

De AltiGen VoIP toestellen en Gebruikersinterfaces



AltiGen 30i IP toestel á 90,-- Euro p/st.



Single 10/100 switched Ethernet ports

No Power over Ethernet (*PoE – 802.3af*)

AC V230 via Netapter

Stand supports desk or wall installation



AltiGen 31i IP toestel á 105,-- Euro p/st.



Dual 10/100 switched Ethernet ports

Power over Ethernet (PoE – 802.3af)

No AC V230 a Netapter (*Not included but can be bought at 14 Euro a piece*)

Stand supports desk or wall installation



AltiGen 51i IP toestel á 105,-- Euro p/st.



Dual 10/100 switched Ethernet ports

Power over Ethernet (PoE – 802.3af)

AC V230 adapter (*Not included but can be bought at 14 Euro a piece*)

Stand supports desk or wall installation



AltiGen 53i IP toestel á 155,-- Euro p/st.



Navigational keys

High quality speakerphone

HAC handset

Goodbye

Options

Hold

Redial

Volume control

Modular headset connector

Dual 10/100 switched Ethernet ports

Power over Ethernet (PoE 802.3af)

AC V230 adapter (included)

Supports desk (4 positions) or wall installation

Message Waiting Lamp

6 programmable keys with LEDs

3 lines LCD screen

3 call appearance lines

Speakerphone / headset toggle

Mute



AltiGen 55i IP toestel á 205,-- Euro p/st.



Dual 10/100 switched Ethernet ports

Power over Ethernet (PoE – 802.3af)

AC V230 adapter (included)

Supports desk (4 positions) or wall installation



AltiGen 57i IP toestel á 240,-- Euro p/st.



Modular headset connector

Dual 10/100 switched Ethernet ports

Power over Ethernet (PoE 802.3af)

AC V230 adapter (included)

Supports desk (4 positions) or wall installation



MaxCommunicator á 50,-- Euro/pst.



Gesprekshandelingen | Visual Voice Mail | Presence | Voice Logging | Conferenties

The screenshot displays the MaxCommunicator software interface. At the top, it shows the user's status as 'Helpdesk (1104)' and 'Beschikbaar'. Below this is a toolbar with various call control icons such as 'Verbinden', 'Wachten', 'Doorverb', 'Naar VM', 'Conf', 'Verbreken', 'Naar AA', 'Opname', and 'Opnieuw'. A table below the toolbar shows a call log with columns for 'Opname', 'Status', 'Naam', 'Nummer', 'Groep', 'DDI', 'Duur', and 'Conferentie'. The first entry shows a call to '31621592700' with a duration of '00:02:55'. Below the call log is a navigation bar with tabs for 'Snel kiezen', 'Telefoonboek', 'Monitor', 'Contacten', 'Voicemail', 'Geschiedenis', 'Parkeren op netlijn', 'Begroeting', and 'MeetMe'. The 'Telefoonboek' tab is active, showing a search bar and a table of contacts with columns for 'Type', 'Toestelnr', 'Naam', 'Status', 'Afdeling', and 'Locatie'. The contact list includes entries for 'Jeroen Andre de la Porte' (Buiten kantoor), 'Menno Groosman' (Beschikbaar), 'Meeuwis Vermeer' (Lunch), 'Martin Humphers' (Beschikbaar), 'Helpdesk' (Beschikbaar), 'Michiel Moonen' (Met vakantie), 'Ard Vissers' (Beschikbaar), 'Folkert Datema' (Beschikbaar), 'Support Desk' (Beschikbaar), 'Sales Support' (Beschikbaar), 'Sebastien Koopman' (Beschikbaar), and 'MeetMe Center' (Beschikbaar).

Opname	Status	Naam	Nummer	Groep	DDI	Duur	Conferentie
●	Verbonden	31621592700	31621592700		31108906428	00:02:55	

Type	Toestelnr	Naam	Status	Afdeling	Locatie
Local	1100	Jeroen Andre de la Porte	Buiten kantoor		Local
Local	1101	Menno Groosman	Beschikbaar		Local
Local	1102	Meeuwis Vermeer	Lunch		Local
Local	1103	Martin Humphers	Beschikbaar		Local
Local	1104	Helpdesk	Beschikbaar		Local
Local	1105	Michiel Moonen	Met vakantie		Local
Local	1106	Ard Vissers	Beschikbaar		Local
Local	1107	Folkert Datema	Beschikbaar		Local
Local	2000	Support Desk	Beschikbaar		Local
Local	2001	Sales Support	Beschikbaar		Local
Local	2003	Sebastien Koopman	Beschikbaar		Local
Local	5000	MeetMe Center	Beschikbaar		Local



MaxOutlook á 50,-- Euro/pst.



Gesprekshandelingen | Visual Voice Mail | Presence | Voice Logging | Conferenties

The screenshot displays the Microsoft Outlook interface with the MaxCommunicator extension. The window title is "The Future of Communication - Microsoft Outlook". The menu bar includes File, Edit, View, Go, Tools, Actions, and Help. The address bar shows "outlook:MaxCommunicator". The left sidebar shows the Mail folder structure, including Favorite Folders (Inbox (11), Unread Mail, Sent Items) and All Mail Folders (Mailbox - High one, Deleted Items (4), Drafts, Inbox (11), Junk E-Mail, Junk E-mail, MaxCommunicator, Outlook [1], RSS Feeds, Sent Items, Search Folders). The main pane is titled "MaxCommunicator - The Future of Communication" and contains a table with columns: Record, State, Name, Number, Group, DNIS, Duration, and Conference. Below the table are tabs for Directory, Monitor, History, Contacts, Voicemail, Speed Dial, Greeting, and MeetMe. The bottom of the interface shows a status bar with "0 Items" and "This folder has not yet been updated." and an "Offline" indicator.

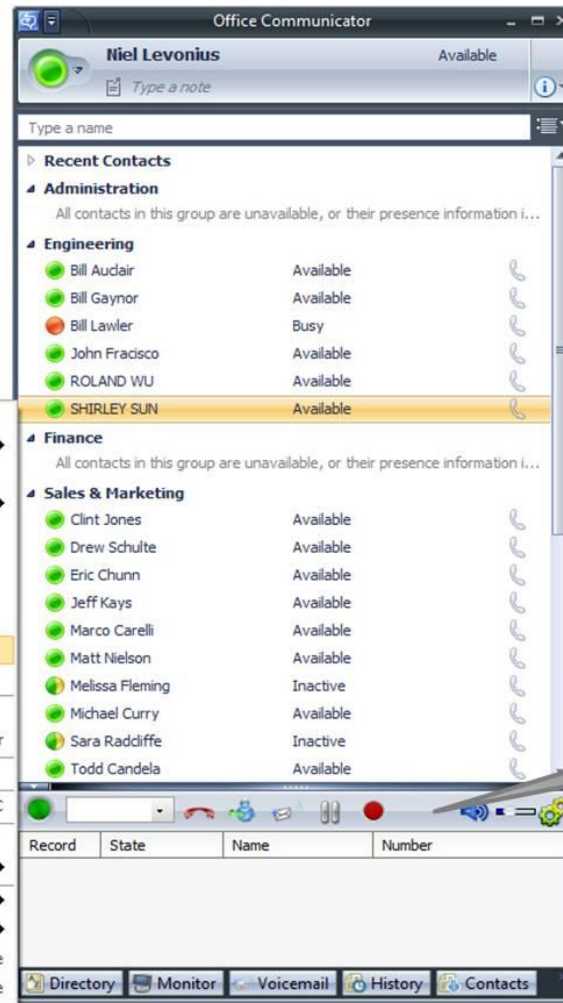
Record	State	Name	Number	Group	DNIS	Duration	Conference
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State	Name	Number	Control
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MaxOCS á 50,-- Euro/pst.

Gesprekshandelingen | Visual Voice Mail | Presence | Voice Logging | Conferenties



"Call Extension" routeert gesprekken via MaxCS PBX

PABX Call Control als onderdeel van de Office Communicator



MaxAgent á 170,-- Euro/pst.



ACD groepen | Skill Based | Priority Based | Voice Logging

MaxAgent Helpdesk (1104) Beschikbaar ▾ Ready Voicemail (2) DND OFF

Verbinden Wachten Doorverb Conf Naar VM Naar AA Verbreken Opname Opnieuw Login

Opname	Status	Naam	Nummer	Groep	DDI	Duur	Conferentie	Gebruikers data	IVR data
	Verbonden	31621592700	31621592700	Support Desk	31108906428	00:00:19			

WG Wachtrij WG Status WG Voicemail Statistieken Telefoonboek Snel kiezen Contacten Geschiedenis Begroeting Monitor

ID	Groep	Wachttijd	Prioriteit wachttijd	Caller ID	Naam beller	DDI	Prioriteit	Skill Level	Type
1	Support Desk	00:04:11	00:00:11	31346552333	31346552333	31108906428	1	0	Gesprek
2	Support Desk	00:02:35	00:00:36	1103	Martin Humphers		3	0	Gesprek
3	Support Desk	00:02:21	00:00:09	1101	Menno Groosman		3	0	Gesprek

Gesprek aannemen Exporteren Afdrukken

MaxSupervisor á 485,-- Euro/pst.

ACD groepen | Meeluisteren | Coachen | Inbreken

MaxSupervisor - Helpdesk - 1104

WorkGroup View | Agent View

WG	Name	CIQ	LQT	CIQ > SL%	VM	Config	Logout	Login	Idle	Busy	Wrap-Up	N-Ready	DND/FWD	Error	Not Available
2000	Support Desk	0	00:00:00	0	0	4	0	3	3	0	0	0	0	0	1

Calls in Queue | Group Statistics | Group VoiceMail | Agent Statistics | Agent State

Group Statistics

* Leave Voice Mail	0	0,0 %
* Without Voice Mail	3	18,8 %
- Abandoned to App or others	1	6,3 %

Service Level

SLT-Service Level Threshold (seconds)	120
Calls Answered within SLT	3
Service Level %	62 %
All Calls with wait time less than SLT	4

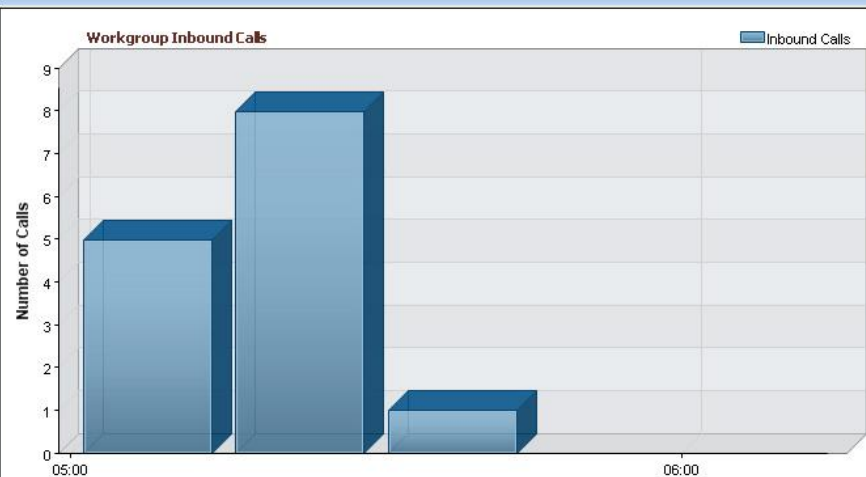
Wait Time and Talk Time

Average Wait Time for Answered Calls	00:00:34
Average Wait Time for Abandoned Calls	00:02:34
Average Talk Time	00:02:01
Maximum Calls in Queue	4
Longest Queue Time	00:04:41

OutBound Call Statistic Since Midnight

Total Connected Outbound Calls	3
Average Talk Time	00:01:31

Workgroup Inbound Calls



Time Interval	Number of Calls
05:00 - 05:30	5
05:30 - 06:00	8
06:00 - 06:30	1

Export | Print

Workgroup Inbound Calls | 15 Minutes



MaxInsight á 1.780,-- Euro/pst.



ACD groepen | Wachtrijen | Ingelogd | Busy



AltiGen MaxMobile á 50,-- Euro p/st.



Google Android | | Apple I-Phone | Black Berry | Windows Mobile (Q1 - 2011)

