pbxnsip Call Center Edition 10

Product Name: pbxnsip Call Center Edition 10

Manufacturer: pbxnsip

Model Number: -

Availability: In Stock

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.

System Configuration Table

```
.style1 {
color: 00000000;
font-weight: bold;
}
.style2 {
color: 0000000;
font-weight: bold;
}
-->
```

System Configuration

Center10

Center25

Center50

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Accounts*

10

25

50

Domain

1

1

1

Extension**

10

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25

50

Trunk

3

3

3

Recording

YES

YES

YES

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*What is an Account?

We are using the term account to be any of the following: Auto Attendant, Conference, Hunt Group. Agent Group, Calling Card, Paging, Service Flag, and IVR Node. The customer can choose to configure the PBXs accounts so as to meet their needs. You cannot create accounts beyond the number you are licensed for.

**What is an Extension?

An extension is a special account type that has a phone and a mailbox associated with it. An extension can have multiple phones connected to it with the same extension number.

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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@voipon.co.uk

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

Security Features

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

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Call Supervision

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

Trunking

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

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™)

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

Please Enquire