



VoIP — features

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

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 Storage Supported
Remote Support
SIP Trunk (Inbound / Outbound / DID)
SIP Register with UDP/TCP/TLS
SRTP (Secure Realtime Transport Protocol)
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

Virtual FAX Machine and FAX to mail

Management of call settings

Management of personal settings

VPN Tunnel, supported by Desktop application (OpenVPN, encryption algorithm AES-256-CBC, hash algorithm SHA512, key size 1024).

* - function is in road map, depending on the project can be developed earlier.

Call Analytics — features

Detailed information about calls

Filter calls by:

-Time

-Date

-User

-Queue

-IVR

-Gateway

-Group

-Abandoned

-Hunguped by operator

-Transferred

-Unanswered

-Recorded

-Incoming

-Outgoing

-Local

Export report to CSV and Excel

Generation of graphs*

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Call Center — features

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.