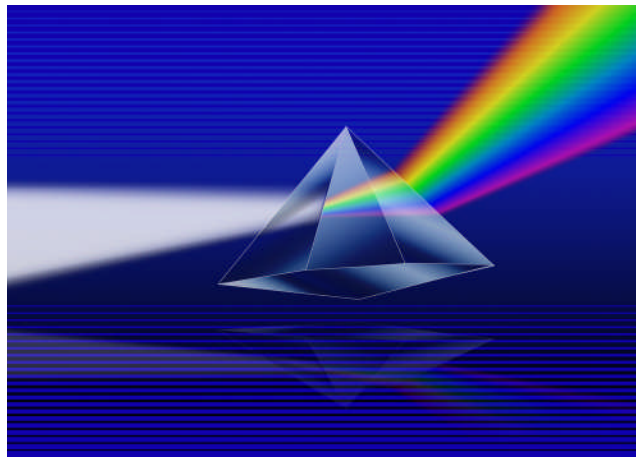




SIPTrax™- BandTel's Generations Based IP-PBX/ACD

(Rev. V100525)



General Description & Overview of Features

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1 Basic Communications

<u>Feature</u>	<u>Description</u>
Voice Over IP	Supports Voice Over IP, SIP. SIP is and is a service available through BandTel. Using VoIP can dramatically reduce long distance charges.
Conferencing	See 'Conferencing' below for the individual conferencing options.
Call Queues	See 'Call Queues' below for the individual call-queue options.
Fax	Send and receive faxes using SIPTrex supporting g.711 pass-through only
IMAP Mailbox	Each phone-type extension has a one-stop IMAP Mailbox for voicemail and faxes.

2 Extensions:

<u>Feature</u>	<u>Description</u>
Extensions	SIPTrex supports as many extensions as you need, without worrying about "running out of extensions."
IP Phone/ATA extensions	Create the extensions as you need using VOIP handsets.
Phone Feature Packs	Add SIPTrex features to your phone! Distinctive ringtones based on your caller, auto-answer for your Switchboard-initiated calls, and more! Phone Feature Packs are available for VOIP phones manufactured by Polycom Inc., and snom technology, Inc.
Call queue extensions	Easily make as many queues as your business needs.
Virtual extensions	Create general purpose virtual extensions for remote employees, general mailboxes, and anywhere else you don't need a phone, but an extension would come in handy.
IVRs	Make unlimited powerful IVRs to act as auto-attendants, route calls based on the time of day, and even pass data to other applications.
Set Distinctive Ring Rules	Set ring tones and auto-answer for your incoming calls, depending on the caller.
Control permissions for extensions	Administrators can grant and deny access to features and set calling permissions for any extension on SIPTrex
3, 4, 5 & 6 digit Extensions	SIPTrex supports 3, 4, 5 & 6 digit extensions.

3 Call Control

<u>Feature</u>	<u>Description</u>
Hold	Put calls on hold using your phone. Music on hold plays while the caller is holding.
Assisted Transfer	Before completing the call transfer, you can check with the person you are transferring to and announce the caller.
Blind Transfer	The most basic type of call transfer.
Call Parking	To park a call, just transfer the call to the parking lot extension and SIPTrex will read back the parking spot number where the call is parked. To retrieve the call, simply dial the parking spot from any handset.
Do Not Disturb	Need a little peace and quiet? Stop your phone from ringing by pressing the Do Not Disturb button.
Send Calls	Don't want to take that incoming call? Press the Send button to reject a call. (Send button may vary depending on type of phone)
Directed and Group Pickup	Users can be granted permission to pick up a phone call that is ringing on someone else's desk from their own phone.

4 Switchboard:

Feature

Description

Queue Member View

This Switchboard panel can be accessed by queue members to view real time statistic about the queues they participate in and their personal activity. From here they can log in or out of the queue, pause their status, see how many calls are queued up and how many have been taken, and more.

Click to call

Click to call anyone in your Phonebook panel, your list of other extensions and even external numbers.

See who else is on the phone

See at a glance which other extensions are on the phone. With the proper permission, you can even see the caller ID of the person they are speaking to.

Drag and drop transfers

Transfer the call you are currently on to anyone in your Phonebook, simply by dragging and dropping onto their name or their voicemail box.

Current call control

From your Current Calls panel, you can hold and un-hold calls and even send calls to voicemail while they are still ringing.

One click on-the-fly recording

Click the record button in your Current Calls panel to immediately start recording the call you are on.

Record others' calls

It only takes one click to record other calls going on in the system, if you have the permission granted to you by the system administrator.

Pickup others' calls

One click lets you pick up another extension's incoming call (with permission).

Monitor, Whisper, Barge

Great for training new employees! If you have been granted permission, you can see who your employees are talking with and click to monitor, whisper, or barge in on their call.

Switchboard (Cont.)

Feature

Description

Queue supervisor view

This advanced panel shows real-time detailed data about call queues, waiting calls, abandoned calls, which members are logged in, as well as details about any call a member is on.

Call Parking Lot Panel

The Call Parking Lot Panel is especially useful for a busy receptionist that often parks calls and needs an easy way to see who is waiting, how long they have been waiting, and to retrieve the calls with a click at any time.

Presence

Switchboard users can set their Presence for other users on the system with a personalized message, such as, "Do not disturb until 4pm unless its Joey McMannus."

Google Maps Panel

You have to see it to believe it! Whenever a call rings your phone, this panel zooms in and pinpoints where the caller is calling from on a map. Currently this feature works for US and Canadian phone numbers.

CRM Panel

This time saving panel integrates with Sugar-CRM or your Salesforce.com account so that whenever a call rings your phone, your CRM data about the caller, including your last note, is displayed instantly, even before you answer the phone! If there is no record of the caller in your database, its easy to click to add them and start taking notes.

Screen Pops

When a call rings your phone, you can click to pop up a new web page, or have one automatically pop up based on variable such as the incoming caller ID.

5 Voicemail:

Feature

Description

Multiple Custom Greetings

Customize multiple voicemail greetings, specify which greeting should be active, and assign different greetings to play when you are unavailable versus on the phone.

Custom Message Notification

Create custom voicemail notification messages system-wide or per extension with the ability to play messages, and mark them as read or delete them.

Flexible Voicemail Access

Check your voicemail using 1-touch voicemail access from your phone, call in remotely from any phone to check your messages, click to play your messages through your email, and even listen online from anywhere.

Voicemail to your Email Inbox

Deliver your voicemail messages to any email account, including Outlook, and mobile phones. Play and messages right from your inbox.

Automatic Mailbox Creation

SIPTrex can create a voicemail box automatically with every phone extension added to the system.

0 out of voicemail

Let your callers press 0 to exit voicemail and go to another extension.

6 Call Queues / ACD:

<u>Feature</u>	<u>Description</u>
One-touch Log in/Log out/Pause	Press one button to log in, log out, or pause your status in a queue.
Unlimited Call Queues	Call Queues go by many names, ACD groups, hunt groups, ring groups, and more. SIPTrex supports unlimited call queue extensions for routing calls to groups of extensions or departments.
In Queue Call Routing	Prepare for everything to provide excellent customer service. With SIPTrex, you control how to Route the callers out of the queue if something unexpected happens.
Route when a queue caller presses "0"	Send callers waiting in the queue to any extension you wish when they press "0" on their keypad.
Queue Caller Timeout	When callers have been waiting in the queue for too long, you can route them to any extension you wish.
Queue Member Circuit Limit	If a queue call has not been answered after reaching every queue member numerous times, you can route them to any extension.
Route when max queue length reached	Set a maximum number of calls allowed in the queue, then when additional calls come in, you can route them to an alternate extension.
Route when no members logged in	Calls are being routed into the queue, but no one is logged in to receive the calls. Just route them back out of the queue to an alternate extension.
Custom Music on Hold per Queue	SIPTrex supports unlimited queue extensions, and its easy to select different music and messaging on hold for each of your call queues.

Call Queues / ACD (Cont.)

Feature

Description

Invisible Queues

Don't want callers to know they're waiting in a queue? Simply check the option to play 'ringing' instead of music, and they'll never know.

Members Never Busy

Normally, queues do not ring members who are already on a call. This option allows you to override this default behavior and send additional queue calls to members that are already on the phone.

Announce Position in Queue

With **SIPTrex**, you never have to keep callers in the dark about how many callers are ahead of them in the queue.

Announce Estimated Hold Time

SIPTrex can estimate and announce how long a caller can expect to wait in any queue.

Announcement Frequency Control

Have control of your queues down to the smallest details with **SIPTrex**- its easy to specify how often **SIPTrex** should inform callers of their queue position and estimated hold time.

Log-in queue members

Add members to your queues that must dial an extension when they are ready to log in and start receiving calls from the queue.

Permanent queue members

Add members to your queues that are "always on", so they're not required to log in to start taking calls from the queue.

Real Time Queue Status

Administrators can see an up-to-the-second detailed view of all call queue activity on SIPTrex.

Historical Queue Logs

SIPTrex logs every call in the system, so its easy to see a detailed list of queue calls for any date range.

Historical Queue Statistics

Easily create detailed statistical reports, graphs, and even export your report to Excel to gain a complete

understanding of the activity in your queues and agents.

Call Queues / ACD (Cont.)

<u>Feature</u>	<u>Description</u>
Advanced Queue Charts	Graph custom statistical reports for your queues and queue members.
Acknowledge Call	Protect call queues from being answered by unauthorized individuals when remote queue agents route calls to their home or mobile phone.
Auto Log Off	Automatically log out queue members that have not been active in the queue.
Queue Member Presence	Members can see on their phone's display if they're logged in or out of their queues at a glance
Ring All	When a call comes in to this type of queue, all member phones ring at once and whichever member answers first receives the call.
Round Robin	Round Robin queues ring one queue member at a time, distributing calls based on the specified order.
Fewest Calls	When a call comes in to this type of queue, SIPTrex routes the call to the member that has taken the fewest number of calls in the queue first.
Least Recently Called	When a call comes in to this type of queue, SIPTrex routes the call to the member that least recently took a queue call first.
Random	SIPTrex can route queue calls to random queue members when calls come into the queue.

7 Conferencing:

<u>Feature</u>	<u>Description</u>
Simple Conference Room	Need to hold a basic conference call? Dial in to the simple conference room extension and get to work.
Meet Me Conference Center	With a Meet Me Conference center, callers can dial in and then specify the 5-digit conference room they would like to join. Each extension can be given their own conference room.
Listen Only Conference Calls	Conference Administrators can control who can talk and who can just listen during conference calls..
Conference via handset	Use the conference button on your IP phone to create 3-way conference calls "on-the-fly".

8 Paging and Intercom:

Feature

Description

2-way Intercom

Dial an extension to have a 2-way intercom conversation with supported phones on the system through the speaker phone on their IP telephones. **SIPTrex** users can have unlimited paging and intercom extensions.

Unlimited 1-way Paging

Dial an extension to make a 1-way paging announcement to supported phones on the system through the speaker phone on their IP telephones. **SIPTrex** users can have unlimited paging and intercom extensions.

Direct Paging and Intercom

Dial a code + the extension you wish to intercom or page to talk over any supported speakerphone on the system.

9 Music on Hold:

Feature

Description

Custom Music on Hold

Upload your own music and messaging on hold to completely customize your callers' experience.

Music on Hold included

SIPTrex comes with 10 classical recordings in the public domain for your convenience.

Queue specific Music on Hold

Specify different playlists for all of your call queues to tailor music and messaging appropriately for your audience.

10 IVR

Feature

Description

Play Sound

This action plays a sound back to the user then continues on to the next action. This is the action used to greet callers, prompt them for key presses, provide instruction, etc.

Record Sound

Records a sound from the caller that is then saved in a variable that can be used later in other IVR actions.

Play Recorded Sound

Play a previously recorded sound to the caller. The sound will be named by a variable from a previous "Record Sound" action in the IVR menu.

Email Recorded Sound

Emails a previously recorded sound to an email address. The sound will be named by a variable from a previous "Record Sound" action in the IVR menu.

Record Digits

Records key presses as digits from the caller that are then saved in a variable to be used later in other actions such as "Play Recorded Digits" or sending the digits to a URL by using the "Send Call Values to URL" IVR action.

Say Digits/Letters

Say digits and/or letters back to the caller that were either entered manually or previously set in a variable.

Say a number

Read back a whole number to the caller that was either entered manually or previously set in a variable.

Dial Extension

Sends the caller to an extension on the system. This can be an individual's extension, a call queue, another IVR menu, or any other type of extension on your SIPTrax.

Send to voicemail

This IVR action sends the caller directly to an extension's voicemail box.

IVR (cont.)

<u>Feature</u>	<u>Description</u>
Send to external number	Adding this action to your IVR menu can send a caller to any phone number, either a pre-defined number or one saved in a variable from another IVR action.
Go to another IVR menu	Link your IVR menus together to create powerful multi-level IVR menus.
Send call values to a URL	Pass user-defined variables or system variables such as Caller ID to your own web application and xml back to SIPTrex with a simple web API.
Gate Keeper	Keep callers from getting stuck in loops or to trap callers that are trying to abuse the system.
Conditional Clause	This IVR action is used to branch callers to different IVR menus based on previously set IVR variables.
Time Based Clause	When a call reaches this action, it checks the current time against the Time Frame that you want. Use this to create different menus for day, night, weekends, holidays, whenever!
Change Language	Use this action to create multi-lingual IVR menus.
Alter Caller ID	SIPTrex can change the caller ID to display additional useful information, so that it can be answered appropriately.
IVR Option Settings	IVR Option Settings put you in control of your IVR menus to prevent frustrating your callers when they don't hear the menu options they need or get stuck in an IVR menu.

Send an Email

Sends an email message. You can include IVR and System Variables in the message, and you can attach a sound file.

IVR (cont.)

Feature**Description****Set Global Variable**

Sets a Global Variable. Global Variables are variables that can be accessed from all IVR Menus and whose values persist between calls.

Get Global Variable

Stores the value of a Global Variable into a normal variable. If you change the value of this normal variable, it does not affect the original Global Variable.

Get Extension Status

Gets the status of the extension, and saves the result in a new variable.

Get Extension Type

Gets the type of the extension, and saves the result in a new variable.

Check User Password

Evaluates the extension's password with the password contained in a variable, and saves the result in a new variable.

Perform Math

Performs a mathematical operation on two IVR variables, and stores the result in a new variable.

Concatenate Variables

Concatenates multiple variables together, then saves the result in a new variable.

Send Recorded Sound to Voicemail

Sends a sound to a folder in an extension owner's voicemail Mailbox.

Store Recorded Sound in Sound Manager

Stores a sound in the Sound Manager. This action can be used to re-record stored sounds, such as information updates.

Upload Recorded Sound

Uploads a sound to a remote Web server.

IVR (cont.)

Feature

Description

Play Sound From URL

Downloads a WAV sound file from a URL, then plays the sound.

Merge Sounds

Merges multiple sounds together into one sound variable.

Set Distinctive Ring Hint

Set a Distinctive Ring Hint so that an extension-owner can set up different 'Ring Actions' depending on the call.

Remove Distinctive Ring Hint

11 OnLine Tools:

Feature

Description

Users Tool Suite

Online Users Tool Suite makes it easy for extension owners to manage their own features like follow me, run call reports, and check voicemail from any web browser.

Administrators Tool Suite

SIPTrex has an easy to use point-and-click interface for administration of all aspects of the phone system, from hardware and network settings to call routing.

Switchboard (Operator Console)

The **SIPTrex** is an application that runs in your web browser for real-time call control. It's layout can be completely customized by each user, so a receptionist could see every extension on the system, but an average user could choose to have a more streamlined setup. The **SIPTrex** has drag-and-drop transfers, busy lamps to show when other users are on the phone, custom presence notifications to let users know that you're in a meeting and expect to return at 2pm, a call parking lot panel provides one click access to any parked calls, and so much more! The advanced design using web 2.0 technology, means that you don't have to run a separate application on your computer to use the Switchboard, so you can use it from any internet connected computer, anywhere you go!

12 Recording & Monitoring:

Feature

Description

Call Recording

Automatically record calls coming in, going out, or even internally, based on the settings you define. Get as specific as you want \ (record certain dates, individuals, groups, queues, and more

Call Monitoring

Users can be granted permission to listen in to live calls in the system.

13 Administration:

<u>Feature</u>	<u>Description</u>
Phone Setup	Easily configure your VOIP phones for use with SIPTrax. Setup includes up to 3 extensions, an alternate host, and other settings for security and administration. Phone Setup requires a Phone Feature Pack for each phone, and is available for VOIP phones manufactured by Polycom Inc., and snom technology, Inc.
Bulk import for extensions	Use a CSV file to create and modify extensions.
Distinctive Ringtones	Upload ringtones to SIPTrax so that phones can ring differently based on the caller or type of call.

14 Logging & Reporting:

<u>Feature</u>	<u>Description</u>
Scheduled Reports	Regularly scheduled reports can be emailed as HTML, XML, or a chart.
Current Calls	Want to know who is talking on the phone right now. Get a snapshot of all the calls currently being handled by the system.
Call Logs	Find out all the details about every call your SIPTrax has ever handled.
Call Reporting	View graphs and reports of statistical data about the calls in your SIPTrax. Find out useful information such as when the highest volume of calls come in, or if callers are abandoning calls when they reach a specific point in an Auto-Attendant.
Queue Status	See an up to date snapshot of the status of all of your call queues and see statistics on both your queues and queue members.
Queue Reports	Instantly see meaningful trends in call flow through your queues over time with graphical charts of your queue and member data.
Error Log	Quirky behavior? Track it down fast using the detailed information in the SIPTrax error log.

15 Voice & Data Integration

Feature

Description

Call Creation API

Trigger a call to any phone number with a URL. For example, this can be used to easily create click-to-call functionality in the applications your employees use most.

Call Event Notification API

Now you can write your own applications that SIPTrex can notify of actions taking place in the phone system. Variables can be sent when a call comes in to the system, when a voicemail is left, when an extension is called, or when a call is hung up. Your application can send that data to the tools that your employees are already using for tasks like sales lead tracking, billing an account for time spent on calls, and ticketing.

Outlook Integration

Click to call any contact in your Microsoft Outlook application.

Firedialer

Click to call any phone number on any web page when you use the Firefox web browser.

Screen Pops

SIPTrex can trigger automatic or user-initiated screen pops to streamline your business and finally bring your phone system into the loop with your back-office.

16 Custom Sound Recordings

Feature

Description

Sound Manager

SIPTrex makes it easy to record sounds over the phone or upload sound files from your computer to use as prompts in the IVR menus or elsewhere in the system.

Record same sound in multiple languages

Record your sounds in as many languages as you need to create multi-lingual IVR menus. "Press 1 for Italian, 2 for German, 3 for Mandarin, and 4 for Japanese." has never been easier!

Recorded Prompts

SIPTrex comes with over 300 sounds. Professionally recorded prompts and sounds make it simple to create outstanding IVR menus.

17 More Features:

<u>Feature</u>	<u>Description</u>
Flexible Language Support	For businesses with international offices or a diverse staff: administrators and extension-users can interact with SIPTrex in different languages: US or UK English, Castilian or Latin American Spanish, or Italian.
Custom Time Frames	SIPTrex goes way beyond standard Day and Night modes with custom defined Time Frames. Need to route calls because its Thursday? No problem. Closed for the holidays? Its easy to create the Time Frames you need.
Advanced Diagnostics	SIPTrex comes with helpful tools to spot and fix problems with everything from phones to your internal network.
IP Phone Diagnostic Tool	SIPTrex monitors the phones connected to it and can perform tests to determine what problems may be occurring if the phone is not connected properly.
VOIP Provider Diagnostic Tool	SIPTrex monitors the BandTel VOIP services that it is connected to and can perform tests to determine what problems may be occurring if the service isn't working properly.
g729 codec support	g729 is a codec that can be used to compress VoIP audio to require less bandwidth, making it attractive in areas of the world where bandwidth is limited. Licenses may be purchased from BandTel and uploaded into SIPTrex.
Organized Phonebooks	Create and manage multiple phonebooks, to keep your contacts organized. You can also see each contact's 'Additional Numbers' that they publish, and create and modify your own additional numbers for them.