



# iSystem

Enterprise Communication Solutions

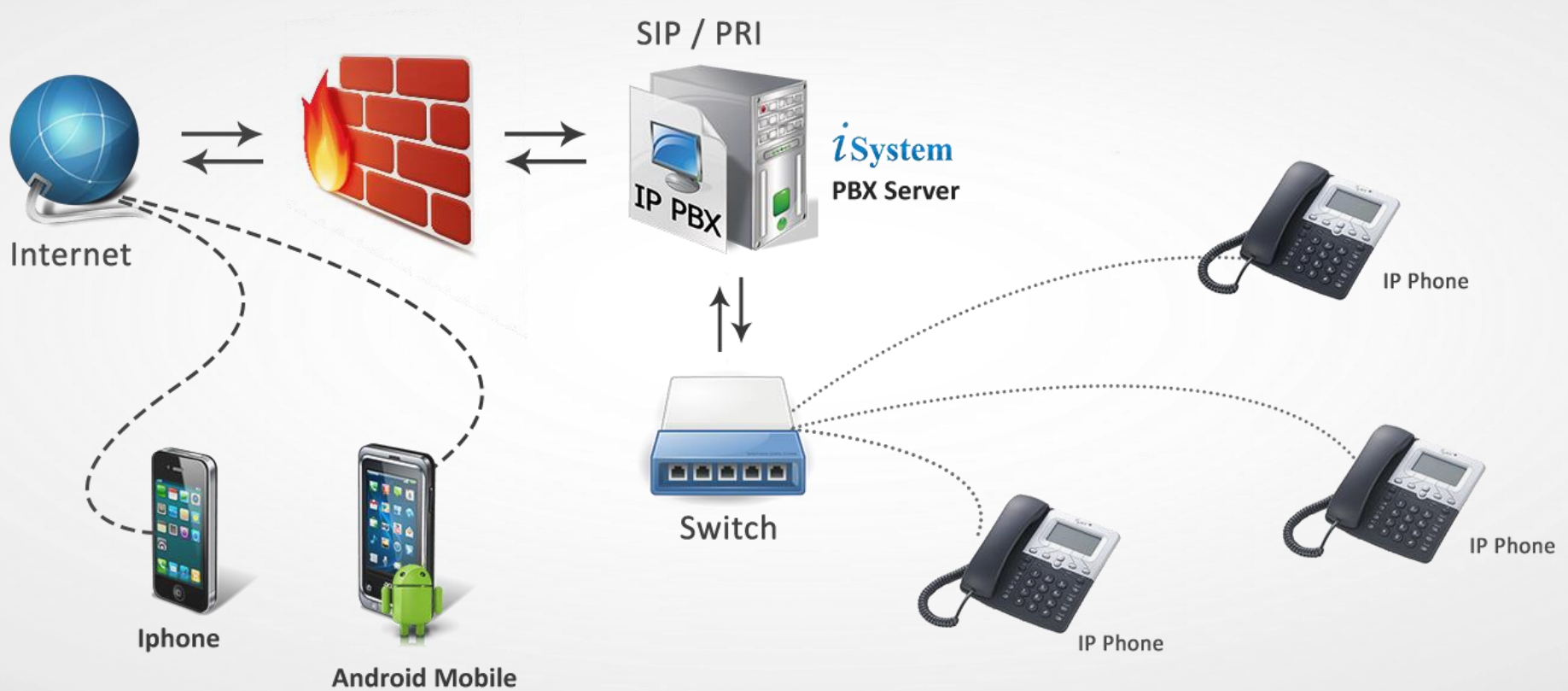
# An Introduction

- iSystem is an enterprise class, state of the art communication solution
- Voice, video and data in a single, robust, secure, reliable platform
- Built on standard Internet telephony protocols
- Includes Corporate and Call Center solutions



- Available as a hosted or in house solution
- License free, subscription based
- Zero capital cost for iSystem
- On-site support and installation available
- Hardware and software maintenance included
- Subscription based on per user or per seat (call center)
- Eliminates mobile and long distance calling costs between offices and telecommuting users
- Fax support, conference bridges, mobile soft phones and other corporate included
- Secure, robust and reliable

# PBX Architecture



# Hosted Architecture



### FAX

- Fax server
- Fax to email customization
- Access control for fax clients
- Fax to email application





## PBX Features

- Call recording
- Conference center with virtual rooms
- Voice mail, IVR, Video phones support
- Web based control panel and dashboard
- Support for corporate soft phones on iPhone and Android OS
- Voicemail-to-Email, call queues
- Multi-codec, DHCP, tftp, firewall, CRM, RDBMS support



## IP-PBX

- DHCP server for dynamic IP
- Support for paging and intercom
- Web-based operator panel
- Support for time conditions
- Call parking
- Support for PIN sets
- Call detail record (CDR) report
- Billing and consumption report
- Callback support
- Channel usage reports
- Support for call queues





## CALL CENTER

- Advanced Reports
- Integration with CRM (Based on Web Service)
- Support for connection to data bases
- MS SQL
- MySQL
- PostgreSQL



## Call Center Reports

- Break report
- Call details report
- Calls by hour
- Calls by agent
- Stand by time
- Login – Logout report
- Inbound Calls
- Agent monitoring
- Call inbound monitoring
- Agent information
- Agent total connection time report
- Report of trunk usage by hour



Thank You