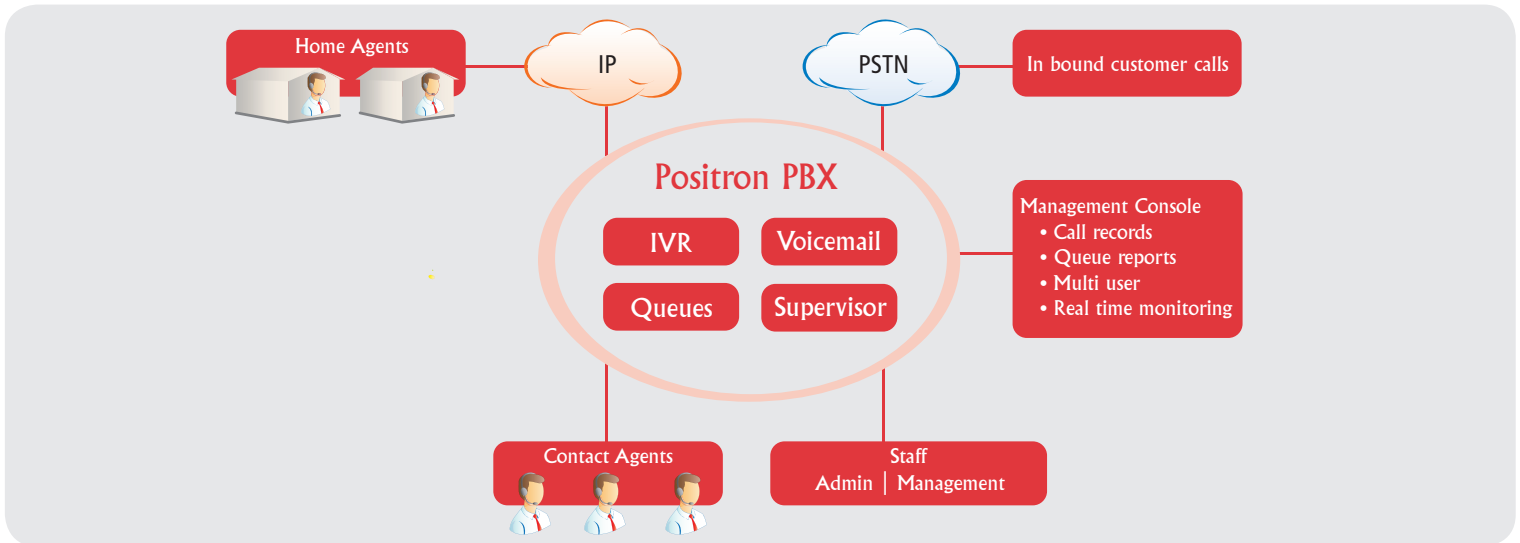


Inbound Call Centers manage important customer centric activities which represent important activities that provide direct contact with customers. It is critical for these kinds of customer driven activities that customers have a professional phone experience that includes items such as dial by name directory service, call queues, priority queues, call recording, supervisor monitoring and more. The effectiveness and responsiveness of these solutions also require a management tool to monitor and record real time events so that resources can be adjusted to meet the customer demand.



ORDER DESK | COLLECTION AGENCY | TRAVEL AGENCY | CUSTOMER SUPPORT | EMERGENCY SUPPORT

Key Call Center Features

- SIP Compliant communications
- Caller ID passing from Analog to VoIP trunks
- Advanced Call forwarding rules
- Advanced IVR menu configuration
- Time of day rules
- Wrap up time assignments
- On demand Meetme conferences
- Call Recording
- Real Time Supervision
- SIP Trunk and PSTN support
- Real Time Queue management
- Real Time extension / User status
- Call Data Record reporting / filtering / exporting

SCALABLE

- VoIP lines and PSTN
- Mix any hardware versions

POWERFUL

- Hardware echo cancellation
- High performance CPU

SIMPLE

- Web-based configuration
- Web-based status page

SAVE

- Long distance using VoIP
- No more extra charges for voicemail

Key Features

- Fully Functional PBX
- Windows and Linux compatible
- Total cost of ownership - much lower than traditional systems
- User friendly WEB based configuration and status pages
- Standards based - use any SIP compliant phone
- Integrated PSTN interfaces on all systems
- Cost saving on long distance
- Add remote user and branches without additional provider costs than traditional systems
- Unified messaging - Voice, Fax, Email all in one inbox
- Digital receptionist
- Automatic failover between PSTN and VoIP links
- Intuitive configuration
- No CPU load on the host PC
- Advanced Echo cancellation support
- Simultaneous support of VoIP and PSTN calls

Management View

Operator View

POSITRON
Telecommunication Systems

Queue Stats CDR System Monitoring Overview Panel

List of Peers Registered Unknown Ringing Answered

Peer Name : 8003	Peer Name : 6020	Peer Name : 6019
Ip Address : -none-	Ip Address : -none-	Ip Address : -none-
Called Number :	Called Number :	Called Number :
Duration :	Duration :	Duration :
Peer Name : 6018	Peer Name : 6017	Peer Name : 6016
Ip Address : -none-	Ip Address : -none-	Ip Address : -none-
Called Number :	Called Number :	Called Number :
Duration :	Duration :	Duration :

Queue View

POSITRON
Telecommunication Systems

Queue Stats CDR System Monitoring Overview Panel

Queue Name	Calls	Hold Time	Completed	Abandoned	Agent
Shipping2	0	0	0	0	-
Shipping	0	0	0	0	-
Sales	0	0	0	0	-
Support	0	0	0	0	SIP/6014

Call Data Records

POSITRON
Telecommunication Systems

Queue Stats CDR System Monitoring Overview Panel

Call Date	Caller Id	Destination Id	Duration
2009-09-16 16:19:20	6014	h	30
2009-09-16 16:05:20	6014	6005	5
2009-09-16 15:45:24	6014	401	3
2009-09-16 15:25:44	6005	401	10
2009-09-16 15:25:23	6014	401	33
2009-09-16 15:24:03	6014	h	11
2009-09-16 15:21:03	6005	401	18
2009-09-16 15:20:41	6014	401	42
2009-09-16 15:15:56	6014	401	22

System Overview

POSITRON
Telecommunication Systems

Queue Stats CDR System Monitoring Overview Panel

CPU load	RAM usage
Cpu(s): 0.1%u, 0.4%sy, 0.0%ni, 99.3%id, 0.2%wa, 0.0%hi, 0.0%st, 0.0%st Tasks: 93 total, 1 running, 92 sleeping, 0 stopped, 0 zombie top - 15:46:11 up 21:38, 1 user, load average: 0.00, 0.00, 0.00	MemTotal: 1035244 kb MemFree: 355920 kb Buffers: 167312 kb Cached: 394704 kb SwapCached: 0 kb
File System usage	System uptime
Filesystem 1K-blocks Used Available Use% Mounted on /dev/mapper/VolGroup00-LogVol100 18156292 3527788 19691340 21% / /dev/sda1 101086 18162 77705 19% /boot	Uptime 15:46:10 up 21:38 Current Users load average: 0.00 Load Average .000

Features

Queues

- Used by call centers to correctly place inbound calls into the correct queue for agents to answer the calls. A typical example would be "on your touch tone phone hit one for sales, hit two for support...." And the calls is directed to the correct agents

Call Data Records

- Listing of all calls on the PBX system. This can be used for call metrics analysis, costing and performance

Real Time Monitoring

- Done largely at a system level to determine the 'health' of the system

Overview Pane

- Used to display the status of agents in a call or queue for a more granular look at activity

Configuration Allows For:

- Full PBX functionality
- Agents and Queue configuration
- Incoming calls being placed in the queue
- Members that answer the queue (extensions or users that login as agents)
- A strategy for how to handle the queue and divide calls between members

