

Key Features

Support Protocols

- SIP, IAX2
- HTTP, NTP, PPPoE, SSH, DHCP, DDNS

Support Devices

- Softphone
- IP-Phone
- WiFi phone / DECT phone
- Video Phone
- Paging Device
- Door Phone
- ATA, Gateway

Management Interfaces

- Active Call Monitoring
- Active Phone Monitoring
- Active Call Hangup / Transfer
- Active Agent Monitoring
- Billing System Management
- Billing Rate Management
- Backup and Restore Management
- Call Recording Management
- Call Recording Backup System
- Customizable Multiple User Type
- Call Details Record Management (CDR)
- Conference Call Recording Management
- External Storage Management
- Firewall Configuration
- High Availability Configuration (HA)
- Internal Voice Prompt manager (upto 4 languages)
- Network Configuration & Tools
- Network Security Configuration
- Phone Book with Click-to-Dial Support
- Resource Statistic Graph & Monitor
- Screen Pop-up Management
- System / Service Monitor
- UPS connectivity for Automatic Shutdown

Basic Call Features

- Attended Transfer / with status
- Blind Transfer / with callback
- Call Parking
- Call Pickup
- Call Forward / Followme (multiple level)
- Extension Pickup
- Intercom
- Outgoing call lock
- One Touch Record
- Private Whisper
- Voicemail Notification via MWI / Email

Advanced Call Features

- Custom Call Forwarding
- Fax Server / Fax Passthrough
- Roaming Station / Reseated
- Softphone Account
- User-Defined dialplan program
- Video Call
- Video Conference (Required MCU)
- XML Language for Phone Integration

Call Center Features

- Agent Login / Logoff
- Agent Skill Support
- Automatic Call Distribution (ACD)
- Customizable Queue setup
- Coaching (Whisper)
- Channel Spy
- Call Recording
- Call Queue System (Roundrobin, Leastrecent, Fewest call, etc)
- CRM Integration
- Integrated Easy CRM Software
- Multiple Agent Type Support
- OneTouch Login / Logoff
- OneTouch Pause / Unpause
- Screen Pop-up / CRM Integration
- Realtime Queue Monitoring
- Supervisor Management

PABX Features

- Automatic Returning Call Routing
- Autoprovisioning for SNOM / Yealink
- Busy Lamp Field (BLF)
- CallerID-Based Call Routing
- Customer Satisfaction
- Easy Call Permission System
- External Database Connector
- IVR (Interactive Voice Response) with Multiple Levels, Programmable Call Flow, Programmable Number
- Multi-Group / Multi-Company
- Music on hold
- Multiple Conference Room / Realtime Control
- Multiple Sites / Server Connectivity
- Paging System
- PABX-LINK Connectivity to others PABX system
- Time Based Incoming / Outgoing Call Rules
- User-Based GUI
- Virtual Number
- Yearly/Weekly Call Schedule System

Reporting

- Call-Center Report
- Customer Satisfaction Report
- Call Report Graph
- DID Number Report
- System and Hardware Report
- System Status Report

PSTN Connectivity Option

- SIP-based VoIP Operator
- SIP Account / SIP Trunk
- FXS Interface
- FXO Interface
- ISDN PRI (E1) / ISDN BRI
- SIP Based Analog / Digital VoIP Gateway
- SIP Based GSM VoIP Gateway
- Skype Connect