

# iSystem

## Enterprise Communication Solutions



## Specification & Comparison

Feature	iSystem	Avaya	Cisco
Centralized updates management	✓	?	?
User friendly GUI web interface to operate the PBX	✓	✓	✓
System resources monitor	✓	?	?
Backup/restore support via Web and automated scripts	✓	?	✓
Network configurator	✓	?	?
Access control to the interface	✓	?	?
Fax server	✓	✓	✓
Fax to email customization	✓	✗	✗
Access control for fax clients	✓	?	?
Fax to email application	✓	✓	✓
Call recording	✓	✓	✓
Voicemail	✓	?	✓
Voicemail-to-Email functionality	✓	?	?
Flexible and configurable IVR	✓	✓	✓
Support for digital interfaces (E1/T1/J1) through PRI/BRI/R2 protocols	✓	?	?
Multiple trunk support	✓	✗	✓
Incoming and outgoing routes with support for dial pattern matching	✓	?	?
Support for follow-me, ring -groups	✓	✓	✓
Support for paging and intercom	✓	?	?
Conference center with virtual rooms	✓	✓	✓

Feature	iSystem	Avaya	Cisco
SIP and IAX support, among others	✓	?	?
Supported codecs: ADPCM, G.711 (A-Law & $\mu$ -Law), G.722, G.723.1 (pass through), G.726, G.728, G.729, GSM, iLBC (optional) among others	✓	?	?
Support for analog interfaces as FXS/FXO (PSTN/POTS)	✓	?	?
IP terminal batch configuration tool	✓	?	?
Integrated echo canceller by software	✓	?	?
End Point Configurator	✓	?	?
Support for video-phones	✓	✓	✓
Hardware detection interface	✓	?	?
DHCP server for dynamic IP	✓	✓	✓
Web-based operator panel	✓	?	?
Call parking	✓	✓	✓
Callback support	✓	?	?
Predictive dialer	✓	✓	✓
Support for incoming and outgoing campaigns	✓	?	?
Support for various types of breaks	✓	?	?
Integration with CRM (Based on Web Service)	✓	?	?
Support for Do-Not-Call List	✓	✓	✓
Forms can be associated to a campaign and designed through an Web wizard	✓	?	?
Agent console	✓	?	?
Advanced Reports	✓	?	?
Support for connection to databases – MS SQL, MySQL, PostgreSQL without additional licenses	✓	?	?