

Business

Call Center

Multi Tenant

editions

PBXware

PBXware is the World's First and most Mature Open Standards Turnkey Telephony Platform. Since 2003, PBXware has deployed flexible, reliable, and scalable New Generation Communication Systems to SMBs, Enterprises, Governments, and Call Centers worldwide by unifying the most Advanced and Latest Technologies.



Easy To Setup And Use With PBXware GUI

PBXware is extremely easy to setup with The Setup Wizard which guides the user step-by-step through the installation process. Navigating through the system, managing extensions, trunks, queues, etc is kept simple and user friendly by PBXware's web interface.



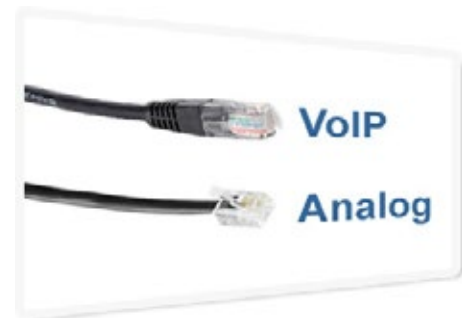
Unified Messaging Support

- Voicemail
- Instant Messaging Chat,
- Faxing (PSTN, FoIP, FoE)
- SMS



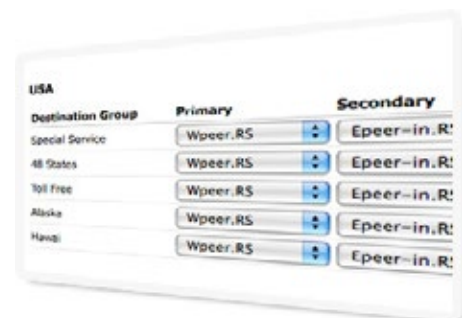
VoIP/Analog Phones

PBXware supports VoIP and traditional PSTN telephony technologies.



Call Routing Support (LCR)

Define a preferred VoIP or PSTN provider for specific destinations.



IVR

Interactive Voice Response allows for the managing of incoming calls. PBXware answers the calls, interacts with the callers, and forwards the calls to where the caller selects.



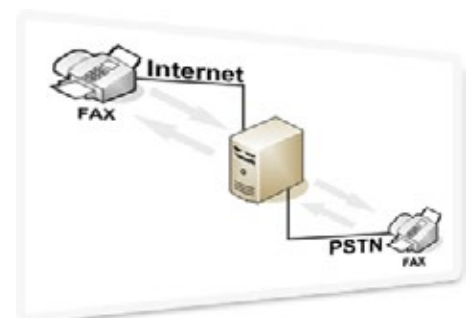
Conferencing

Conferencing allows two or more participants to communicate with each other. The administrator can define users' permissions and conference options, as well as allowing one or more participants to moderate the on-going conference call.



Fax over IP (FoIP)

Fax Over IP and traditional PSTN faxing allow the exchange of fax calls between two fax machines connected to a network (Internet) or/and to traditional phone lines.



ACD Queues

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



Call Center Communicator

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

Call Center Statistics

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

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.



	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% 10 sec	88.66% 20 sec
	89.69% 30 sec	90.72% 40 sec
	Unanswered Calls [4	
Wait Time	Total 00d 00h 00m 00s	Min 00d 00h 00m

A screenshot of a call center monitoring dashboard. It displays a list of agents with their names, status (e.g., Available, Busy, On Hold), and call statistics. The dashboard is organized into sections for different call center metrics and agent activity.

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

Unlimited Multi Tenant Features

- Resellers
- Extensions
- Tenants

Real Time Telephony Billing

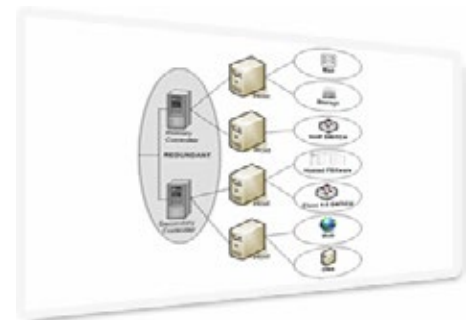
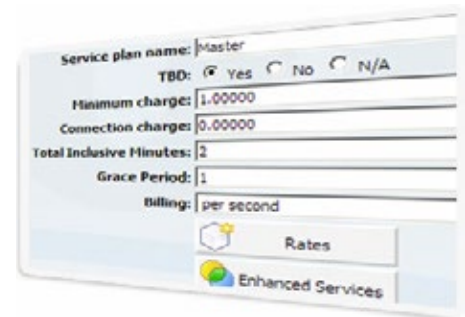
- CDRs
- Real Time Telephony Billing

High Performance Cluster Ready

- Real time cluster
- Scalable to thousands of users

System Availability 99.999%

Our clients' businesses depend upon the highest availability, which is why we provide the highest level of system availability possible.



PBXware is provided in three editions, each with specific purposes, as detailed below:

Business

The PBXware Business Edition provides the business class with features that meet today's demanding communications needs that all businesses face. In addition to the standard features of all New Generation IPPBXs, Bicom System's Business Edition includes comprehensive enhanced services, telephony applications, system administration, end user applications, customization, reliability, and setup and configuration features in a truly scalable manner.

Call Center

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

Multi Tenant

The Multi Tenant edition of PBXware offers an unlimited number of tenants, allowing service providers to serve the IP-PBX market with a feature-rich hosted IP-PBX solution. Unlimited resellers, user/company self portal, and LCR are just some of the advanced features included.



Sound Converter

- Sound Converter Wizard
- Audio formats supported .gsm, .ulaw, .alaw and .sln
- Files Automatically Upload



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



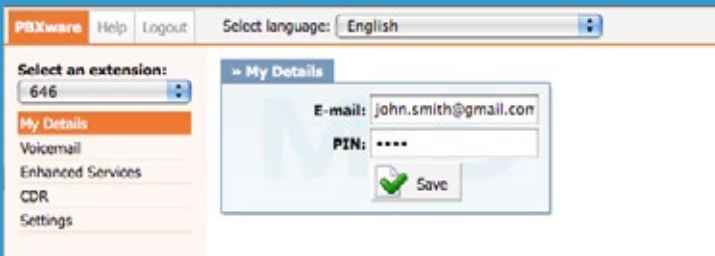
Softphone / Webphone

- Live Interaction
- Calling Using PC and VoIP



Web User Self Care

This features management and administration of:
User E-mail address and PIN



Voicemail

MSG	Caller	Date	Duration	Type
0000	"John Smith" <696>	Thu Jul 30 14:48:57 2009	00:07	wav49 (9.9k)
0001	"David Pedroni" <696>	Thu Jul 30 14:50:00 2009	00:06	wav49 (9.26k)
0002	"Ivan Nordheim" <696>	Thu Jul 30 14:51:19 2009	00:06	wav49 (8.56k)
0003	"Kevin Graham" <696>	Thu Jul 30 14:51:59 2009	00:13	wav49 (19.86k)

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Enhanced Services

» Enhanced Services (sorted by priority)	
01 Caller ID	Edit
02 Call Pickup	Edit
03 Instant Recording [*159]	Edit
04 Remote Access	Edit

CDR (Call Details Records)

From	To	Date/Time	Duration	Status
Volk Johntra (646)	421584	30 Jul 2009 11:46:41	00:00:38	Not Answered
Volk Johntra (646)	8869	30 Jul 2009 10:30:19	00:00:01	Failed
Volk Johntra (646)	Volk Johntra (646)	29 Jul 2009 15:27:33	00:00:00	Answered
Volk Johntra (646)	8899	28 Jul 2009 15:55:40	00:00:01	Failed
Volk Johntra (646)	065024477	28 Jul 2009 08:55:06	00:00:35	Answered
Volk Johntra (646)	065024477	28 Jul 2009 08:53:42	00:00:17	Not Answered
Volk Johntra (646)	061189817	28 Jul 2009 07:54:36	00:01:31	Answered
Volk Johntra (646)	061189817	28 Jul 2009 07:46:48	00:00:43	Not Answered
Volk Johntra (646)	032440070	27 Jul 2009 16:53:26	00:00:48	Answered
Volk Johntra (646)	032444520	27 Jul 2009 15:51:59	00:00:36	Answered
Volk Johntra (646)	032444520	27 Jul 2009 15:47:03	00:00:07	Not Answered

From	To	Date/Time	Duration	Billing	Cost
John Smith (8864)	John Smith (8864)	19 Feb 2013 15:05:31	00:06:17	00:06:12	
John Smith (8864)	0038761853715	19 Feb 2013 15:05:31	00:00:05	0	
John Smith (8864)	Samir Frljak gloCOM (8865)	19 Feb 2013 15:05:31	00:00:05	0	
John Smith (8864)	07886369476	19 Feb 2013 13:31:25	00:05:55	00:05:48	0.361
John Smith (8864)	07886369476	19 Feb 2013 13:30:33	00:00:45	00:00:37	0.043
John Smith (8864)	John Smith (8864)	19 Feb 2013 13:29:47	00:00:38	00:00:23	

Select an extension:

8864

My Details

Voicemail

CDR

Settings

Destinations →

Supported Hardware

Digital Trunks ISDN PRI

- Digium
- Sangoma



Digital Trunks ISDN BRI

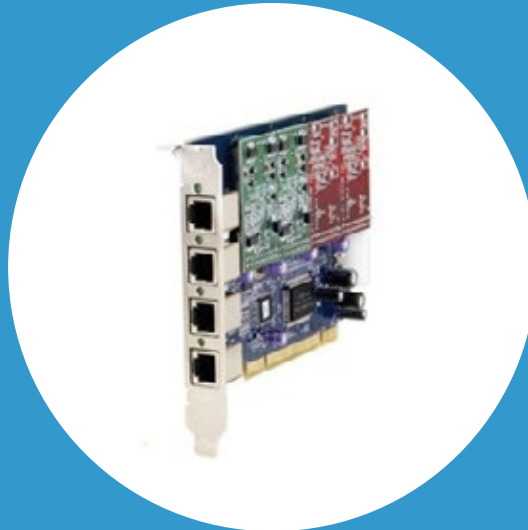
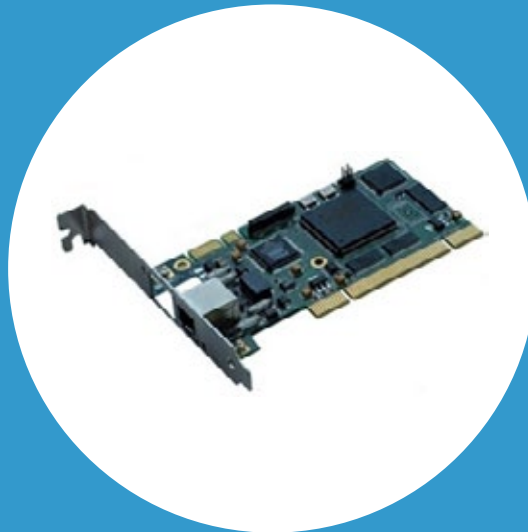
- Digium
- Sangoma

Analog Trunks

- Digium
- Sangoma

IP Phones

- Aastra
- Cisco
- Grandstream
- Linksys
- Polycom
- Sipura
- Snom



miniRACK

The miniRACK supports up to 8GB of DDR2 memory, a PCI-X/PCIe expansion slot, dual Gigabit Ethernet adapters, and two hot-swap SATA hard drives. This 1U Xeon 3000 Server is designed to increase performance per watt and run cooler than previous generations, bringing greater power and efficiency to the entry-level server.



maxiRACK

The iServ R279 supports 16 Fully Buffered DIMMs, 2 integrated Gigabit Ethernet adapters, 8 hot-swap SATA drive bays, 3 PCI-X expansion slots, 3 PCIe expansion slots, and FDD. With I/O Acceleration Technology, 7 tool-less expansion slots, and 3 additional 5¼" bays, this 4U Quad-Core Xeon Server offers excellent value and expandability.



ftRACK

Every ftRACK server uses replicated, fault-tolerant hardware to eliminate single points of failure and protect data integrity. Major components - CPUs, memory boards, input/output controllers, buses, power supplies, and fans - are duplexed and operate in lockstep. In the event of failure, the paired component continues normal operation.



vSWITCH

vSWITCH delivers a distributed, redundant solution scaling to an unlimited number of extensions and trunks in a compact form factor. vSWITCH includes redundant network switches, fans, power supplies, and management modules coupled with powerful server blades preloaded with SERVERware and PBXware solutions.



Lower Costs PBXware supports PSTN and/or VoIP technologies which, together and with included least cost routing, lowers total communication costs.

Easy Moves Should the system need to be moved to another physical location, there is no need for rewiring since it uses the existing data network.

Higher Productivity Remote working features, remote access, and remote extensions are included, resulting in higher productivity for your employees.

Reduced Maintenance Costs PBXware includes a simple to use, yet very advanced web administration interface. It allows your organization to delegate system administration to the appropriate personnel. This, in turn, reduces system maintenance costs.

Scalable Proven Solution PBXware has had many thousands of installs that have helped build a thoroughly tested product

Wide range of supported handsets! PBXware supports a wide variety of handsets: Snom, Sipura, Grandstream, Cisco, Lynksys, Polycom & Aastra are some of the supported manufacturers. Each handset has its own set-up guide, full install guide, and most are auto provisioned.

Legacy Compatibility PBXware supports traditional PSTN technology



Standard System Features	Business	Call Center	Multi Tenant
Tenant(s)/Resellers(s)	1	1	8
Multiple Languages	•	•	•
Standard or E164 Routing mode	•	•	•
Conferences Permissions	•	•	•
Remote Mobile/Cell Extension	•	•	•
Astmanproxy/Asterisk manager	•	•	•
CDR Search	•	•	•
Extension(s)	1000	1000	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	•	•	•

LEGEND

Yes	•	Optional	○
Unlimited	∞	Not Available	

	Business	Call Center	Multi Tenant
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	

	Business	Call Center	Multi Tenant
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	●	●	●

LEGEND

Yes	●	Optional	○
Unlimited	∞	Not Available	■

	Business	Call Center	Multi Tenant
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.

PBXware

About The Company

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DISTRIBUTOR

