

# iPBX Tour

IPBX TOUR

## Control

Your phone system might run like it's on rails, but you'll always be the conductor.



## KNOW YOUR ACCOUNT STATUS ANYWHERE, ANYTIME

Our easy-to-read dashboard gives you a big-picture summary of your account in a glance. See your call volumes per day, costs and credit status, and even a breakdown of numbers dialed by area code.

## KEEP YOUR NUMBER

With geographic landline number porting, you can keep your number no matter what service provider you use.

**Direct Inbound Dialling (DID) Manager**

Direct Inbound Dialling (DIDs) numbers are your telephone numbers. Euphoria DIDs are regular telephone numbers, landline or cellphone. Here you can view and manage your DIDs that are assigned to your account.

DID Number	Comment / Description	Group	Destination
0212000455	Fax	PBX DID's	Fax Number
0105934567	George Home	PBX DID's	2710593456
0212000418	M9 Promo	PBX DID's	2721200041
0212000484	George Home	PBX DID's	2721200048
0212017200	Rafal Home	PBX DID's	2721201720
0872300151	Doorbell	PBX DID's	2787230015
0872300152		PBX DID's	2787230015
0872300233	Landing Page	PBX DID's	2787230023
0872300308		PBX DID's	2787230030

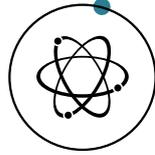
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0872300152		PBX DID's	2787230015
0872300233	Landing Page	PBX DID's	2787230023
0872300308		PBX DID's	2787230030

## MANAGE YOUR SYSTEM FROM ANYWHERE

With our built-in TMS you'll be able to manage both your PBX's high level functions and its day-to-day operations from wherever you are, at no extra cost. Detailed reports, real-time monitoring, call tracking, and trend data are just a few of the tricks up our TMS's sleeve.



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### AUTOMATE WITH EASE

Customisable automation features ensure your calls are answered, routed and handled correctly every time. Updating and changing your menus, media and routing is easily done from the user-friendly interface on your TMS.



### PERSONALISE BY CHOICE, NOT NECESSITY

Company name is nearly infinitely customisable, with the TMS giving you complete control over your system's functionality and personalisation. We've made sure it all works perfectly straight out the box, so you'll never have to customise anything you don't

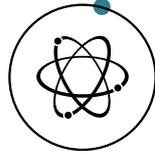
## ← Manage

Hands-on tools to keep things running smoothly, whether you're on site, or a world away.

### HELP OUT, LISTEN IN OR TAKE PART

The Real Time Call Monitor gives you three participation options, letting you listen in, help-out, or participate in any call your agents are handling – all from the comfort of your own desk. Training new call centre staff has never been easier.





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## ASSESS THE PERFORMANCE OF YOUR AGENTS

The “company name” TMS provides detailed reports on the activity of each extension assigned to a queue, throughout the day. View the number of calls received versus the number of calls answered, as well as average call lengths and total call times. It’s a great tool for assessing productivity and encouraging a healthy work ethic.

Connect Date Time	Source	Pos	Wait	Queue Time	Call Duration	Terminated By	
2014-01-31 12:53:04	+27872300			12 sec	6 min 57 sec	Caller	
2014-01-31 12:13:48	+271133604			13 sec	10 min 7 sec	Agent	
2014-01-31 12:03:01	+272100665	1	1	7 sec	32 sec	Agent	
2014-01-31 11:45:09	+271096715	1		4 sec	1 min 28 sec	Caller	
2014-01-31 11:44:39	+27879437385			8 sec	1 min 2 sec	Transfered	
2014-01-31 11:21:12	+27824943793			8 sec	5 min 38 sec	Caller	
2014-01-31 11:12:13	+2721679889	1	1	13 sec	12 sec	Caller	
2014-01-31 10:56:43	+2787200452	1		6 sec	5 sec	4 min 29 sec	Caller
2014-01-31 10:49:46	+27214349175	1		4 sec	5 sec	3 min 53 sec	Agent
2014-01-31 10:43:56	+27214349175	1		4 sec	4 sec	32 sec	Caller
2014-01-31 10:38:47	+27214349175	1		5 sec	3 sec	1 min 33 sec	Caller
2014-01-31 10:33:20	+27872310111	1		4 sec	4 sec	3 min 33 sec	Agent
2014-01-31 10:03:44	+27725491882	1		6 sec	6 sec	2 min 53 sec	Caller

Entry Position	Entry Position	Exit Position	Wait Time	No. Callers
1	1	1	59 sec	1 Call
2	0	0	0 sec	0 Call
3	0	0	0 sec	0 Call
4	0	0	0 sec	0 Call
5	1	0	3 sec	3 Call

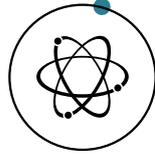
## ANALYSE YOUR DATA

The TMS not only helps control and track your system’s activity, it helps you analyse it too. Incoming and outgoing call trends and costs, agent performance, and detailed customer experience information is all at the tip of your fingers.

## GET A CONFERENCE (VIRTUAL) ROOM

You’ll never need to book another physical conference room again, since “company name” offers virtual conference rooms that work just as well. Have as many attendees as you like dial in from anywhere in the world, and get down to business with minimal fuss.

Conference Room options	Value
Wait until an administrator joins	<input checked="" type="checkbox"/>
Announce user(s) count on joining a conference	<input checked="" type="checkbox"/>
Announce user join/leave	<input type="checkbox"/>
Announce user(s) count on joining a conference	<input checked="" type="checkbox"/>
Announce user join/leave	<input type="checkbox"/>
Set talker detection	<input checked="" type="checkbox"/>

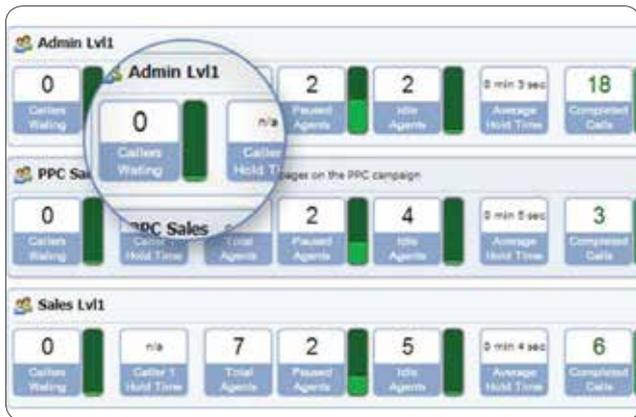


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### MONITOR THE HEALTH OF YOUR SYSTEM

View the status and activity of every extension in your entire system in an instant. A quick glance at the extension monitor and you'll know exactly who's online, offline, on hold or away.

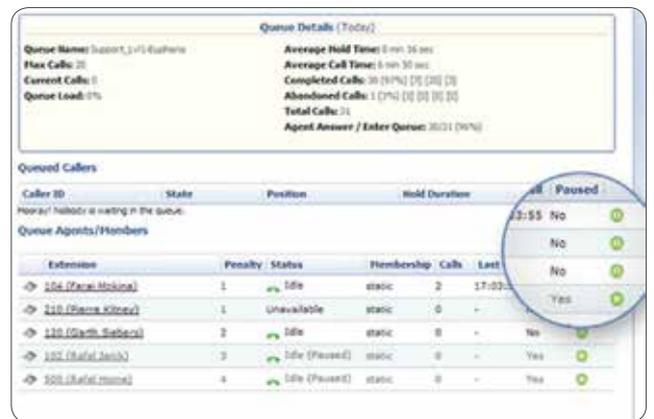


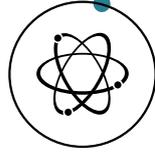
### OPTIMISE YOUR QUEUES

Keep an eye on call loads, waiting times and agent responses, and add or remove extensions at any time to keep things flowing smoothly.

### CALL AGENT MANAGEMENT

Have the ability to them to busy queues, remove them from quiet ones, or pause for specified reasons like tea breaks. They'll be able to check on the status of their queues at any time and make sure they're active when and where they're needed.





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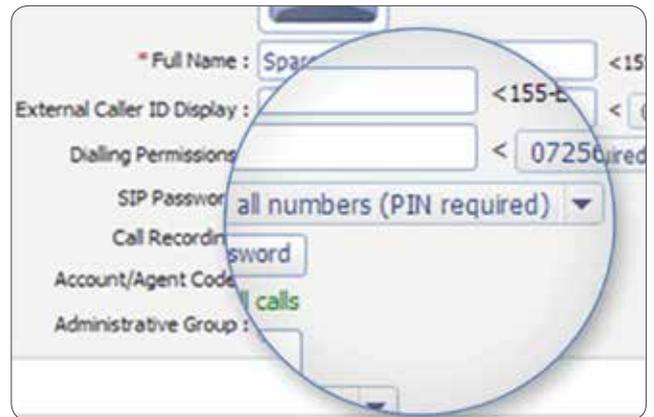


### RESTRICT DIALLING TO PREVENT ABUSE

Prevent unauthorised phone calls by restricting the type of number each user or extension can dial. Block international, long distance or cell phone calls, or restrain certain extensions or internal numbers only.

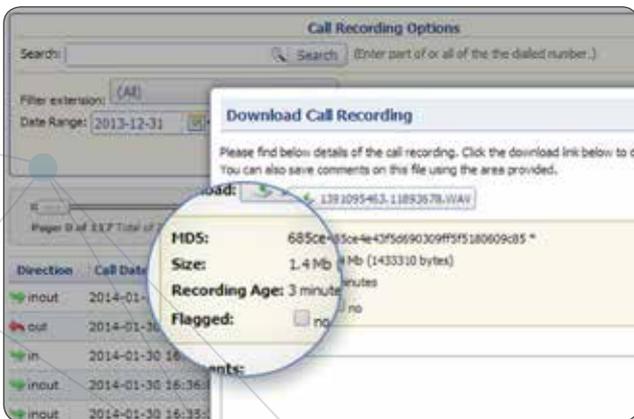
### PIN-ACTIVATED DIALLING

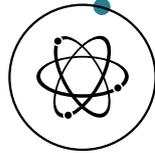
Keep accurate records of exactly who's calling who, no matter which extension they use. By entering a unique user pin code before dialling, every call is assigned to an individual, and accountability is unquestionable.



### RECORD, STORE, MANAGE AND VERIFY CALLS

Record calls from any extension, to be stored in the cloud as long as you need them. Recordings are backed up and their authenticity verified, keeping them 100% safe and admissible in court. You can also flag recordings for attention and tag them with written notes, making the, useful training and quality control tools as well.





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## Automate

Save time and resources by letting us do the work for you.



### CREATE YOUR OWN DIGITAL RECEPTIONIST

Set up as many interactive voice response menus as you like. You can record your own messages, and choose your own handling. Our digital receptionist answers perfectly, every time.

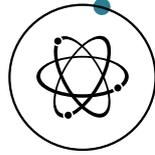
### CREATE HUNT LISTS THAT SPAN BRANCHES OR EVEN CITIES

Our hunt lists can scan your entire network, across branches and even cities, to find available agent to answer an incoming call. Both landlines and cell phones can be added to hunt lists, so you can take your office with you, wherever you go.



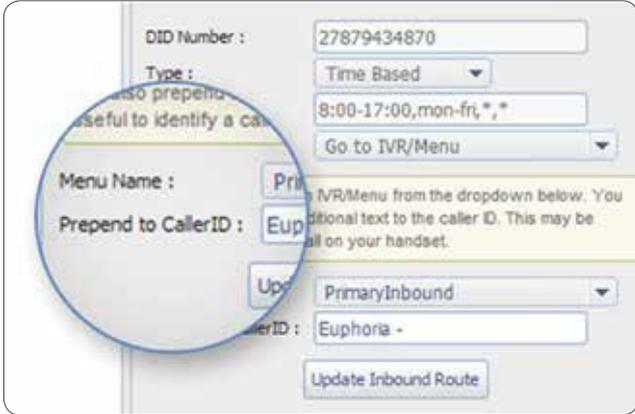
### GET THE MOST FROM YOUR QUEUES

Tailor your digital receptionist to fit your needs precisely. Equip your queues with their own music and customer announcements, and assign queue-specific call distribution strategies to maximise efficiency and minimize wait times.



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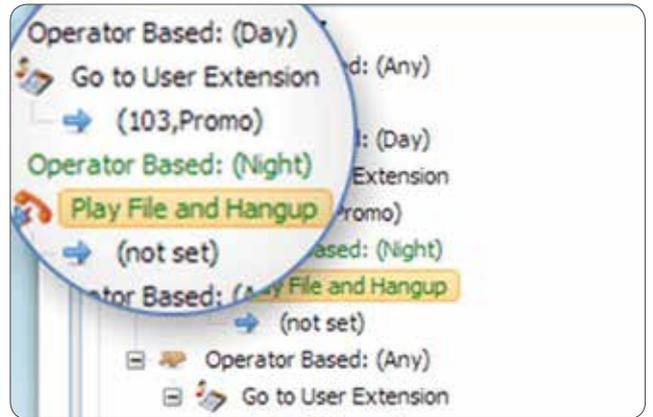


## TAG INCOMING CALLS FOR HASSLE-FREE PBX SHARING

By tagging incoming calls according to the number they dialed, you'll always know who they're calling for, even if you share your PBX with another office.

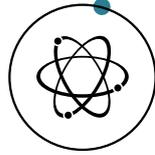
## STREAMLINE NIGHT AND DAY CALL-HANDLING

Activate night-time call handling manually as you leave the office, or set your system to swap between night and day automatically at specific hours. Each phone number you have can be set individually to be manually activated or time based.



## EXTEND YOUR VOICEMAIL FUNCTIONALITY

Give your customers the choice to opt out of a queue at any point in favour of leaving a voicemail. Every extension has its own voicemail box, which can be personalised with a unique greeting. Voicemail can be checked telephonically, or delivered as a sound clip to your email inbox.



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### PERSONALISE BY CHOICE, NOT NECESSITY

You'll never have to customise anything you don't want to, but if you do like to put own stamp on things, we've given you all the tools you can dream of, and made them easy as pie to use.

## Analyse

Our built-in TMS provides extra insight at no extra cost.

### SEE WHO YOUR STAFF ARE CALLING

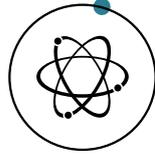
Outgoing call logs show exactly which extension dialled, which number, at what time of day. The call recipients are listed by number, or name if they're in your address book. You'll be able to see not just the busiest extensions, but also the most frequently dialled numbers.

Call Date & Time	Extension	Dialed Number	Call Duration	Dial Status	Call Cost
2014-01-30 19:41:29	104 (Farai Mokina)	0211722651	20 min 57 sec	Answered	R 22.41
2014-01-30 19:17:12	Unknown	Facel.Cel	14 min 54 sec	Answered	R 16.12
2014-01-30 18:08:58	100 (Conrad de Wet)	Garth Siebers	7 sec	Answered	R 0.01
2014-01-30 17:15:49	Unknown	Facel.Cel	55 sec	Answered	R 0.91
2014-01-30	Research 90375686	Facel.Cel	57 sec	Answered	R 1.01
2014-01-30	n. Colson's Cell Phone	0212216805	38 sec	Answered	R 0.81
2014-01-30	n. Colson's Cell Phone	0212216805	39 sec	Answered	R 0.71
2014-01-30	n. Call Receptionist Zayed Harris	0759003155	39 sec	Answered	R 0.71
2014-01-30 16:24:19	103 (Zayed Harris)	0213266212	1 min 9 sec	Answered	R 0.41
2014-01-30 16:22:12	120 (Garth Siebers)	0711751750	57 sec	Answered	R 0.41
2014-01-30 16:18:18	100 (Conrad de Wet)	0211722651	6 min 0 sec	Answered	R 6.51
2014-01-30 16:12:12	100 (Conrad de Wet)	Conrad de Wet	3 min 21 sec	Answered	R 3.51
2014-01-30 15:59:11	104 (Farai Mokina)	0211722651	3 min 40 sec	Answered	R 1.11
2014-01-30 15:48:16	103 (Zayed Harris)	0216310862	10 min 48 sec	Answered	R 11.71
2014-01-30 15:44:34	103 (Zayed Harris)	0216310862	47 sec	Answered	R 0.31
2014-01-30 15:44:18	103 (Zayed Harris)	0216310862	4 sec	Answered	R 0.01

Call Date & Time	From	Call Duration	Answer Status	Dialed DID
2014-01-30 19:16:33	2787230030	15 min 23 sec	Answered	0212000500
2014-01-30 18:05:06	27110269470	21 sec	Answered	0212000484
2014-01-30 17:05:50	27217622812	7 sec	Answered	0212000500
2014-01-30 16:41:44	27872310263	8 sec	Answered	0212000500
2014-01-30 16:26:34	27217062566	1 min 45 sec	Answered	0212000500
2014-01-30 16:15:04	27214349175	22 min 11 sec	Answered	0212000500
2014-01-30 16:12:12	2711722651	10 min 27 sec	Answered	0212000500
2014-01-30 16:15:04	27214349175	3 min 38 sec	Answered	0212000500
2014-01-30 16:07:24	27117289739	12 min 1 sec	Answered	0212000500
2014-01-30 15:59:22	27217653679	3 min 19 sec	Answered	0212000500
2014-01-30 15:32:58	27212005939	3 min 9 sec	Answered	0212000500
2014-01-30 15:17:57	27837811520	16 min 24 sec	Answered	0212000500
2014-01-30 15:05:18	27214489037	3 min 1 sec	Answered	0212000500

### SEE WHO'S BEEN CALLING YOU

Incoming call logs show the caller ID of the person who has phoned you, as well as which of your numbers they chose to dial. This not only shows your most popular point of contact, but can also highlight problem clients who might need extra attention.



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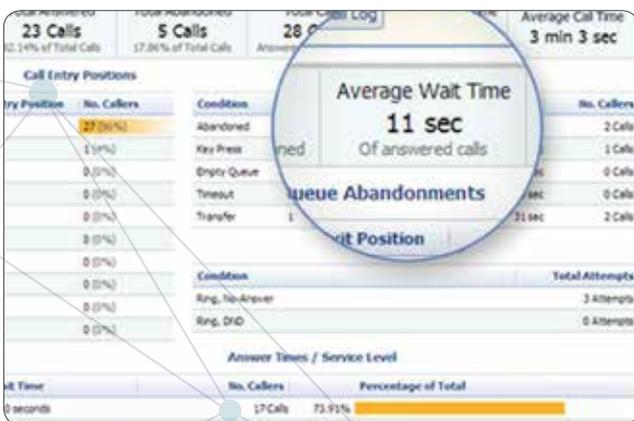


## ASSESS YOUR CALL COSTS

Outgoing call costs can be viewed by extension, or group of extensions, so you'll be able to tell exactly which users and departments are costing you the most. You can even export the data into your own spread-sheets, giving you the flexibility to use the information any way you like.

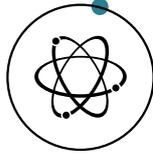
## PREDICT PEAK ACTIVITY PERIODS

With detailed records of incoming call volumes every day of the week and hour of the day, you can effectively predict your busiest times, making sure you have all hands on deck for peak periods, and aren't over-staffed when it's quiet.



## KNOW THE STATUS OF YOUR CALL QUEUES

With NSN's call queue analytics, you can see all the performance details of your queues, including wait times, response times, queue lengths and peak activity periods. Updated in real-time, this can be invaluable in terms of optimising operations and heading off problems before they reach critical points.



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**Feature Codes**

Feature codes are preset key sequences and special numbers you can type into your touch tone key pad. The system will respond with interact voice prompts.

**\*41**  
Go to Company Directory - Expects to company directory. When used, the system presents a voice prompted directory lookup facility allowing you to search for a name of a staff member, and dial the extension.

**\*89**  
**Check Call Forwarding** - Allows feature access code. If more characters requested, otherwise reports status. (not available)

**\*90**  
**Cancel Call Forwarding** - Cancels call forwarding. Takes a parameter for the type of call forwarding. (not available)

**\*89**  
**Check Call Forwarding** - Allows you to check whether call forwarding for an extension is enabled. Expects to be invoked through 3 character feature access code. If more characters follow the dotted extension, treat them as an extension for which the call forwarding status is requested, otherwise reports status based on the caller id.

## MAKE SOME FEATURE CODE MAGIC

Use feature codes to set up custom functionality and take advantage of some of the niftier tricks in your bag. The codes can be used to implement operational shortcuts internally, or elevate your customers' experiences in a number of ways.

Call us today on  
**011 795 1159**

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