Successful companies need to easily communicate with their customers, partners, and prospects via the phone. Whether it's telemarketing or simply 'staying in touch' with customers, the phone system is the lifeblood of the enterprise. Equally important to the success of a business, inbound calls for sales and support agents are of a critical nature today.

A robust and reliable call center platform is needed to stay competitive in today's competitive environment where customer 'churn' is a big problem. Customers want to speak to someone in a timely manner and if you can't quickly answer the call, your competitor will likely be called next. That is why the deployment of a simple to use yet multi-featured call center platform is vital today for businesses of all sizes.

Pbxnsip Call Center features:

1. Agent Group Support (ACD)

- Recording of up to 10 announcements per queue
- Music on Hold mixing with recorded announcements
- SOAP programming interface support
- Agent recovery time
- Selectable call routing algorithms
- Call pickup from queue
- Call Escalation
- Day/Night mode plus holidays
- Web based queue status
- User input handling

2. Specialized Call features

- Call Recording on demand
- Call 'Listen In' where a manager can listen in on an agent call
- Call 'Whisper mode' where a manager can speak to an agent in the process of a call
- Call 'Barge In' where a manager can become part of the call between the agent and customer

The pbxnsip Call Center Edition is available in two standard configurations:

- Center25 – 25 agent support
- Center50 – 50 agent support

Licensing for larger numbers of agents is readily available upon request. Simply contact sales@pbxnsip.com

Recording default for this domain:

Record incoming calls from hunt group:	○ Yes ◉ No	
Record incoming calls from agent group:	○ Yes ◉ No	
Record incoming calls from extension:	○ Yes ◉ No	
Record outgoing calls to internal numbers:	○ Yes ◉ No	
Record outgoing calls to external numbers:	○ Yes ◉ No	

Recording Location:

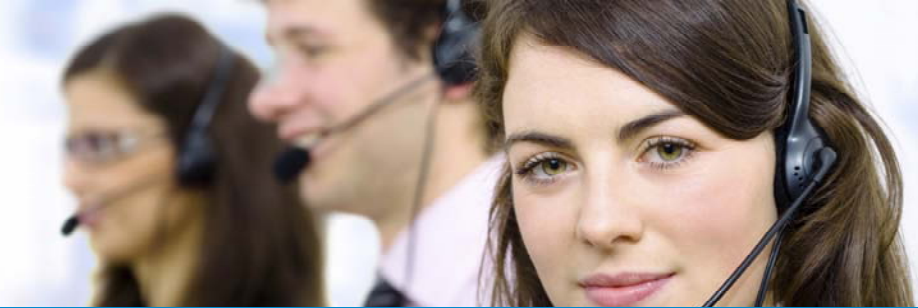|	
Record On Key (e.g. *12):	
Record On Key (e.g. *13):	
Record Location:	$r/$d/$t-$i-$u-$n.wav

Call Intrusion:

Call Barge In:	
Listen In:	*83
Teach Mode:	*82

Technical Specifications of the pbxnsip Call Center

Main Features

- Recording of up to 10 announcements per queue
- Music on Hold mixing with recorded announcements
- SOAP programming interface support
- Agent recovery time
- Call barge in, Training Mode, Listen in
- License purchasing for 25—100 simultaneous calls

Accounts

- Auto Attendant
- Extensions
- Paging Groups
- Hunt Groups
- Agent Groups
- Outbound Call Authentication
- IVR Nodes
- Service Flags

Security Features

- TLS and SRTP support
- HTTPS web interface
- Secure provisioning
- Password and PIN per extension
- SSH access to the system

Mobility Support

- Call forking to cell phone
- Voicemail triggers call to cell phone
- Inbound call cell phone detection
- Camp on from cell phone
- Hot desking support

Call Supervision

- Call barge in
- Training mode
- Listen in
- Permission and license-based access

Plug and Play

- TFTP, HTTP and HTTPS support
- One-shot password provisioning
- Time zone provisioning
- PBX provisioning and configuration templates

Trunking

- B2BUA (IP-Gateway) architecture
- Registration and gateway trunks
- ENUM support
- CO-line emulation
- ANI number presentation
- DID routing
- Extension-based dial plans

MoH, Paging and Intercom

- Multiple MoH sources (RTP, File, audio input)
- Multiple audio paging output (audio output, RTP multicast)
- Intercom through star code

Auto Attendant

- Dual language support
- Prerecorded standard destinations
- Day/night mode, holidays
- Dial by name
- Anonymous call intercept
- Black and white list management
- Camp on

Conference Subsystem

- Conference mixer
- Instant conference
- Conference scheduler with Email invitation

Voicemail System

- Private and shared voicemail
- Voicemail notification through email
- Message Waiting Indication (MWI)
- Voicemail commenting
- Support for external voicemail system (e.g. Microsoft Exchange™)

Waiting Queues

- Up to ten announcements
- MoH mixing with announcements
- Agent recovery time
- Call pickup from queue
- Call escalation
- Day/night mode, holidays
- Web based queue status display

Hunt Groups

- Serial and parallel search
- Day/night mode, holidays
- Distinctive ringing
- Custom IVR recordings and routing decisions (IVR Node)

Call Redirection and Treatment

- Do not disturb
- Redirect on busy, timeout, always
- Multiple registrations per extension
- Call park, call pickup, call retrieve
- Star code-based transfer
- Last call return, redial
- Caller-ID blocking

Address Book

- Personal/domain level address book
- Address book import

Presence and Instant Messaging

- Presence agent for presence information
- Instant Messaging support
- Support for dialog state (BLF) System Management
- Loadable SSL/TLS certificate
- Performance monitoring and load protection
- SNMP agent
- CDR export through SOAP interface
- Build-in session border functionality for remote offices

Languages

- Multiple interface languages
- Multiple audio languages
- Multiple simultaneous time zones