

# Cool Feature #1

## Instant Call Recording - Ready to Listen:

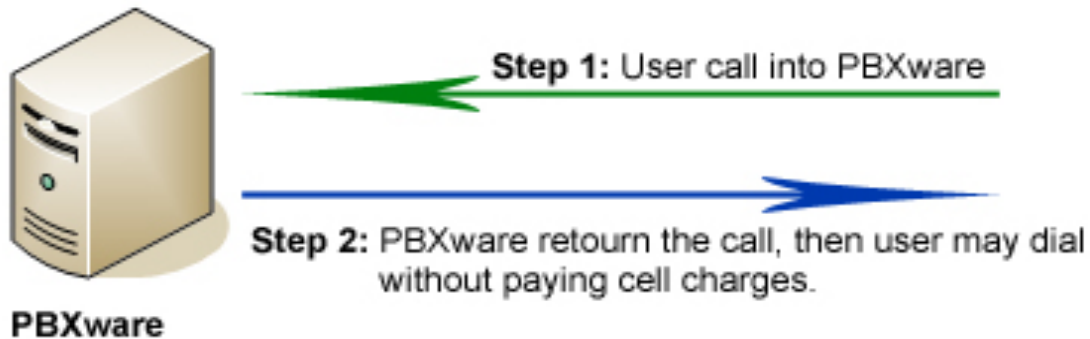
Difficult Customer Situation – need to record instantly. From your phone keypad you can start the recording on the spot. Find the recording easily in your Call Records.



# Cool Feature #2

## CLI Recognition & Callback:

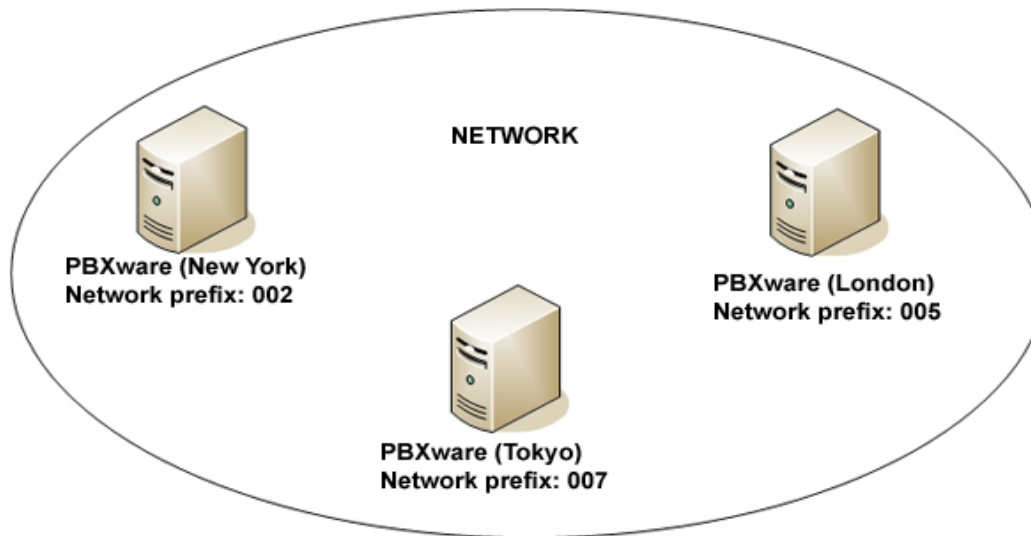
Out and about, want to dial overseas but not pay the cell phone charge. Dial into PBXware, hang up, be called right back, then dial out again.



# Cool Feature #3

## Multi-Site Networking:

PBXware makes it easy to network many locations so that there is a uniform dial plan across the network.



» Server

General

Department: Sales Department ✓

Organization: Your Company Name (Site A) ✓

Locality: London ✓

State/Province: ✓

Country: United Kingdom ✓

E-mail: contact@company.com ✓

Phone: 02034232332 ✓

Networking

Enable Lookup:  Yes  No  N/A ✓

Network Prefix: 005 ✓

IP Address: \${IPADDR} ✓

Entity ID: 00:40:63:EC:6A:8C ✓

Bind Address: 0.0.0.0 ✓

Port: 4520 ✓

Allow codecs:  G.711 µlaw  G.711 alaw ✓  
 G.723.1  G.726 ✓  
 G.729  GSM ✓  
 iLBC  Speex ✓  
 LPC10  H.261 Video ✓  
 H.263 Video  H.263+ Video ✓

Cache time: 3600 ✓

TTL: 32 ✓

Auto-kill:  Yes  No  N/A ✓

Store history:  Yes  No  N/A ✓

Save



# Cool Feature #4

## IVR Tree:

The screenshot displays the IVR Tree configuration interface. It includes a dropdown menu for selecting an IVR (Main IVR Tree #457), a list of actions with up/down arrows and delete icons, and a panel for editing properties such as Name, Extension, Number of rings, Response Timeout, Digit Timeout, Selection Timeout, Direct access, and Local dialling. An IVR Tree Graph window shows a flowchart with nodes for Main IVR Tree, Support, Sales, Hangup, 144, 531, 532, 480, and 530, connected by arrows with associated digit values.

Action	Up	Down	Delete
Start Recording	↑	↓	✖
Set Queue Priority: 2	↑	↓	✖
Set Language: fr	↑	↓	✖
Wait: 10	↑	↓	✖
Play Sound: greeting-5-digit	↑	↓	✖
Selection	+		
Selection 1: 459	↑	↓	✖
Selection *: 457	↑	↓	✖
Invalid Selection: greeting-sergej	↑	↓	✖
Timeout Selection: 459	↑	↓	✖
Selection 7: 144	↑	↓	✖
Selection 2: 531	↑	↓	✖
Selection 3: 532	↑	↓	✖
Selection 6: 488	↑	↓	✖

**IVR Tree Graph**

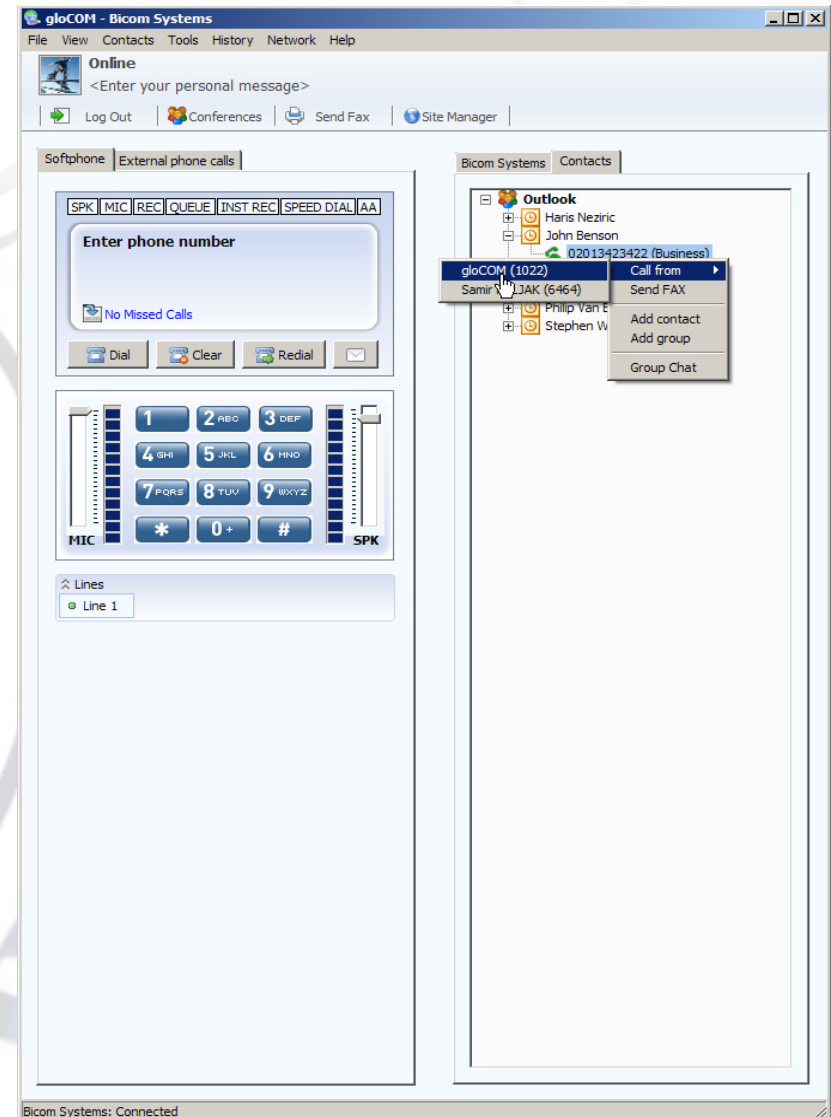
```
graph TD; MainIVRTree((Main IVR Tree)); Support((Support)); Sales((Sales)); Hangup((Hangup)); 144((144)); 531((531)); 532((532)); 480((480)); 530((530)); MainIVRTree -- "*" --> MainIVRTree; MainIVRTree -- "7" --> 144; MainIVRTree -- "2" --> 531; MainIVRTree -- "3" --> 532; MainIVRTree -- "t" --> Support; MainIVRTree -- "1" --> Sales; Support -- "3" --> Support; Support -- "8" --> 480; Support -- "6" --> Sales; Sales -- "5" --> 530; Sales -- "1" --> Hangup; Hangup -- "*" --> Hangup;
```

Organize simply very advanced combinations of IVR settings.

# Cool Feature #5

## Exchange and Outlook Integration:

No need to waste time finding and dialling numbers – just click on your contact and PBXware does the rest.



# Cool Feature #6

## Monitor Live Channels

10 sec Update

While monitoring live calls an administrator can easily listen into or interrupt the ongoing call.

Administrator



Transfer Hangup Details

From	CallerID	
IAX2/555-37	0038761853715	<input type="checkbox"/>
SIP/6457740	6464	<input type="checkbox"/>
IAX2/1034	02030513400	<input type="checkbox"/>
SIP/null-b6457740	02030513400	<input type="checkbox"/>

Listening ongoing call



Support Staff Member



Customer

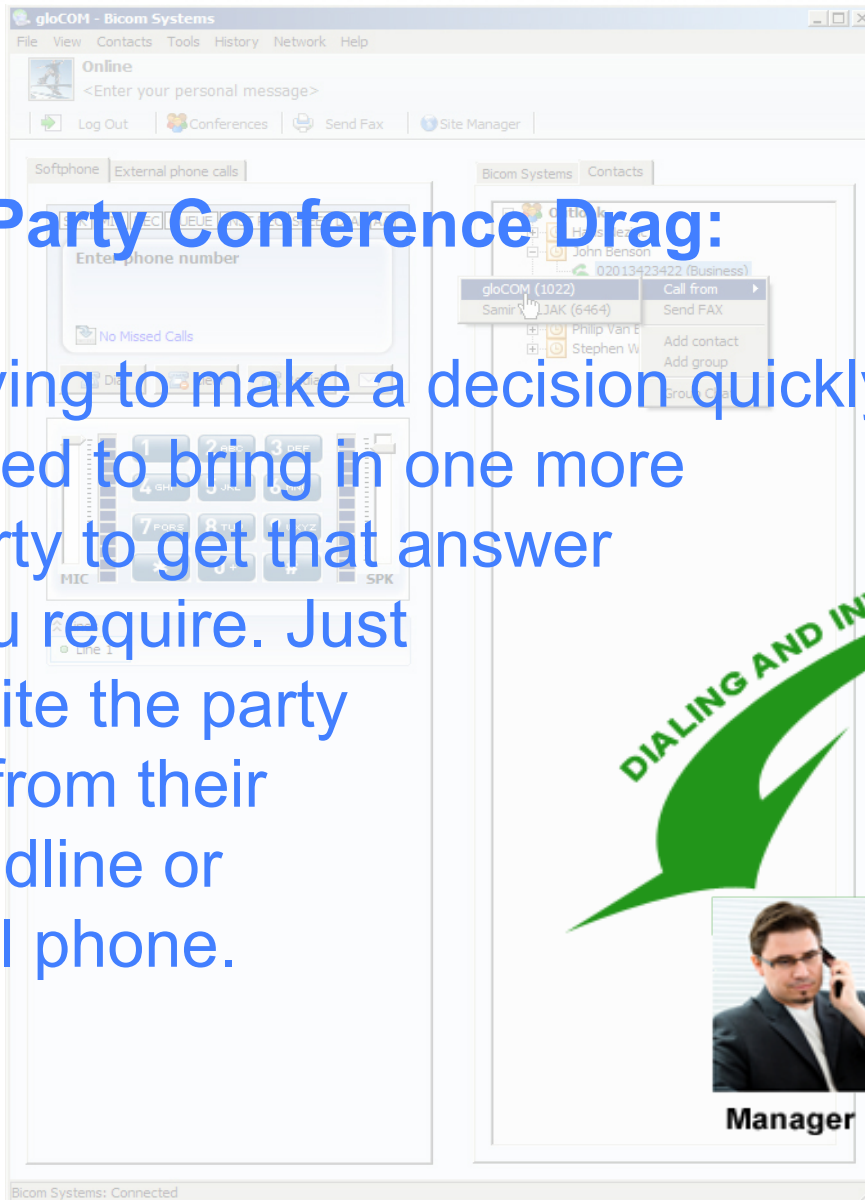




# Cool Feature #7

## 3rd Party Conference Drag:

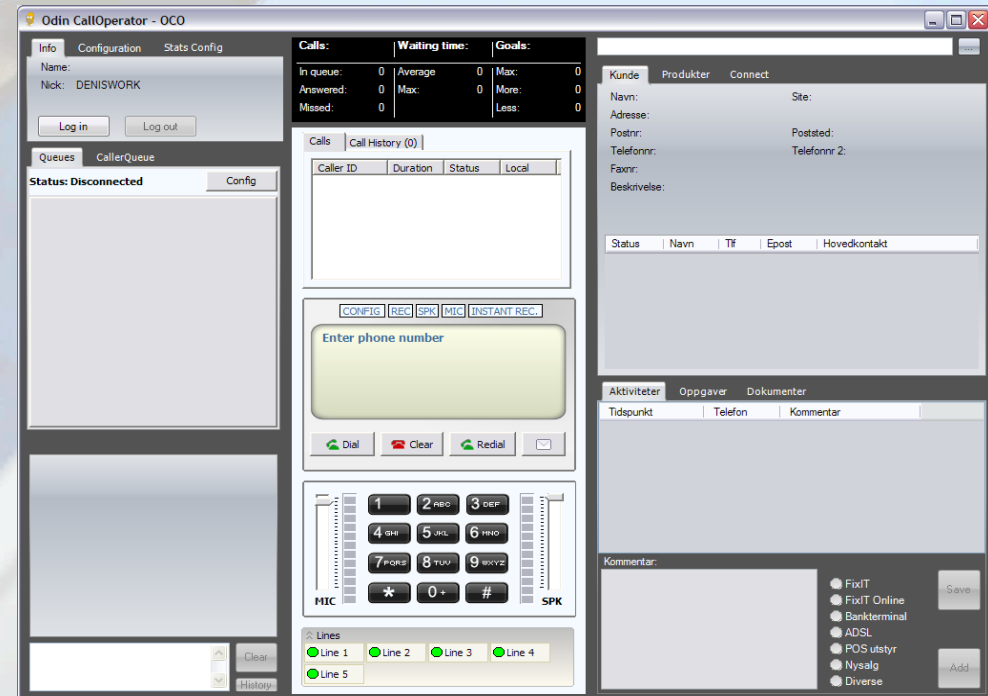
Trying to make a decision quickly.  
Need to bring in one more party to get that answer you require. Just invite the party in from their landline or cell phone.



# Cool Feature #8

## CRM Integration:

There is CRM integration and CRM integration. gloCOM the Global Communicator can embed Third-Party CRMs into its interface. This enables the agent with a single screen on the desktop rather than having to go back and forward between applications.

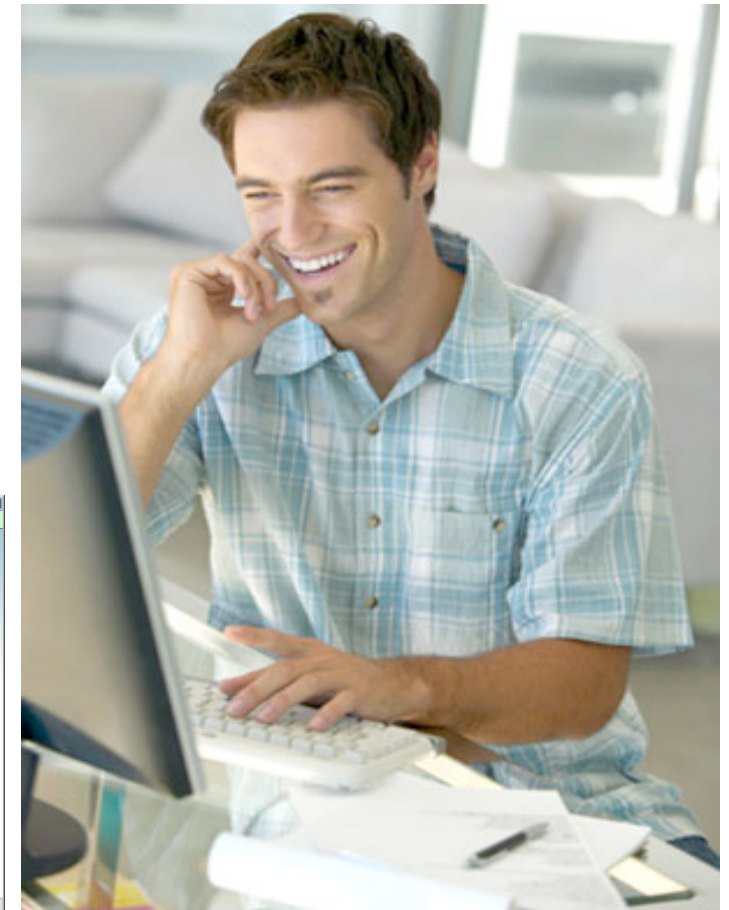
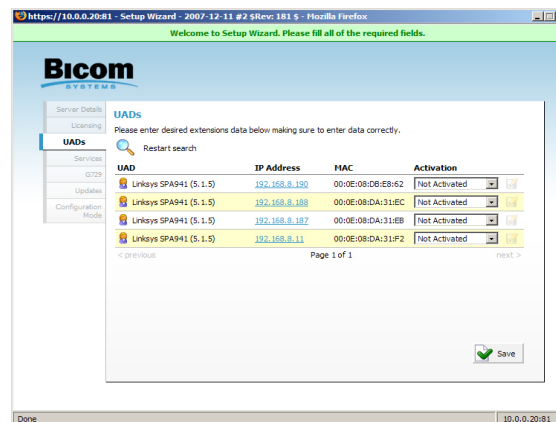




# Cool Feature #9

## Auto Configuration:

No need to run around configuring handsets. Just sit back and PBXware will scan your network, take you through the set up wizard to configure all the extensions on your network.



# Cool Feature #10

## Queue Placement Holder & Call Center Call Back:

Ever grown tired of waiting in a queue? Do not make your customers suffer the same.

Caller can choose to be called back or if they return to the queue will be keep their original position in the queue.



# Cool Feature #11

## Presence Panel

Monitoring Extensions

Extensions Status

Click To Call

Color Coded



	Ben Wheway	
	BorDali	6678
	Christina Fallah	1083
	Dalibor Bradvic	9088
	Davor Bacic	8876
	Denis Komadaric	8822
	Denis Komadaric Home	8855
	Dzenan Dugic	1048
	Eldar Avdic	8808
	Eldar Hasanbasic	8869
	EN-SW02	8844
	Europa	9057
	Europa Wireless	9022
		9028