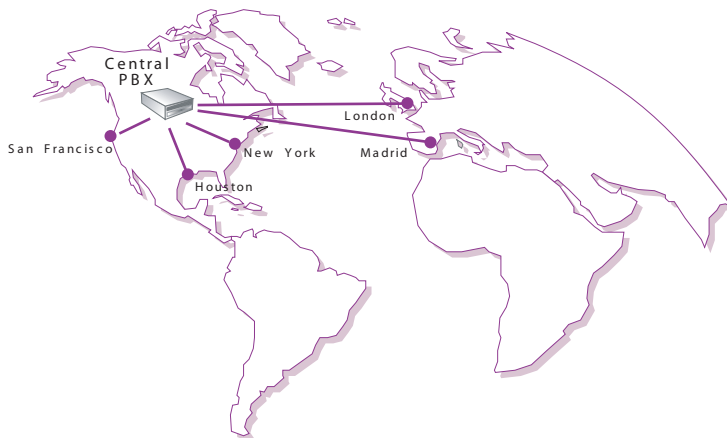


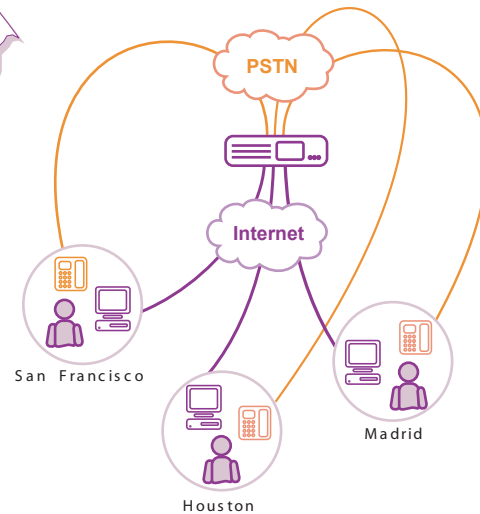
The Problem

A worldwide distribution company has three offices (New York, San Francisco, Houston) that need integrated PBX/Phone System. In addition, the business requires phone system support for multiple sales people that work from home (London and Madrid). The PBX requirement includes Voicemail, Auto Attendant, and PBX support for traditional (PSTN) and VoIP (H323) lines.



The Solution

SysMaster VoIP PBX system with Voicemail and Auto Attendant modules enables the company to expand globally the reach of their unified phone system. The company supports single DID phone number that is connected to the SysMaster PBX system. Once a call is received it is processed by the Auto Attendant engine, and then transferred over PSTN or VoIP/Internet lines to its final destinations. If a particular subscriber can not be reached the call is either diverted to an alternative phone number or to the VoiceMail system. The subscribers are reached either via PSTN or Internet to allow transparent and uniform business phone system environment. In addition, the system allows all traditional services such as Call on Hold, Call Transfer, Conference Call, Do Not Disturb, Speed Dial, Music on Hold, and Call Hunting.



Extended Features

- Automated Call Distribution (ACD)
- Agent Log On/Off
- Automated Agent Logging
- Advanced Queue Management
- Custom IVR Support
- Custom IVR Menu Support
- Custom DTMF Processing
- Custom IVR Prompts
- Unlimited Languages Support
- Radius Billing Interface
- Radius Authentication Interface
- CDR Collection
- Advanced Call Reporting
- Advanced ACD Reporting
- Advanced Agent Performance Reporting
- CALEA Compliance
- Call Recording
- Advanced Time Rule Management
- User CRM Management Interface - Consumer/Hosted Services

SOLUTION FEATURES

Key Features

- Supports Calls over IP and PSTN/TDM
- Supports for H323, SIP and traditional phones
- Up to unlimited Number of PBX Groups
- Interface to VoiceMail Server
- Interface to Conference Server
- Interface to Auto Attendant/IVR Server
- Supports Forward, DND, Call on Hold, and Call Transfer services
- Up to unlimited Number of PBX Subscribers
- Supports ACD/Queue processing support
- Supports Music on Hold
- Support Rotational, Ascending, Descending, and Blast Hunting
- VoIP - H323/SIP/MGCP Support
- PSTN - ISDN/SS7/CAS/R2 Support
- Inbound Call Filtering
- Least Cost Routing
- Protocol Switching
- Codec Transcoding
- IVR Feature Management
- Dynamic Call Control and Disconnect
- 976/900 Block
- Classes of Service
- Speed 2-digit Dialing
- Anonymous Call Rejection
- Call Forward All Calls
- Call Forward Busy
- Call Forward No Answer
- Managed Call Forward
- Blind Call Forward
- Call Return
- Caller ID
- Caller ID Block
- Caller Name
- Call Waiting
- Caller ID for Call Waiting
- Off-Premises/IP Stations
- DTMF Block
- Last Call Redial
- Last Inbound Call Return
- Distinctive Ring
- Do Not Disturb (DND)
- Forward to Voice Mail
- Hold Call
- Park & Park Pickup Call
- N-way Private Conference
- Permanent Per Call Block
- Priority Call
- Group Pickup
- Selective Call Forward
- Selective Call Rejection
- Call Screening
- Call Screening Voice Mail Forward
- Speed Dial
- Urgent Call
- Virtual Ring
- IVR System Management
- Hunt Dial Groups
- Channel Hunt
- Sequential Hunt
- RR Rotational Hunt
- Music On Hold
- Unlimited Auto Attendant Levels
- Admin Web Management Interface - Enterprise
- User Web Management Interface - Enterprise

Calls over IP and PSTN lines

SysMaster PBX Server allows integrated support for call processing and call handling over IP and PSTN. Both types of subscribers are provided with specialized services to allow them to navigate and manage the PBX system in a user friendly format. The system fully supports all types of call handling including call transfer, call On Hold, etc. for VoIP calls.

Up to unlimited Number of PBX Subscribers

SysMaster PBX server supports up to unlimited number of PBX subscribers (with license restriction) and up to 240 VoIP and 120 PSTN concurrent subscribers thus allowing one of the industry highest PBX system throughput.

Auto Attendant / IVR Server

SM7000 PBX supports advanced Auto Attendant menu management system to allow up to unlimited, multi-tree interactive voice response system for all PBX subscribers. The Auto Attendant is fully programmable and supports a large variety of system Action types to allow most flexible selection handling. The voice menu files are fully customizable and can be stored either locally or remotely. The system supports both IP and PSTN callers.

Advanced Voice Mail Server

SM7000 supports complete Voicemail functionality with advanced voicemail management options that include voicemail forward and retrieval via email, web, and unified messaging system. The Voicemail system can be administered and monitored remotely or via IP or PSTN phone connection. Up to unlimited number of VoiceMail boxes and groups are supported based on included licenses.

SOLUTION FEATURES

Conference Server

SM7000 with Conference Server module allows up to unlimited number of private and public conference rooms with up to 1024 callers in one room. The Conference Module allows secure rooms entry via pass code and complete administration to manage conference call participants or record conference sessions. The system supports both IP and PSTN callers.

ACD / Queue Call Routing

SM7000 supports ACD (advanced call distribution) to allow call queuing and call management for high throughput systems with multiple phone agents. The system will enter the queue and check for available agents until an agent becomes available. ACD allows flexible processing of calls in a First Come First Serve basis. It supports both IP and PSTN calls.

Music on Hold

SM7000 allows Music on Hold for parked or paced on hold calls. Music on hold is based on customizable audio files recorded in Microsoft Windows wave format.

Supports Dial Group Hunt Functionality

SM7000 allows advanced call processing for ascending, descending, rotational, sequential, and parallel dial group hunting. The administrator can define multiple endpoints or/and PBX extensions that participate in a dial group and enable hunting to them as a group. Both IP and PSTN endpoints and extensions are supported making this system unique in the industry.

Call Transfer, Call Pickup, Call on Hold, DND, Call Park, and Conference Call Functionality

SM7000 supports advanced features to allow flexible call processing and routing. Call can be easily diverted, placed on a queue, placed on hold, or simply dropped based on the subscriber preferences. Call can be parked by one PBX subscriber and picked-up or transferred to another. They can be placed on hold in a queue or joined into a conference call. Do not disturb function with call routing to voicemail or alternative phone number (including external number) is also included. The system fully supports IP of PSTN calls.

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