Unanswered |
| -Recorded |
| -Incoming |
| -Outgoing |
| -Local |
| Export report to CSV and Excel |
| Generation of graphs**\*** |
| **\*-** <u>function is in road map, depending on the project can be developed earlier.</u> |
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## Call Center — features

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| Software solution that allows to organize full-fledged Call-Center with the minimal labor efforts to conduct inbound and outbound telephone campaigns and optimize the processing of incoming calls. |