

INTEGRATED **VOICE** COMMUNICATIONS FOR BUSINESS

Version 3.1

The logo for VOX OFFICE features a stylized icon on the left composed of a grid of dark grey circles of varying sizes, arranged in a pattern that suggests a network or communication structure. To the right of this icon, the words "VOX" and "OFFICE" are stacked vertically in a bold, black, sans-serif typeface. The background of the central image is a blurred, high-angle view of a modern office building's glass and steel structure, with light streaming through the windows.

VOX
OFFICE

VOX OFFICE is much more than a phone system. Its a complete communications platform delivering enterprise PBX features through a suite of server and desktop applications. Its based on Asterisk, built on open standards and runs on Linux.



FEATURE RICH. COST SAVING. MANAGEABLE.

VOX Office is much more than a phone system. It is part of a change in the telecoms industry, as customers move away from hardware based proprietary solutions and recognise the potential of software-based IP PBXs to deliver lower costs, enhanced productivity and valuable business information.

Open Standards

VOX Office runs on the Linux OS, is fully SIP compliant and runs on any Intel-based hardware. Clients can choose from a range of vendors for their server platform and handsets. There is no expensive lock-in and your business benefits from the declining price of commodity hardware.

Flexibility

VOX Office scales in increments of 1 if required. As more users are added, there is no need for 'forklift upgrades'. Set up the new user and you are good to go.

Feature Packed

Everything is in VOX. Your licence includes the PBX Admin application, UC Desktop Client, Wallboard Application and PBX Reporting Client. And as we add more features and functions you will get them too and at no extra cost.

Total Reliability

Phone systems are critical to the life of every business. Therefore, they need to be totally reliable. Built on the Asterisk PBX engine, and running on Linux, VOX Office delivers industrial strength reliability and stability.

Application Suite:

- PBX Server**
- PBX Administration Client**
- UC Desktop Client**
- Wallboard Application**
- PBX Reporting Client**
- PBX SDK**

General Features

- Users (licensed)
- Hunt Groups (unlimited)
- IVR Auto Attendant (unlimited)
- Call Queuing (unlimited)
- Conference Bridges (unlimited)
- Voicemail to Email
- Variable Digit Extension Ranges
- Hot Desking
- Central PBX Address Book
- Remote Teleworker Support
- Customisable Music-on-Hold and Greetings
- Failover PBX Option

Call Handling

- DDI/DID Routing
- Call Parking (multiple parking zones)
- Call Pickup Groups (ad hoc / targeted)
- Call Transfer (Supervised)
- Call Transfer (Blind)
- Call Barge
- Call Forward on Busy
- Call Forward on No Answer
- Find me/Follow me
- BLF status updates
- Time of Day, Day of Week Call Routing
- Night Modes with Remote Management

Call Routing

- Least Cost Routing
- Route Tariffs
- Failover Route Selection
- Overflow Routing
- Dial Plan (user or group)
- Caller-id (by user, group, route or location)
- Pre configured E.164 Routing Table

Desktop UC Client

- For Windows XP, Vista, W7)
- Extension Call Histories
- Click to Dial
- PBX Address Book
- Greeting Manager
- Inbound Call Profile Management with Findme/Followme
- Voice Mailbox Access

Security

- Call Barring by User and Destination(s)
- SIP Login Generator
- Built in PBX Firewall
- User Access Controls

Call Recording

- Ad-Hoc via email attachment
- Persistent via Remote FTP or Windows File Server
- Remote File Archiving with directory house-keeping and transaction status reports
- WAV file output
- MP3 Conversion with encoded meta data
- Off Site Storage Service Available

Unified Communications

- Fax to email / email to Fax
- Synchronised Voicemail Box Access
- Voicemail to email
- Shared Voicemail Boxes

Reporting

- Financial Reports with Tariff Manager
- Usage down to Individual Extensions
- Queue Calls (call volumes, out comes)
- Queue SLA (answer times)
- Customisable Report Templates
- Scheduled Report Generation and Distribution
- CSV File Format
- Remote Access for 3rd Party Tools

Voicemail

- Voicemail to email
- Shared voicemail box
- Message Waiting Indicator



CONTACT CENTRE FEATURES

Call Queuing

- Unlimited Call Queues
- Advanced Queue Management Options
- Intelligent Automated Call Distribution
- Priority Based Routing
- Announcements (call position, estimated hold time, custom messages etc)
- Custom Music on Hold
- Queue SLA

Agents

- Agent Pause / Unpause
- Wrap up timers
- Call Announce Audio File
- Agent Priority Groups
- Off Hook Answering

Management

- Realtime Queue Stats
- Wallboard Application with live Call Statistics
- Call Monitoring
- Call Recording
- Historical Reporting
- Agent Performance (availability, call turnarounds)

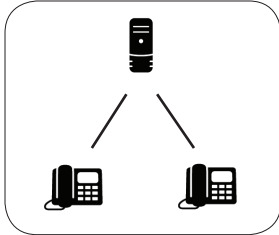
DEPLOY TO SUIT YOUR OWN ENVIRONMENT.

DEPLOYMENT SCENARIOS

VOX Office can be deployed in different configuration scenarios. Because it's a software based PBX you'll have more flexibility with your solution design. Some common scenario types include:

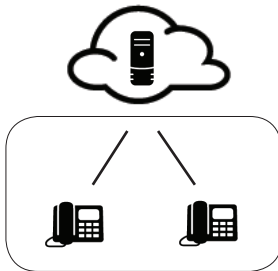
Standalone

The PBX server is on the LAN and is connected to the PSTN through an ISDN card or local PSTN gateway.



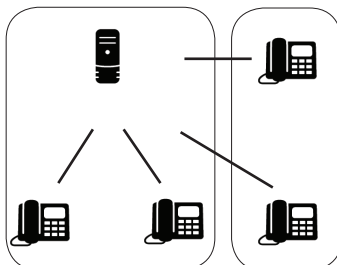
Cloud / Hosted

The PBX can be hosted remotely at a data centre or at a Cloud service provider such as Amazon EC2. The PBX may be hosted from a VMware infrastructure too. This is ideal for customers wishing to outsource their IT infrastructure.



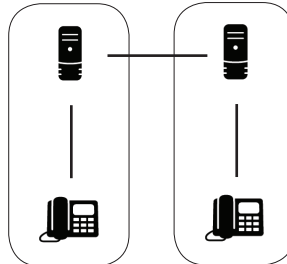
Centralised

A single PBX, possibly at HQ, delivers services to local users as well as users from remote offices or home teleworkers. VOX Office allows users from remote offices to have their own dial plans and outbound caller-id profiles making it possible to deliver localised voice services even if the PBX is in a different country.



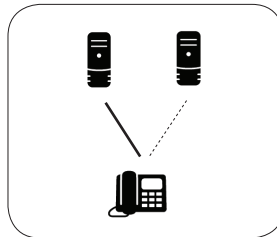
Multi-Site

You can deploy VOX Office at multiple locations, trunking each PBX together over a WAN. This makes it possible to extension dial between offices and share other PBX resources. It also makes it possible to overflow calls from one PBX to the other.



Failover

VOX Office comes with a standby PBX server option that automatically takes over if the primary PBX fails. The standby PBX is synchronised with the primary and may be hosted off site in a different location as part of your disaster recovery plan.



Deployment Options

- Linux distributions supported; CentOS, RedHat Enterprise, Fedora.
- Dedicated Server (bare metal)
- VMware (pre-configured VM Appliances)
- Standby PBX option
- Multi-site with PBX peering
- Multi-Regional with localised dial plans
- Amazon EC2 Cloud Based



Server Requirements

- 1-50 users = Xeon Dual Core with 2GB RAM
- > 250 users = Xeon Quad Core with 4GB RAM
- > 500 users = Xeon Quad Core 4GB RAM
- > 750 users = Quad Xeon 8GB RAM
- Storage: 250GB+ RAID-5 Recommended
- Dual Gigabit NIC
- Dual Power Supply

Call Termination

- ISDN BRI / PRI / PRI (requires PCI card, up to 12 PRI ports per server)
- Analogue / POTS
- SIP Trunk (other PBXs, IP Telephone Companies, PSTN Gateways, unlimited)
- IAX Trunk
- Blended (combination of above)
- Least Cost Routing with Failover
- Media Path can be Direct or thru PBX

Codecs

- G.711 uLaw, aLaw,
- G.722, G.723, G.726, G.729, GSM, iLBC, LRC10, SLinear, Speex

Integration

- TAPI (windows) for third party CRM
- Instant Messaging (XMPP compliant, GoogleTalk, Openfire, etc)
- SOAP/WSDL thru VOX Office SDK
- Asterisk Manager Interface for third party applications to access real time PBX data
- Third Party PBX Trunking (Avaya, Nortel, Cisco)

Handsets

- Supports most SIP compliant User Agents
- Remote Tele-workers Thru NAT
- Configuration Provisioning for Cisco, Linksys, Polycom and Snom Handsets
- PBX Address Book via CMXML
- Android and iPhone soft phone access