

IP PBXs New Features in Version 5.1



1. Automatic Call Distribution (ACD)

New Capability: Call Center environments are now able to configure smart call queuing and call handling.

Why It Matters: Standard hunt groups and simultaneous call distribution are not sufficient for the demands of true call center environments. Advanced methods of call distribution are required, such as Skills Based Routing or Least Active Agent. Grouping of the agents is also a key advantage, allowing call centers to logically group resources together to clearly define responsibilities and expertise of the agents. ACD is a purchasable feature only available on the QuadroM32x.

2. Call Recording

New Capability: SIP call recording is available on the QuadroM32x and can be stored locally or on a remote server. Future releases of call recording will be available on the Quadro4x and Quadro16x products.

Why It Matters: A powerful feature allowing the system to record all calls made from and to the extensions of the PBX. This allows a user to record selected calls both automatically and by special request from the Web GUI or directly from the phone. The recordings could be stored either on the device itself (and be reviewed on the Quadro) or be uploaded to an external file storage for further processing. Call Recording is a purchasable feature priced per recording port.

3. Click to Dial from Websites

New Capability: Using the XML Application Programmers Interface resources, calls can be initiated from a website.

Why It Matters: Many sales and support teams are extending their reach out to websites to further assist customers and promote business. Using the new XML API code, website designers can build into the customers' website the ability to instantly connect customers to the sales and support teams. This feature will enhance customer satisfaction and drive revenue.

4. Hot Desking

New Capability: The Hot Desking feature permits many users to share the same phone (IP or analogue phone). Users can login to the Hot Desking phone using their extension number and get all of the credentials of their extension.

Why It Matters: Certain customer environments have changed with the times and have either employed more remote workers or reduced the office floor space. Commuter offices are more common in today's work environment and utilizing a feature like Hot Desking simplifies supporting this type of workforce.

5. Streaming Hold Music

New Capability: This feature allows the on-hold party to listen to the music streamed by an external RTP streamer playing MP3 files rather than the pre-recorded voice stored on a Quadro. There is a possibility to play different streams for each extension.

Why It Matters: Flexibility, even with very standard features, is the beauty of Voice over IP. Users are able to customize their hold music either for a unique experience or to quickly shift hold music for different situations.

6. Call Detail Reporting (CDR) Export

New Capability: The feature enables users with the opportunity to configure the Quadro to export Call Detail Records (CDR) to external servers for further processing. Records can either be sent via e-mail or uploaded to an FTP or TFTP server.

Why It Matters: Companies with strong database skills will enjoy the flexibility to manipulate the data as they feel fit. Third party application developers are now able to stream CDR directly to an IP address, allowing their software to fully support the Quadro IP PBX portfolio.

7. IP Phone Configuration File Templates

New Capability: The default auto-configuration templates of snom, Aastra and some other IP phone models can now be modified for unique customer needs.

Why It Matters: Every customer is different and has specific needs. With the option to edit the default template, customers can ensure that any future IP Phones added to the network will also have the same layout as the currently installed devices.

8. snom 820 and m3 Support

New Capability: Epygi has added support for the snom 820 and m3 products.

Why It Matters: snom and Epygi have a strong relationship, and both companies continue to work together to take advantage of each other's new products and features.

9. Customize Display Logo on snom IP Phones

New Capability: Since the display on most IP Phones is configurable, Epygi has added the ability to change the boot logo on certain IP Phones. The file image can be uploaded directly to the Epygi Quadro.

Why It Matters: Customers and Resellers alike can now edit the IP Phone's logo to create a more personalized feel with every deployment.

10. Polycom Plug-and-Play Support

New Capability: Polycom is Epygi's newest IP Phone partner and strategic alliance. With a strong portfolio in voice and video solutions, Epygi is now able to offer a complete endpoint solution to our customers.

Why It Matters: Voice quality and overall endpoint quality is the key to a high Quality of Experience (QoE). Polycom provides that level of quality including the newest technology of HD Voice solutions. Mobility is the other major advantage of IP endpoints, and Polycom's DECT portfolio is a primary contender in this space.



11. Linksys ATA Advanced Support

New Capability: Auto configuration for the Linksys ATAs was requested by our customers that needed a few more analog phone ports on our IP PBXs. Adding an ATA is the easiest solution to fulfill this need.

Why It Matters: The Linksys PAP2 ATA was chosen, because it was one of the few ATAs that could support an auto configuration method with the Epygi products. If customers require more than two to three FXS analog ports, we recommend they consider the future Quadro16 FXS gateway.

12. Video Phone Proxy

New Capability: Video technology is growing in popularity and is in high demand. Epygi decided to be one of the few manufacturers to invest in video and can now support H.263 and H.264 proxy.

Why It Matters: For customers that require video for teleworking, security, or point-to-point conversations, Epygi will support the necessary video protocols.

13. TLS/SSIP

New Capability: New security features have been added to further enhance the security features included in the Quadro products.

Why It Matters: VoIP can greatly improve a company's efficiency and be a cost saving investment, but there are new concerns for security. Planning ahead and choosing a solution that incorporates the needed security features is a hard requirement. Securing the voice traffic on the LAN and also as it leaves the office on the WAN must be considered. TLS and SSIP are very robust security measures to protect the Local Area Network.