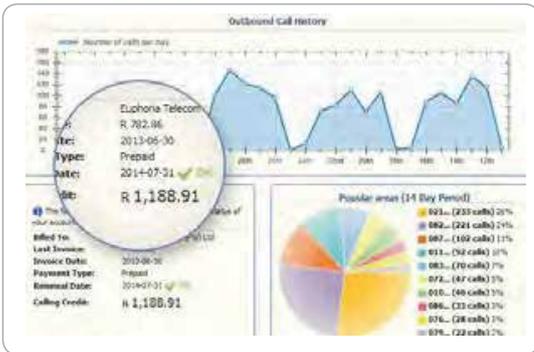


iPBX Tour

Control

Your phone system might run like it's on rails, but you'll always be the conductor.



Know your account status anywhere, anytime

Our easy-to-read dashboard gives you a big-picture summary of your account in a glance. See your call volumes per day, costs and credit status, and even a breakdown of numbers dialed by area code.

Keep your number

With geographic landline number porting, you can keep your number no matter what service provider you use.

DID Number	Contact / Description	Group	Destination
0212000455	Fax	PBX DID's	Fax Number
0105934567	Ed Home	PBX DID's	2710983456
0212000418	M9 Frodo	PBX DID's	2721200041
0212000484	George Home	PBX DID's	2721200048
0212017200	Kafai Home	PBX DID's	2721201720
0872300151	Doorbell	PBX DID's	2787230015
0872300152		PBX DID's	2787230015
0872300233	Landing Page	PBX DID's	2787230023
0872300308		PBX DID's	2787230030

Manage your system from anywhere

With our built-in TMS you'll be able to manage both your PBX's high-level functions and its day-to-day operations from wherever you are, at no extra cost. Detailed reports, real-time monitoring, call tracking, and trend data are just a few of the tricks up our TMS's sleeve.



Automate with ease

Customisable automation features ensure your calls are answered, routed and handled correctly every time. Updating and changing your menus, media and routing is easily done from the user-friendly interface on your TMS.



Personalise by choice, not necessity

The platform is nearly infinitely customisable, with the TMS giving you complete control over your system's functionality and personalisation. We've made sure it all works perfectly straight out the box, so you'll never have to customise anything you don't want to.

Manage

Hands-on tools to keep things running smoothly, whether you're on site, or a world away.



Help Out, Listen in or Take Part

The Real-Time Call Monitor gives you three participation options, letting you listen in, help out, or participate in any call your agents are handling – all from the comfort of your desk. Training new call centre staff has never been more straightforward.

Monitor the health of your system

View the status and activity of every extension in your entire system in an instant. A glance at the extension monitor and you'll know exactly who's online, offline, on hold or away.



Optimise your queues

Keep an eye on call loads, waiting times and agent responses, and add or remove extensions at any time to keep things flowing smoothly.



Call Agent Management

Have the ability to them too busy queues, remove them from quiet ones, or pause for specified reasons like tea breaks. They'll be able to check on the status of their queues at any time and make sure they're active when and where they're needed.

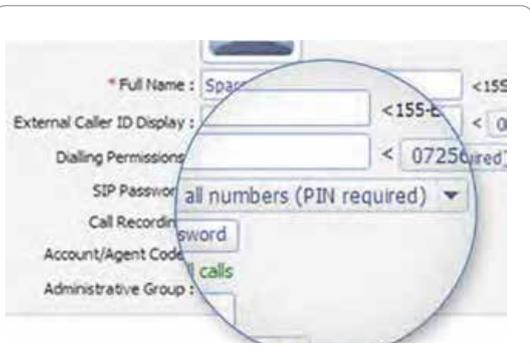
Restrict dialling to prevent abuse

Prevent unauthorised phone calls by restricting the type of number each user or extension can dial. Block international, long distance or cell phone calls, or restrain specific extensions or internal numbers only.



Pin-activated dialling

Keep accurate records of correctly who's calling who, no matter which extension they use. By entering a unique user pin code before dialling, every call is assigned to an individual, and accountability is unquestionable.



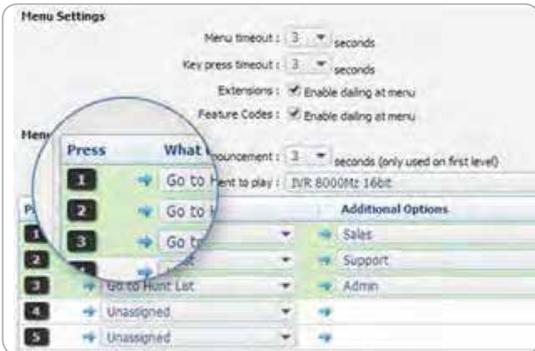
Record calls from any extension, to be stored in the cloud as long as you need them.

Recordings are backed up and their authenticity verified, keeping them 100% safe and admissible in court. You can also flag recordings for attention and tag them with written notes, making them useful training and quality control tools as well.



⦿ Automate

Save time and resources by letting us do the work for you.



Create your Digital Receptionist

Set up as many interactive voice response menus as you like. You can record your messages, and choose your handling. Our digital receptionist answers correctly, every time.

Create hunt lists that span branches or even cities

Our hunt lists can scan your entire network, across branches and even cities, to find an available agent to answer an incoming call. Both landlines and cell phones can be added to hunt lists, so you can take your office with you, wherever you go.

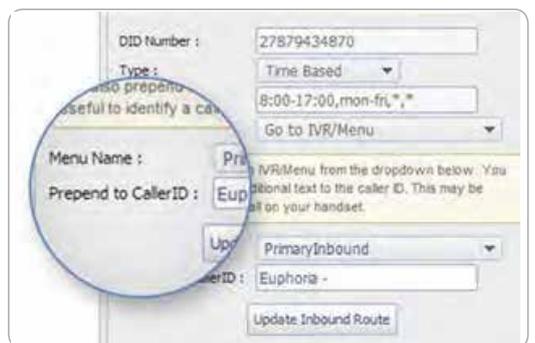


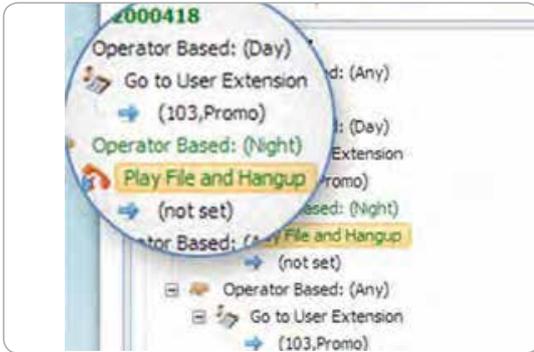
Get the most from your queues

Tailor your digital receptionist to fit your needs precisely. Equip your queues with their music and customer announcements, and assign queue-specific call distribution strategies to maximise efficiency and minimize wait times.

Tag incoming calls for hassle-free PBX sharing

By tagging incoming calls according to the number they dialled, you'll always know who they're calling for, even if you share your PBX with another office





Streamline night and day call-handling

Activate night-time call handling manually as you leave the office, or set your system to swap between night and day automatically at specific hours. Each phone number you have can be set individually to be manually activated or time-based.

Extend your voicemail functionality

Give your customers the choice to opt out of a queue at any point in favour of leaving a voicemail. Every extension has its voicemail box, which can be personalised with a unique greeting. Voicemail can be checked telephonically, or delivered as a sound clip to your email inbox.



Personalise by choice, not necessity

You'll never have to customise anything you don't want to, but if you do like to put own stamp on things, we've given you all the tools you can dream of, and made them easy as pie to use.

● Analyse

Our built-in TMS provides further insight at no extra cost.

Call Date & Time	Extension	Outdial Number	Call Duration	Call Status	Call Cost
2014-01-09 18:41:39	104 (Paris Hickins)	021222803	20 min 37 sec	Answered	6.22.89
2014-01-09 18:37:53	104 (Paris Hickins)	021222803	14 min 54 sec	Answered	6.15.34
2014-01-09 18:36:56	100 (Corrad de Viet)	021222803	7 sec	Answered	0.0102
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	15 sec	Answered	0.0109
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	27 sec	Answered	0.1.10
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	23 sec	Answered	0.0.88
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	28 sec	Answered	0.1.10
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	3 min 5 sec	Answered	0.0.49
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	27 sec	Answered	0.0.40
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	4 min 2 sec	Answered	0.0.55
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	3 min 21 sec	Answered	0.0.82
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	3 min 10 sec	Answered	0.1.01
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	13 min 49 sec	Answered	0.11.70
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	47 sec	Answered	0.0.33
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	4 sec	Answered	0.0.07
2014-01-09 18:35:43	104 (Paris Hickins)	021222803	12 sec	Answered	0.0.18

See who your staff are calling

Outgoing call logs show exactly which extension dialled which number, at what time of day. The call recipients are listed by number, or name if they're in your address book. You'll be able to see not just the busiest extensions, but also the most frequently dialled numbers.

Call Date & Time	From	Call Duration	Answer Status	Dialed DID
2014-01-30 19:16:33	2787230030	15 min 50 sec	Answered	0212000500
2014-01-30 18:15:07	27110269470	21 sec	Answered	0212000484
2014-01-30 17:05:50	27217622812	7 sec	Answered	0212000800
2014-01-30 16:41:44	27872310263	8 sec	Answered	0212000500
2014-01-30 16:26:34	27217062566	1 min 45 sec	Answered	0212000500
2014-01-30 15:04	27214349176	22 min 11 sec	Answered	0212000500
2014-01-30 14:27	2711225000	10 min 27 sec	Answered	0212000500
2014-01-30 14:15:04	27214349176	3 min 33 sec	Answered	0212000500
2014-01-30 14:07:24	27117289739	12 min 1 sec	Answered	0212000500
2014-01-30 13:59:22	27317653679	3 min 19 sec	Answered	0212000500
2014-01-30 13:32:58	2712005939	3 min 9 sec	Answered	0212000500
2014-01-30 13:17:57	27837811920	16 min 24 sec	Answered	0212000500
2014-01-30 15:05:18	2721448017	3 min 1 sec	Answered	0212000500

See who's been calling you

Incoming call logs show the caller ID of the person who has phoned you, as well as which of your numbers they chose to dial. This not only demonstrates your most popular point of contact but can also highlight problem clients who might need extra attention.

Assess your call costs

Outgoing call costs can be viewed by extension or group of extensions, so you'll be able to tell precisely which users and departments are costing you the most. You can even export the data into your, giving you the flexibility to use the information any way you like.



Predict peak activity periods

With detailed records of incoming call volumes every day of the week and hour of the day, you can effectively predict your busiest times, making sure you have all hands on deck for peak periods and aren't over-staffed when it's quiet.



Know the status of your call queues

With our call queue analytics, you can see all the performance details of your queues, including wait times, response times, queue lengths, and peak activity periods. Updated in real-time, this can be invaluable in terms of optimising operations and heading off problems before they reach critical points.



Farai Mokina
Extension: 104-Euphoria

Connect Date Time	Source	Agent Queue Call Activity	Ring Time	Call Duration	Terminated By	
		Pos	Wait			
2014-01-31 12:53:04	+2787230391		12 sec	8 min 57 sec	Caller	
2014-01-31 12:53:49	+2787230391		11 sec	10 min 7 sec	Agent	
2014-01-31 12:53:51	+2787230391	1	7 sec	32 sec	Agent	
2014-01-31 11:45:09	+2710996713	1	4 sec	1 min 28 sec	Caller	
2014-01-31 11:45:09	+23079427105		8 sec	1 min 2 sec	Transferred	
2014-01-31 11:21:11	+27824943783	1	8 sec	8 min 28 sec	Caller	
2014-01-31 11:21:11	+27216549898		13 sec	12 sec	6 min 8 sec	Caller
2014-01-31 10:56:43	+27872300452	1	8 sec	5 sec	4 min 28 sec	Caller
2014-01-31 10:49:46	+27214348178	1	4 sec	5 sec	3 min 13 sec	Agent
2014-01-31 10:49:56	+27214348178	1	4 sec	4 sec	32 sec	Caller
2014-01-31 10:38:47	+27214348178	1	5 sec	9 sec	1 min 31 sec	Agent
2014-01-31 10:33:00	+2787230111	1	4 sec	4 sec	3 min 11 sec	Agent
2014-01-31 10:33:44	+27729493882	1	8 sec	9 sec	1 min 12 sec	Caller

Assess the performance of your agents

The TMS provides detailed reports on the activity of each extension assigned to a queue throughout the day. View the number of calls received versus the number of calls answered, as well as average call lengths and total call times. It's an excellent tool for assessing productivity and encouraging a strong work ethic.

See the exact experience each caller has

Route logs trace incoming calls as they run through your system, recording everything from the number the caller initially dialed, to their wait times, transfers, and conversation lengths. You can even see who put down the phone at the end of the call. There's never been a more natural way to pinpoint bottlenecks in your system, or frustrations your clients may face.

Date Time	Caller ID	Message ID	Events	Queue
2014-01-31 12:52:02	+2787230111	1391185553-12887548	5	Support_LIVE
2014-01-31 12:26:28	+2787230391	1391185967-12707784	4	Support_LIVE
2014-01-31 12:26:25	+27872300391			
2014-01-31 12:26:50	+27872300391			
2014-01-31 12:26:50	+27872300391			
2014-01-31 12:26:50	+27872300391			
2014-01-31 12:57:38			26:40	Support_LIVE
2014-01-31 12:18:57			26:53	Support_LIVE
2014-01-31 12:18:34			3 sec	Support_LIVE
2014-01-31 12:13:58	+2729:39		3	Support_LIVE
2014-01-31 12:00:03			3	Support_LIVE
2014-01-31 11:48:04	+2787230111	1391185967-12707784	3	Support_LIVE
2014-01-31 11:48:27	+2787230111	1391185967-12707784	4	Support_LIVE
2014-01-31 11:21:04	+27824943783	1391185967-12707784	3	Support_LIVE
2014-01-31 11:14:47	+2787230111	1391185967-12707784	4	Support_LIVE
2014-01-31 11:11:58	+27216549898	1391185967-12707784	3	Support_LIVE

Entry	Entry Position	Exit Position	Wait Time	No. Callers
1	1	0	0 sec	1 Call
2	0	0	0 sec	0 Call
3	0	0	0 sec	0 Call
4	0	0	0 sec	0 Call
5	1	0	7 sec	1 Call
6	0	0	0 sec	0 Call
7	0	0	0 sec	0 Call
8	0	0	0 sec	0 Call
9	0	0	0 sec	0 Call
10	0	0	0 sec	0 Call

Agent Attempts

Condition	Total Attempts
Req. No-Answer	1 Attempts
Req. DND	0 Attempts

Answer Times / Service Level

Wait Time	No. Callers	Percentage of Total
0-10 seconds	20 Callers	74.07%

Analyse your data

The TMS not only helps control and track your system's activity, it enables you to analyse it too. Incoming and outgoing call trends and costs, agent performance, and detailed customer experience information is all at the tip of your fingers.

Get a Conference (virtual) room

You'll never need to book another physical conference room again since we offer virtual conference rooms that work just as well. Have as many attendees as you like. Dial in from anywhere in the world, and get down to business with minimal fuss.

Conference Rooms

Conference Room: 4322

Description / Name: (Virtual) Conference Room

Enabled:

Maximum number of participants: 100

Admin's PIN: []

Function: []

Conference Room options:

- Wait until an administrator joins
- Enable music on hold while waiting
- Present menu (user or admin)
- Announce user(s) count on joining
- Announce user join/leave
- Set talker detection
- Present menu on call received
- Announce user(s) count on leaving a conference
- Announce user join/leave