



## Features

### General Features

- Attendant
- Automated attendant
- Interactive voice response (IVR)
- Working hour and non-working hour service
- Changing automated attendant profile on a fly Queuing
- Operator group (Up to 5 operators)
- Operator console
- Incoming call
- Direct inward dialing (DID)
- Direct dialing in (DDI)
- Calling line identification (CLI) distribution
- Call block
- Call waiting
- Group receiving in 4 customizable stages
- Extension group
- Group call distribution
- Group ringing
- Extension receiving
- Call forking (Ring simultaneously another pre- elected terminal, like other land line or cell phone)
- Call forwarding (FWD)
- Call forwarding
- Call forwarding on busy

### System Language

- Arabic (UAE, Egyption)
- English US/UK
- Spanish (Spain, Mexico, Colombia, Puerto Rico, Argentina)
- Italian
- Urdu
- Portuguese
- Polish
- Persian
- French (France, Canada)
- Swedish
- Russian
- Turkish
- Japanese
- Philippines

### Automated call distribution system

- Automatic route selection
- Caller ID
- Admin monitor
- Manager call queue real time monitoring with intervene capability
- Agent selection customized algorithm
- Caller queue status, customizable scenarios in queue

### PC assistant

- Click-to-call
- SMS Send/Receive on Pc
- Microsoft Outlook integration
- Microsoft Exchange integration
- Microsoft Dynamics CRM
- Microsoft Lync

### Voice Activated

- Dial by voice
- Search contact by voice
- Voicemail management by voice

### Unified Messaging

- Receive reply email via phone
- Receive reply voicemails via phone

### Log

- Log call registration
- Log Voice mail
- Log Sip events
- Log Call messages

- Call forwarding on no answer
- Call forwarding to Cell phone
- Call forwarding to cell phone or land line scheduled based (days, hours selection)
- Call transfer All
- Call transfer no answer
- Call transfer no register (Failover)
- Do not disturb (DND)
- Ring pattern selection group based, DID based
- Call back
- Call ring back tone
- Ring tone pattern selection
- Call pickup
- Directed pickup
- Group pickup
- Pickup operator's call only
- Operator redirect
- Back to operator from voice mail
- Making call from PC to phone
- Intercom call
- Page
- Account code entry
- Outgoing line preference
- Outgoing Trunk Preference
- Fail over Line Inbound/Outbound
- Speed dialing up to 50 numbers per extension
- Hot line (Immediate, delay)
- Hot Desking
- Caller ID block
- White list/Black List
- Emergency call
- Emergency Caller ID
- Remote access
- Direct inward system access (DISA)

- Create priority
- Set Maximum call per agent
- Instant Message to agents
- Email to agents
- Record Incoming calls to ACDS
- Send CDR to email
- Access to real-time ACD call report/sorting, filtering, per agent
- Working hour and non-working hour service for ACD plus management call distribution for after hours
- Automated Failover for ACD
- Music on hold for ACD
- Background Music
- 10 Announcements spaces per
- ACDS/customizable algorithm for ACDS announcements (have your own Radio)
- 10 Key in during ACD (press one,...)

### ACDS Performance report

- Hung up report
- Ringing redirect report based on each agent
- Average hold time per agent
- Amount of calls answered by agent
- Agent availability
- Average call time per agent

### SIP trunk

- Registration per line
- Registration per system
- Tie trunk service
- Direct internal dialing

### Networking

- PPPoE
- NAT traversal
- IP address filtering for security

### Voice Quality

- Media stream processing
- Codecs: G.711 (A,U), G.729A, G.722 G.726,
- SM, iLBC, T.38
- Echo cancellation
- Jitter buffer automatic adjustment
- Busy tone detection

### FAX

- Fax transmit and receive (T.38)
- POS transmit

- Remote extension setting on phone
- Call transfer
- Blind call transfer
- Consultation call transfer
- Attendant call transfer
- Call transfer to CO line
- Call hold
- Call park
- Music on hold
- Live radio as Music on hold
- Conference
- Conference room up to 45 calls
- 3-way calling
- Call restriction
- Toll restriction/Call barring
- Budget management
- Extension lock
- Verified code entry
- Incoming call log
- Message notification
- Voicemail message waiting (FSK, polarity reversal)
- Recording
- Extension recording
- Group Recording
- Auto Attendant Recording
- recording On the fly
- Confirmation tone
- Stutter dial tone on voice mail notification
- CO line (FXO, SIP)
- Polarity inverse detection
- Caller ID detection
- Busy tone detection
- DTMF out pulsing delay
- Volume control
- Subscriber line (FXS)

- Outbound trunk sharing

## Peer-to-peer SIP communication

- SIP extension
- Outgoing
- Incoming
- HOLD
- Transfer

## Notifications

- Busy line field (BLF)
- Retrieving voice mail and recording file to mail
- Presence
- Short message
- PBX connectivity (Trunks and Extensions)

## Employee Management

- Time Attendance login/out with reporting
- Performance log
- Live Monitoring the whole network with real
- Extension status (registered, Busy, DND, Login, out)

## Address Book

- Contact list private
- Contact List Company Share
- Import/export Contact List

- Polarity inverse generation
- Caller ID generation (FSK, DTMF)
- Ring cadence setting
- Ring frequency setting

## **System management**

- Web management interface (Local and remote access)
- Firmware upgrade
- Log management
- Configuration import and export
- System status monitoring and statistics