

# iPBX Features

IPBX FEATURES

## PBX Features

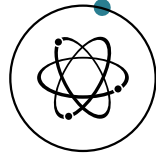
- Hunt Lists
- Ring Groups
- Feature Codes
- Music on Hold
- Virtual Conference Rooms
- Caller ID
- Call Waiting
- Call Transfers
- Call Park
- Call Forwarding
- Call Screening
- Call Blocking
- Group call pickup
- Personal Voicemail Greetings
- Voicemail to Email or Message Box

## Management and Reporting

- Easy Online Administration
- Outbound call activity tracking – from extension, date, time, dialled number, status and duration (export to csv optional)
- Inbound call activity tracking – from number, date, time, duration, status and dialled DID (exportable to CSV).
- Inbound call analysis – Incoming callers, volume of calls by days of the week, volume of calls by hours of the day and calls received by dialled DID.
- Real time current calls status – active calls
- Real time extension status – registration status, public IP, in use, ringing, idle – (more detail)

## Abuse and Toll Fraud Prevention

- Extension Security
- Dialling Restrictions
- Outbound White Listings
- Outbound Black Listings
- International Country Listings – Allow / Disallow
- Toll Fraud Prevention Measures



# IPBX Features

## Call Reports and Management

Manage your telephony estate from the cloud.

**Dashboard**  
 Tenant : SERA000004

**Outbound Call History** | **Inbound Call History**

**Outbound Call History**

**Account Settings & Restrictions**

The following settings and limitations apply to this account. Please contact your administrator or Service Provider to make changes to these settings. You can make changes to the [dialing restrictions](#) for more control.

Allow International Calling:	<input checked="" type="checkbox"/> No	Max concurrent outbound calls per extension:	2
Max global concurrent calls:	30 Out / ∞ In	Max International concurrent calls:	n/a
Max Duplicate local non-extension calls:	10	Max Duplicate local per-extension calls:	2
Max Duplicate international non-extension calls:	n/a	Max Duplicate international per-extension calls:	n/a

**Please note:** these values refer to outbound calls, and are used for the purpose of fraud prevention.

**Most Recent Activity**

Call Date & Time	Extension	Dialed Number	Call Duration	Dial Status
2017-05-24 09:34:16	107 Ryan	0119742271	3 min 40 sec	Answered
2017-05-24 09:31:06	111 Fred	0815308421	1 min 3 sec	Answered
2017-05-24 09:15:05	100 Nick	10213	3 min 24 sec	Answered
2017-05-24 09:15:02	100 Nick	03213	0 sec	Cancelled
2017-05-24 09:11:37	100 Nick	0123456789	0 sec	Busy
2017-05-24 09:10:45	100 Nick	0123456789	31 sec	Answered
2017-05-24 09:08:43	107 Ryan	0119742271	57 sec	Answered
2017-05-24 09:03:52	100 Nick	0116127200	1 min 26 sec	Answered
2017-05-24 09:03:28	111 Fred	0826042645	2 sec	Answered
2017-05-24 08:49:29	107 Ryan	0729240757	2 min 4 sec	Answered

Wherever you are in the world these days, to remain at your competitive edge, your customers expect you to be contactable, responsive and capable of delivering your best levels of service.

With our industry leading Hosted Telephone System (iPBX) you get a wide variety of reporting as standard in order for you to effectively manage your business and call flows. All data is also downloadable in raw format for detailed analysis.

**Current Calls** | **Extensions**

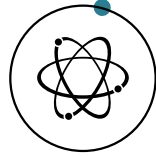
This real-time display shows the extensions bound to your account. The system will search for all extensions based on your track. It is possible that extensions that display here may not be listed in the extension manager. The year shown is based on the extension name to see the full details of each extension. (The information is updated hourly from your PBX in real time.) You can start and stop the subscription by clicking the "Stop Tracking" and "Start Tracking" buttons.

**Max Tracking**

<b>Nick</b> Ext: 107   011 795 1159	<b>Tiril</b> Ext: 107   011 795 1159	<b>Fiona</b> Ext: 107   011 795 1159
<b>Natasha</b> Ext: 107   011 795 1159	<b>Nico</b> Ext: 107   011 795 1159	<b>Ext 105</b> Ext: 105   011 795 1159
<b>Ext 106</b> Ext: 106   011 795 1159	<b>Ryan</b> Ext: 107   011 795 1159	<b>Dorian</b> Ext: 107   011 795 1159
<b>Terence</b> Ext: 107   011 795 1159	<b>Jakeen</b> Ext: 107   011 795 1159	<b>Fred</b> Ext: 111   011 795 1159
<b>Bradley</b> Ext: 111   011 795 1159	<b>Mohamed</b> Ext: 111   011 795 1159	<b>Tian Lookoff</b> Ext: 111   011 795 1159
<b>Chris Neethling</b> Ext: 107   011 795 1159	<b>Ryno Botha</b> Ext: 107   011 795 1159	

17 extensions

- Dashboard
- PBX Manager
- Media Manager
- Extension Manager
- CDD Manager
- Outgoing C2
- Incoming C2
- Send Text M
- Call History
- Dialing Root
- Instant Call



# IPBX Features

IPBX FEATURES

## IPBX Glance

Live stats using our reporting and Wall Boarding

Previously only accessible to those company's with the biggest budgets, we are delighted to deliver to the SME market call centre technology for the price of a licence upgrade. Our new "Glance" solution puts your firmly in the driving seat with vital information always

**Outbound Call History**  
This page contains a records of all outbound calls made on this account. Please note outbound call values may differ slightly from actual values due to rounding to 2 decimal places.

**900004 Outgoing Call History**

**Advanced Call History Options**  
Search (Enter part of or all of the dialled number.)  
Range: 2017-05-17 to 2017-05-24

Date & Time	Extension	Dialled Number	Call Duration	Dial Status
17-05-24 09:34:16	107 Ryan	0119742271	3 min 40 sec	Answered
17-05-24 09:31:06	111 Fred	0813204621	1 min 3 sec	Answered
17-05-24 09:15:06	100 Nick	10211	3 min 24 sec	Answered
17-05-24 09:15:02	100 Nick	01211	0 sec	Cancelled
17-05-24 09:11:27	100 Nick	0123456789	0 sec	Busy
17-05-24 09:10:45	100 Nick	0123456789	31 sec	Answered
17-05-24 09:08:43	107 Ryan	0119742271	57 sec	Answered
17-05-24 09:03:32	100 Nick	0116127200	1 min 26 sec	Answered
17-05-24 09:03:28	111 Fred	0826042645	2 sec	Answered
17-05-24 08:49:29	107 Ryan	0729240757	2 min 4 sec	Answered
17-05-24 08:27:34	107 Ryan	0119742271	6 min 38 sec	Answered
17-05-24 08:20:18	System	0729240757	48 sec	Answered
17-05-24 08:19:16	111 Fred	0813217540	1 min 11 sec	Answered
17-05-24 08:18:12	System	0729240757	43 sec	Answered

**Dashboard**  
A complete overview of your account

- PEX Manager
- Media Manager
- Extension Manager
- DID Manager
- Outgoing Call History
- Incoming Call History
- Real Time Monitor
- Connectivity
- Dialling Restrictions
- Feature Codes

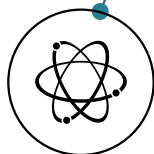
**Inbound Routes**  
Inbound Routes are the "front doors" to your PBX. Inbound callers will enter your PBX along one of the DID routes. The routes can either be Time based (you manually change the route) or Time based (the system does the work). The price is set by the carrier. You can also direct the inbound call to the correct destination. The destination is the extension of the user you want to call.

**Menu Settings**  
Menu timeout: 3 seconds  
Key press timeout: 3 seconds  
Extensions:  Enable dialing at menu  
Feature Codes:  Enable dialing at menu  
Announcement: 3 seconds (only used on first level)  
Press 1: Go to [Sales] (Sales)  
Press 2: Go to [Support] (Support)  
Press 3: Go to [Admin] (Admin)  
Press 4: Unassigned  
Press 5: Unassigned

**Music On Hold**  
While you are on hold, the system will play music. This music can be setup in the Music On Hold settings. You can have one set of music and another set of announcements as music you can do so.

**Wall Boarding**  
200 (Office1)  
201 (Office2)  
08 (Euphoria Boardroom)  
109 (Zayaan)

**Admin Lvl1**  
0: 18  
1: 2  
2: 2  
3: 3  
4: 4  
5: 6



## ← iPBX Features

Choose from a **wide range** of iPBX Devices

### 1 Desk Phones

#### Yealink T21P



Takes entry-level IP phones to a level never achieved before.

#### Yealink T40P



New School 504 replacement!  
Gigabit version available

#### Yealink T46G



High resolution TFT colour  
Screen, HD Voice

#### Yealink T48G



Our most innovative device, BLF/  
High Res Screen/Gigabit/HD Voice

### 2 Sip Conference Units

#### Polycom IP5000



For small conference rooms and  
executive offices

#### Polycom IP6000



Midsized conference rooms,  
Expandable speakers available

#### Polycom IP7000



Ideal for boardrooms, conference rooms,  
auditoriums and executive offices

#### Polycom IP power units



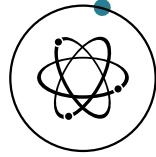
For any devices on non POE network

### 3 Cordless Dect Sets

#### Yealink W52P



Colour Screen Cordless Dect



# ← iPBX Features

↑ IPBX FEATURES

<b>Call Rates : IPBX to IPBX / Interbranch</b>	
MTN / Vodacom	<b>79c</b>
Cell C	<b>79c</b>
8ta	<b>79c</b>
All Landlines (Fixed)	<b>37c</b>
Other (VoIP, Ported, ect)	<b>49c</b>

<b>Charge Per Extension Per Month</b>	
iPBX Extension	<b>R 150.00</b>
Call Centre	<b>R 90.00</b>
Call Recording (With Storage)	<b>R 50.00</b>

Call us today on  
**011 795 1159**

Arm IT  
 info@armit.co.za • www.armit.co.za