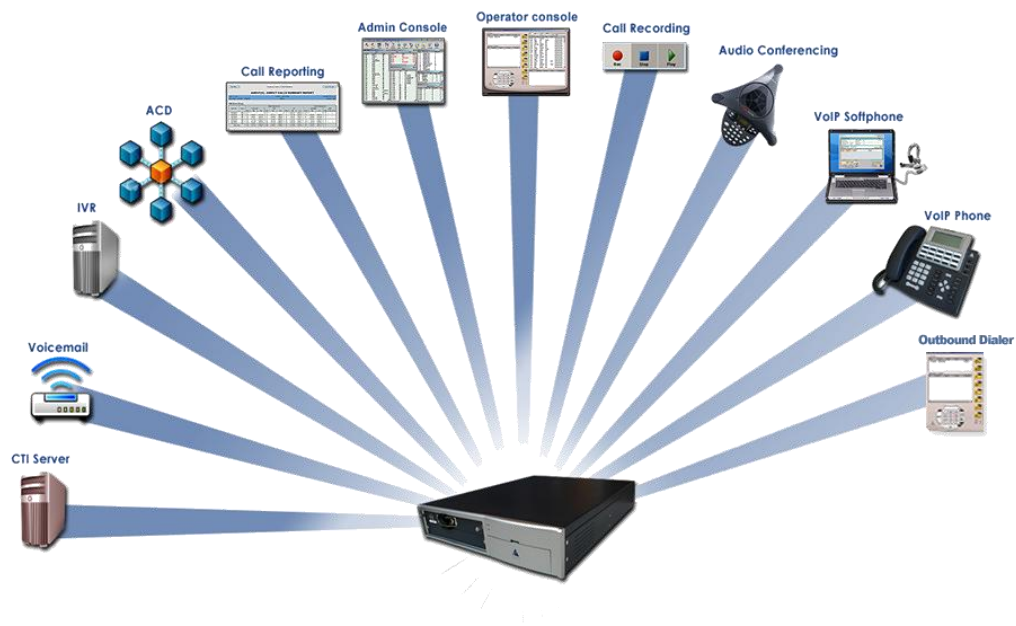




# MAX1000 / 2000 & 5000 IP PBX

Algemene featurelijst  
(oktober 2010)



## **Algemene IP PBX Features Max1000 / 2000 & 5000**

- Account Codes
- Business Hours Profile
- Busy or Ring No Answer Call Handling
- Call Forwarding and Remote Call Forwarding
- Call Park and Pick Up (Station)
- Call Park and Pick Up (System)
- Call Park Ring Back Identification to Operator
- Call Restrictions
- Caller ID
- Caller ID Routing
- Centrex Transfer
- Conference Call (Station)
- Conference Call (MeetMe)
- Configurable Phone Display
- Conversation Recording
- Dialed Digit Translation
- Dial Last Caller
- Direct Inward Dial (DID)
- Directory Name Announcement
- Distinctive Call Waiting Tone
- Distinctive Ringing
- Do Not Disturb
- Extension Activity Display and Greeting
- Extension Based Feature Profile
- FSK-based Message Waiting
- Hands Free (dial tone mute) Mode
- Hands Free (Intercom) Mode
- Holiday Routing
- Hop Off Calls over VoIP or T1/PRI Tie Trunks
- Hunt Group
- Individual and System Call Pick Up
- Intercom Call
- Line Park
- Live Call Handling
- Mobile Extension
- Multiple Call Waiting with Personalized Greetings
- Music on Hold
- One Number Access
- Operator Off-line
- Out Call Routing Configuration
- Outside Call Blocking
- Paging (IP)
- Paging (analog trunk or station port)
- Paging (Audio-Out Port)
- Personal Call Park and Pick Up
- Single Call Waiting
- Station Log In/Log Out
- System and Station Speed Dial
- System Backup and Restore
- Transfer Caller to AltiGen Voice Mail System
- Transfer Caller to AA
- Virtual Extensions
- Workgroup Call Pickup
- Multi-lingual support

## **Automatic Call Distribution Features**

- Automatic call distribution (ACD) features include: Advanced Queue Management Application - enables advanced queuing options:
  - One-level AA menu selection from queue
  - Advanced queue overflow for configuration of overflow conditions and actions
- After Hours Handling for Workgroups
- Agent Login/Logout
- Agent Logout Reason Codes
- Agent Set to Not Ready When RNA
- Agent Auto Logout When RNA
- Call Queuing
- Call Queue Announcement
- Call to Queue Alert
- Distinctive Ringing for Workgroup Calls
- Inter Call Delays
- Login/Logout/Keep Login Status on system startup or reboot
- Multiple Queue Announcements
- Multiple Workgroup Membership
- Multiple Workgroup Log In and Log Out
- Picking/Transferring Calls from Group Queue
- Priority Queuing (Advanced Agent Seat)
- Queue Announcement
- Quit Queue Option
- Ready/Not Ready
- Real Time Monitoring
  - Workgroup's calls in queue, longest queue time, # of calls exceed service level threshold, and service level
  - Number of agents in Login, Logout, Idle, Busy, Not Ready, Wrap-up, DND/FWD, or ERROR state.
  - Workgroup and Agent's performance summary data output to client applications.
- Service Level Threshold
- Single/Multiple Call Handling for Workgroups
- Skill-Based Routing (Advanced Agent Seat)
  - Assigning skill level requirement (SKLR) to caller
  - Assigning skill level (SKL) to agent
  - Matching caller's SKLR to agent's SKL
  - Setting skill coverage and escalation rules
- Supervisor Silent Listen
- Supervisor Barge In
- Supervisor Coach (Whisper)
- Queue Overflow Handling
  - Calls in queue exceed defined limit
  - Longest queue time exceeds defined limit
  - Specified percentage of calls in queue with queue time longer than defined service level threshold
- Workgroup activity data logging
  - Agent activity - Login, Logout, Not-Ready, Wrapup, DND/FWD, Error
  - Agent's call summary per workgroup
  - Agent's call statistics for all workgroups
  - Workgroup operation summary
- Workgroup Activity Monitoring
- Workgroup Call Distribution:
  - Ring First Available Member
  - Ring Next Available Member
  - Ring All Available Members
  - Ring Longest Idle Member

- Ring Average Longest Idle Member
- Ring Fewest Answered Calls
- Ring Shortest Average Talk Time
- Skill-Based Routing
- Wrap-up Time

### **Auto Attendant (AA) Features**

- The AA features provide quick and courteous processing of all incoming calls. An AA can be configured to serve as a primary attendant or as a backup to a receptionist.
- Dial By Name
- Data-Directed Routing
- Digit Collection
- Direct Station Transfer
- Mailbox Access
- Multiple AA Support - allows up to 255 auto attendants.
- Name Directory Service
- Programmable Time-Out Handling
- Set Call Priority
- Set Skill Level Requirement
- Web-based Call Processing

### **Voice Mail Features**

The Voice Mail System is a message management system that provides the calling and the called parties with enhanced communication features. It allows greater accessibility, faster reply time between parties, and reduces the frustration of telephone tag.

- Configurable voice mail playing order
- Disable a Mailbox
- Future Delivery
- Information Only Mailbox
- Making a Call from the Voice Mail System
- Message Management
- Message Notification
- Personal/Activity Greeting
- Press "0" Option for Extension in Voice Mail
- Priority Delivery
- Private Messaging
- Reminder Calls
- Remote Access
- Return to AA
- Set Call Forwarding from Voice Mail
- Voice Mail Distribution List
- Zoomerang

### **System and Administration Features**

- AA Configuration File Export
- Alerting
- Apply To Feature
- Call Detail Reporting (CDR)
- Configurable Emergency Number
- DNIS Routing Tables
- E-911 Calling Support
- E-mail and Voice Mail Storage
- Emergency (911) Call Notification to Extension/Outside Number
- Extension Checker

- Extension Password Protection for Application Logins
- Feature Profiles
- Monitor List
- Password Security
- Out Call Routing Configuration
- Remote Administration
- Transmit Extension Calling ID
- Voice over IP Features
- Bandwidth Control for VoIP Sessions
- Multiple Codec Profile
- DNIS Name Display and Routing over IP Tie Trunk
- Caller ID/Name Sent Over IP Tie Trunk
- DTMF payload embedded with RTP (RFC 2833)
- Dynamic Jitter Buffer
- Echo Cancellation
- G.711 Codec
- G.723.1 Codec
- G.729 A+B Codec
- Global IP Dialing Table
- H.323 Tie-Trunk Support
- IP Extension Auto Failover
- IP Group Paging
- NAT Configuration for SIP/H.323
- Silence Detection and Suppression
- VoIP Hop-Off Call Support
- Multi-Site VoIP Management / Enterprise Manager
- VoIP domain
- Directory Synchronization
- Multi-site Call Routing
- Domain User Management
- Global Least Cost Routing

## **Optional Add-On Software**

The following software is optional:

### **AltiConsole**

Alticonsole is a Windows-based Attendant console connected to AltiWare over a network; emulates a standard, hardware-based Attendant console through software; has the flexibility of adding new features through software without changing the hardware.

- Interfaces with standard telephones and headphones for high volumes and cordless phones for mobile operators or IP LAN Phones
- Handle calls using simple keyboard shortcuts, a phone dial pad or the intuitive point and click interface
- Automatic Console interface screen pop-up on incoming calls for Multi-Tasking attendants
- Busy lamp fields and extension status
- Caller ID & Call Status display
- Calls-in-Process display
- View Inbound Calls-in-Queue display
- One-Button Blind and Supervisor transfers
- Transfer calls directly to:
  - Extensions
  - Voice mailbox
  - Departments
  - Workgroups (Any one of 32 workgroups/queues)
  - Auto Attendants (Any one of up to 255 auto attendants)
  - Home offices and off site numbers
  - Cellular Phones
  - IP Extensions anywhere in the world
  - Virtual extensions (Supporting Remote employees and Clients)
- Integrated Fast Look up directory sorts by first name, last name or extension
- Conference calling
- System Call Park
- Speed dialing
- Use speed view to access frequently called numbers
- Easily add or delete speed view numbers
- Overhead paging option
- Can work as a seamless overflow from AltiServ's Auto Attendant(s)
- Schedule the AltiServ auto attendant to answer calls as needed
- Easy "Night Button" programming on telephone for off duty attendant

## MaxCommunicator

MaxCommunicator is a Windows-based desktop call control and window popup application that interacts with the system through a CTI link and provides easy-to-use call control, monitoring and logging capability.

### **Single and multiple calls management:**

- Hold/Transfer/Conference/Redial/Flash
- Tag Account Code
- Star/Stop Recording
- Transfer call to VM
- Transfer call to AA

### **Conference Management:**

- Add call to conference
- Drop call from conference
- Mute/UnMute conference party
- Schedule MeetMe Conference
- Change MeetMe conference host

### **Dialing Capability:**

- Directory dialing with smart lookup
- Dialing from Outlook contact list
- Visual Dial Pad

### **Voice Mail Management:**

- Visual voice mail display
- Click and dial to call back
- Fast forward, backward, save, and delete
- Save as WAV file
- Forward to other extension or distribution list

### **Call Coverage:**

- Monitor other extension's line state, DND, and activities
- Answer call for monitored extension

### **Call History:**

- Log inbound/outbound call
- Click and Dial from call history log

## MaxAgent

MaxAgent is a workgroup user version of MaxCommunicator; in addition to MaxCommunicator features, also provides call statistics, call wrap up with data entries, workgroup login/logout with reason codes and agent ready/not ready status.

### **Agent Activity Management:**

- Login/Logout single or multiple workgroups
- Select Logout reason code
- Select outbound workgroup for call logging
- Change state to READY or NOT READY
- Exist Wrap up state

### **Real Time WG Data Display:**

- Calls in queue
- CIQ exceed service threshold
- Longest queue time
- % of CIQ over threshold
- Number of agent logged in
- Number of agent busy
- Number of agent not available
- Number of agent idle

### **Call Info Display:**

- Caller entered IVRData
- Caller related USERData from CRM

### **Call Coverage:**

- Monitor other agent's line state, DND, and activities
- Answer call for monitored agent

### **Queue Management:**

- Ability to see all calls in queue
- Ability to pick call from queue if authorized

### **Agent's Daily Call Report:**

- Real time update agent's daily call activity
  - Inbound/outbound
  - Number of calls
  - Average talk time
  - Login/Logout time stamp
  - Login duration

## MaxSupervisor

MaxSupervisor allows a workgroup supervisor to view an agent's real-time activity, login/logout an agent, view workgroup and agent operation statistics, Listen/Barge-in/Coach agent's conversation.

- Color coded priority in queue
- Change caller's priority
- Record agent's conversation with indicator

### **Monitor Agent's Activities:**

- Login duration
- Logout reason code
- Agent's phone state and time in state
- Agent skill level
- Caller ID, name, talk time, recording status
- Force agent login and logout from WG
- Barge-in, Silent Listen, and Coach agent's call

### **Workgroup Queue Monitoring:**

- Display callers in queue with CID, Name, DNIS
- Call priority and skill requirement to service the call
- Total queue time and priority queue time
- Ability to set queue alert based on CIQ and LQT
- Ability to set color code for each call priority
- Pick up call from queue
- Redirect call to agent

### **Agent's Daily Operation Real Time Report:**

- Login/Logout time
- Not-Ready and DND/FWD time
- Number of calls answered
- Total and average talk time
- Number of call on hold and hold time average
- Number of wrap-up and average wrap-up time

### **Workgroup Real Time Status Report:**

- CIQ
- LQT
- CIQ>SL
- CIQ>SL%

### **Agent Staffing Report:**

- Configured
- Unstaff
- Logout
- Login (Idle/Busy/Wrap-up/Not Ready/DND/Error)

### **Daily Operation Statistic:**

- WG inbound statistic since midnight
- WG outbound statistic since midnight

## AltiReport

- An application that can report an agent's and workgroup's operation details, including summary, analysis, and charting.

## Advanced CallRouter

- A call handling application that matches incoming call data or collected digits against a customer's CRM record to determine how to route the call. It has the capability to set call priority and caller's skill level requirement.

### **CDR Search**

- A call reporting tool that allows administrators to search CDR files for records that meet selected criteria, and allows workgroup supervisors to get workgroup CDR statistics.

### **IPTalk**

- An IP softphone to allow an MaxCommunicator or MaxAgent user to log in to a system as an IP extension. IPTalk supports G.711 and G.723.1 codec only.

### **SuperQ**

- A Java-based application designed to queue and distribute calls for call centers with workgroups located in different geographic locations or across multiple AltiGen servers. SuperQ enables call centers to combine teams of workgroups from multiple locations into one virtual team.

### **VRManager**

- Allows administrators/supervisors to convert, schedule backup/delete, and query recorded files.

### **SDK Tool Kit**

- Offers a complete set of tools including APIs, documentation and sample programs, to enable a developer to begin programming rapidly and efficiently. It includes a self-installing CD-ROM containing AltiGen SDK software. Session-based licensing is required for both Basic API and APC API interfaces.