

# Call Center edition

## PBXware Call Center Edition

The Call Center Edition offers a set of features needed for an organization to effectively start and manage inbound or outbound call campaigns.

Call Center features include unlimited ACD Queues, unlimited call agents, comprehensive reporting, real time queue statistics, real time queue monitoring, soft phone, optional predictive inbound and out bound dialing, skills based routing, and more.



## ACD Queues

- Unlimited Agents and Queues
- Ringing Strategy
- Call Recording
- Predictive Dialer
- Queue Call Back

## Call Center Statistics

- Queues/Agents statistics and real time status
- Inbound/Outbound Graphs
- CSV and PDF Data Export
- Windows, Mac and Linux Desktop Applications

## Real Time Agent Monitoring

- Barging
- Listening
- Monitoring

## CRM/CTI Integration

- Sugar CRM
- Sales Force

## Personal Account Manager

- Experience Pre-Sales Consultation to ensure the 'right' solution
- Post-Sales Responsibility to Ensure Project is delivered
- A friendly voice



	Total	Min
Call Time	00d 12h 45m 44s	00d 00h 00m
Hold Time	00d 00h 30m 01s	00d 00h 00m
Entry Position	-	1
75.26%	88.66%	89.69%
10 sec	20 sec	30 sec
		40 sec
Unanswered Calls [ 4		
	Total	Min
Wait Time	00d 00h 00m 00s	00d 00h 00m



## ACD Queues

The intelligent ACD queuing in PBXware provides the user with easy to create queues. Whether it is giving music on hold, random announcements, or even just assigning agents to queues, PBXware's advantage is that it provides all these complex features in an easy to use, user-friendly interface.

## ACD Queue Features

- Easy Queue Setup
- Music on Hold
- Periodic Announcements
- Agent Announcements
- Agent Whisper
- Call Recording
- Agent Auto-Fill
- Queue Statistics
- Agent Groups

## Ring Strategies

- Ring All - Ring all assigned phones
- Round Robin - Ring Agents in succession, one after another
- Least Recent - The agent with the longest wait time
- Fewest Calls - The agent that has taken the least calls
- Random - Randomly distribute calls
- Round Robin Memory - Remember where one left off

The screenshot shows the 'Advanced' configuration page for an ACD Queue. It features a list of agents and groups, a 'Skill Set' dropdown, and a 'Members' list. Below these are various configuration options including 'Remove Agent', 'None' dropdown, 'Called Agents' (Yes/No/N/A), 'Time' (Yes/No/N/A), 'Timeout' (4), 'Strategy' (ringall), and 'Time' (4). At the bottom, there are 'Save' and 'Go' buttons, and a list of options for 'ns: t'.

**Advanced**

Agents: All Agents, Groups and Users

- Agent/1000 - Agent Smith
- Agent/1002 - No: 1
- Group/1 - Lobby
- Group/2 - Sales
- Group/3 - Dev
- SIP/1140 - barba
- SIP/1004 - Carl Madsen
- SIP/1102 - Emma Thomspou
- SIP/1105 - Jason Portland
- SIP/1003 - Joanna Cox

Skill Set:  Add Agent

Members

- Agent/1001 - Agent Jones

Remove Agent

None

Called Agents:  Yes  No  N/A

Time:  Yes  No  N/A

Timeout: 4

Strategy: ringall

Time: 4

Save Go

ns: t

- 'Y' - allow the called user transfer the calling
- 'T' - to allow the calling user to transfer the
- 'd' - data-quality (modem) call (minimum d
- 'H' - allow caller to hang up by hitting \*.
- 'n' - no retries on the timeout; will exit this application and go to the next step.
- 'r' - ring instead of playing MOH

## Queue Statistics

The Call Center includes comprehensive queue statistics reports. These reports will help you achieve better customer service by forecasting call volumes, calculating agent requirements, and comparing results with expectations.

Statistics data is opened in a separate pop-up window and displays:

## Queue Features

- All calls
- Answered calls
- Unanswered calls
- Call time
- Hold time
- Queue entry
- Exit position
- Minimum time
- Maximum time
- Average time
- Total time

## Agents Statistics

- Number of calls
- Calls per minute
- Calls percentage
- Talk time
- Idle time
- Session time
- Number of hangups

The PBXware statistics functionality is designed to give you ad-hoc reporting when and where you need it. Simply select your date range and the required information, and PBXware presents you with comprehensive data that is flexible enough to dive through and filter by simple clicking on the areas of interest.

09 00:00 - 06-Aug-09 23:59  
 09 10:35

All Calls [ 4 calls			
Total		Min	
0h 00m 09s		00d 00h 00m 00s	
0h 00m 38s		00d 00h 00m 05s	
-		1	

Answered Calls [ 1 (25 %			
Total		Min	
00m 09s		00d 00h 00m 09s	
00m 10s		00d 00h 00m 10s	
-		1	

Unanswered Calls [ 3 (75 %			
Total		Min	
h 00m 28s		00d 00h 00m 00s	
-		1	
-		1	

Inclusive			
75%	75%	75%	
30 sec	40 sec	50 sec	

Entry position sta			
Mean			
1			

 [Graph](#)  [Performance](#)

Calls			
Per hour	Percent	Total	
0.000	0%	00d 00h 00m 00s	00d
094	100%	00d 00h 00m 09s	00d

## Real Time Displays

Real time queue - agent monitoring allows authorized user to keep track of status and traffic in each queue. Data is automatically refreshed every 3-60 seconds. The following details are displayed:

### Queue Monitoring

- Name
- Total Calls
- Maximum Calls
- Calls Unanswered
- Calls Waiting
- VIP Calls Waiting

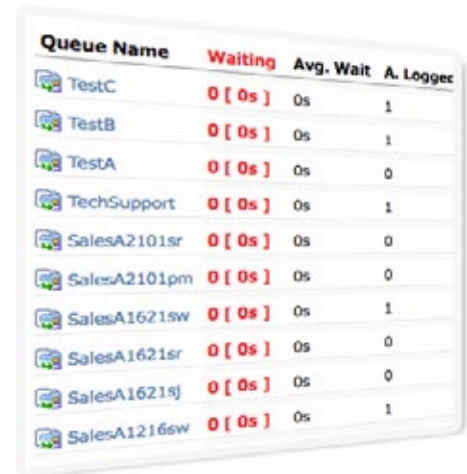
### AQMON

AQMON is a call center application designed to help an entire organization have a better view of calls in progress and to provide adequate management tools to call center supervisors.

Supervisors can view all agent activity, hang-up and transfer their calls as well as monitor queues, the number of calls waiting, agents status, etc.

An entire organization can use the included wall board facility which displays major real time call statistics on a large LCD screen.

AQMON also offers real-time graphs which show the above information graphically. Messages can be shared between agents and supervisors. Agents can send assistance requests from agentCOM which is another application used by agents.



Queue Name	Waiting	Avg. Wait	A. Logged
TestC	0 [ 0s ]	0s	1
TestB	0 [ 0s ]	0s	1
TestA	0 [ 0s ]	0s	0
TechSupport	0 [ 0s ]	0s	1
SalesA2101sr	0 [ 0s ]	0s	0
SalesA2101pm	0 [ 0s ]	0s	0
SalesA1621sw	0 [ 0s ]	0s	1
SalesA1621sr	0 [ 0s ]	0s	0
SalesA1621sj	0 [ 0s ]	0s	0
SalesA1216sw	0 [ 0s ]	0s	1



Agent Name	Status	Call ID	Call Duration	Call Type
Agent 001	Idle			
Agent 002	Busy	1001	00:01:30	Transfer
Agent 003	Idle			
Agent 004	Busy	1002	00:02:15	Transfer
Agent 005	Idle			
Agent 006	Busy	1003	00:03:45	Transfer
Agent 007	Idle			
Agent 008	Busy	1004	00:04:20	Transfer
Agent 009	Idle			
Agent 010	Busy	1005	00:05:00	Transfer







Total Calls	Answered Calls	Total Calls
234	230	64
Agents Logged In	Agents Busy	Agents Logged In
35	25	1
Agents Idle	Agents Not Ready	Agents Idle
1	9	1

## Call Recording

Call Center allows you to record all incoming and outgoing calls made by any extension or call agent. Audio format supported: gsm, wav, wav49 and ogg.

Important part of every call recording solution is storage and easy access to recordings. PBXware builds your call recordings right into your call reports. By combining two major functions such as reporting and call recording, PBXware gives you the ease of clicking on a Queue/Agent/Caller ID and seeing call by call all your recorded calls. Then simply click to download.

- **System Recording**  
Records all calls on the system.
- **Extension Recording**  
Records calls from a specific extension on the system.
- **Instant Recording**  
This service records calls from the point that the activation code is entered (\*159). From that point, the call will be recorded until one of the parties hangs up.
- **Ring Group Recording**  
Records calls answered by any extension being a member of the Ring Group where Call Recording is enabled.
- **Agent Recording**  
Records calls answered by any agent that is a member of a given queue.
- **Queue Recording**  
Records calls answered by agents regardless of whether they are static, dynamic, or callback agents.

442086654670	00923018561111	20 Feb 2013 13:49:44	00:00:55	00:00:36	0.01404	Answered	<input type="checkbox"/>	
02086404248	9020	20 Feb 2013 13:49:17	00:00:15	00:00:06		Answered	<input type="checkbox"/>	
6506444606	0018297452994	20 Feb 2013 13:49:11	00:00:01	0		Not Answered	<input type="checkbox"/>	
442086654670	0092512287440	20 Feb 2013 13:49:07	00:00:29	0		Not Answered	<input type="checkbox"/>	
02086404248	9020	20 Feb 2013 13:48:48	00:00:20	00:00:06		Answered	<input type="checkbox"/>	
8095638395	0018097021304	20 Feb 2013 13:48:25	00:00:59	00:00:44	0.07446	Answered	<input type="checkbox"/>	
8095638395	0018097021304	20 Feb 2013 13:48:25	00:00:00	0		Not Answered	<input type="checkbox"/>	
02086404248	9020	20 Feb 2013 13:48:18	00:00:20	00:00:08		Answered	<input type="checkbox"/>	

## **Compact Disk (CD)**

The CD installation method is used to install PBXware onto a commodity PC/server hardware. The installation process installs the Linux operating system, PBXware, and all other necessary applications onto a system hard drive. Installation is easy, fast and includes everything needed to successfully install and operate the system.

## **Appliance**

Pre-configured and loaded with the latest firmware images appliances. Our appliances are thoroughly tested for performance and compatibility and are available as:

- miniRACK
- maxiRACK
- ftRACK
- vSWITCH

## **SERVERware**

SERVERware is a solution designed for service providers wishing to offer hosted services like PBXes, soft switches, and complete Telco-in-a-box offerings.

It has been built with redundancy, scalability, flexibility, and a very high availability from the start. SERVERware is available in two editions: Server and Network.



#### agentCOM

- Full Screen View
- Supervisor Assistance
- Not Ready Button & Status
- Call & IVR Transfer
- Queue Member Status
- CRM System Integration

#### outCALL

- MS Outlook Integration
- Click To Call
- Real-Time Popup Call Notification
- Unlimited Language Support

#### Presence Panel

- Monitor Extensions
- Extension Status
- Click To Call
- Color Coded

#### Call Center Communicator

- VoIP Soft Phone
- Instant Messaging Client
- Operator Panel
- Conference Administration
- Call Center Communicator
- Fax Send/Receive
- MS Windows Desktop Application





### Standard System Features

Tenant(s)/Resellers(s)	1
Multiple Languages	•
Standard or E164 Routing mode	•
Conferences Permissions	•
Remote Mobile/Cell Extension	•
Astmanproxy/Asterisk manager	•
CDR Search	•
Extension(s)	1000
PSTN/VoIP Trunks	∞
IVR Auto Attendants	∞
Conferencing	∞
Enhanced ACD Queues	∞
Music On Hold	•
FAX over IP (FoIP) with T.38 technology	•
Instant Messaging Server	•
Networking and Branch Support	•
Least Cost Routing	•
Ring Groups	•
Call Recording	∞
Call Monitor	∞
Fax Files Removal	•
Queue statistic enhance filtering	•
OSC Destinations	•
OSC Enhanced Services availability	•
Channel(s) Limit Warning	•
IVR/Queues Custom Ring Tones	•
Monitor E-mail Template	•
Call Recordings Auto Mailing	•
RAM Disk	•
Operation Times Access Code	•
Queues Operation Times	•
Fax Exists Icon	•
MOH Download	•
Reboot Snom Phones	•
Caller ID From Group Hunt Over Trunk	•
CALLER ID = DNIS	•
Operation Times ON/OFF	•
Monitor Announcement	•
Extension Notes	•
DID Do Not Show	•

### Standard System Features

Extension Search By Default	•
Search Extension By MAC	•
Trunk Number	•
Support For Modal Dialogs	•
HTTP Only Mode	•
DID To ES/CID	•
Check if outgoing number	•
System Wide/Per Extension On/Off	•
User Label	•
Polycom Phone Directory	•
Call Parking Time and Return Extension	•
Call Remote Extension to DID	•
Encrypted SIP signaling	•
Encrypted audio	•
QoS audio packets tagging	•
Microsoft Lync compatible	•
BLF parking slots monitoring	•

### Delivery Method(s)

CD	•
Appliances	•
SERVERware	•

### Call Center Applications

AQMON	○
AgentCOM	○
Queues Callback	○
Call Agents	∞
Skills Based Routing	∞
Queue and Agent Statistics	∞
Real Time Queue - Agents Monitoring	∞

### Billing

CDRs	•
Real Time Telephony Billing	○

### LEGEND

Yes	•	Optional	○
Unlimited	∞	Not Available	

### System Administration

Web Browser Administration	•
Role Based Administration	•
Multi Site Administration	•

### Setup And Configuration

Unlimited Expandability	•
System Setup Wizard	•
Phones Auto Configuration/Provisioning	•
Trunks Auto Configuration	•
Service Providers Templates	•

### Enhanced Services

Follow Me	•
Group Hunt	•
Call Forwarding	•
Do Not Disturb	•
Caller ID	•
Last Caller	•
Call Park	•
Instant Recording	•
Call Pickup	•
Call Filters & Blocking	•
Speakerphone Page	•
Directory/BFL List	•
Speed Dial	•
Monitor Queues	•
Web Callback	•
Delete Recordings	•
Listen To Recordings	•
Call Monitoring	•
Phone Callback	•
Monitoring Conferences	•
Overhead Paging	•
Paging/Intercom	•
Remote Access	•
Personal IVR	•
Online User Directory	•

### Enhanced Services

Operation Times ON/OFF from a Phone	•
Pause/Unpause Recording	•

### System Customization & Reliability

Services Monitoring	•
System Backup	•
Powerful Reporting	•
Custom Extensions	•

### Voicemail

Enhanced Voicemail	•
Operator / Exit Digit	•
Unified Messaging	•
Time Zones Support	•
Voicemail Groups	•

### Product / Customer Support

Firmware Updates	•
Customer Support	
<i>Standard</i>	•
<i>Enhanced</i>	•
<i>Emergency</i>	•
Comprehensive Documentation	•

### Desktop / Web User Applications

gloCOM	•
Sound Converter	•
outCALL	○
User Self Care	•
Presence Panel	•

### CRM / CTI Integration On Request

SugarCRM	•
Sales Force	•

### LEGEND

Yes	•	Optional	○
Unlimited	∞	Not Available	

## Vision Statement

We Unify Communications

## Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

## Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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