



# IPBX FEATURES & PRODUCTS



## iPBX Features

### iPBX Features

- ✓ Hunt Lists
- ✓ Ring Groups
- ✓ Feature Codes
- ✓ Music on Hold
- ✓ Virtual Conference Rooms
- ✓ Caller ID
- ✓ Call Waiting
- ✓ Call Transfers
- ✓ Call Park
- ✓ Call Forwarding
- ✓ Call Screening
- ✓ Call Blocking
- ✓ Group call pickup
- ✓ Personal Voicemail Greetings
- ✓ Voicemail to Email or Message Box

### Management and Reporting

- Easy Online Administration
- Outbound call activity tracking – from extension, date, time, dialled number, status and duration (export to csv optional)
- Inbound call activity tracking – from number, date, time, duration, status and dialled DID (exportable to CSV).
- Inbound call analysis – Incoming callers, volume of calls by days of the week, volume of calls by hours of the day and calls received by dialled DID.
- Real time current calls status – active calls
- Real time extension status – registration status, public IP, in use, ringing, idle – (more detail)

### Abuse and Toll Fraud Prevention

- Extension Security
- Dialling Restrictions
- Outbound White Listings
- Outbound Black Listings
- International Country Listings – Allow / Disallow
- Toll Fraud Prevention Measures





## iPBX Features

### Call Reports and Management

Manage your telephony estate from the cloud.

Wherever you are in the world these days, to remain at your competitive edge, your customers expect you to be contactable, responsive and capable of delivering your best levels of service.

With our industry leading Hosted Telephone System (iPBX) you get a wide variety of reporting as standard in order for you to effectively manage your business and call flows. All data is also downloadable in raw format for detailed analysis.



Picture:

\* Full Name: Spare

External Caller ID Display:

Dialling Permissions: ☒ Allow unrestricted numbers on

SIP Password:

Call Recording: ☒ Recording all calls

Account/Agent Code:

Administrative Group: (unassigned)

**Current Calls** **Extensions**

This real-time display shows the extensions found for your account. The system will search for all extensions based on your tenant. It is possible that extensions that display here may not be found in the extension manager. Use your mouse to hold over the extension names to see the full details of each extension. (This information is returned directly from your PBX in real time.) You can start and stop the auto-reload by clicking the "Stop Updating" and "Start Updating" button.

<b>Nick</b> Ext: 100 IP: 196.201.106.234 Idle 6 (ms) Excellent	<b>Neil</b> Ext: 101 IP: 196.201.106.234 Idle 7 (ms) Excellent	<b>Fiona</b> Ext: 102 IP: 196.201.106.234 Idle 95 (ms) Good
<b>Natasha</b> Ext: 103 IP: 196.201.106.234 Idle 11 (ms) Excellent	<b>Nici</b> Ext: 104 IP: 196.201.106.234 Idle 9 (ms) Excellent	<b>Ext 105</b> Ext: 105 IP: (Unspecified) Offline
<b>Ext 106</b> Ext: 106 IP: (Unspecified) Offline	<b>Ryan</b> Ext: 107 IP: 196.201.106.234 Idle 11 (ms) Excellent	<b>Darian</b> Ext: 108 IP: 196.201.106.234 Idle 9 (ms) Excellent
<b>Terence</b> Ext: 109 IP: 196.201.106.234 Idle 9 (ms) Excellent	<b>Juleen</b> Ext: 110 IP: 196.201.106.234 Idle 9 (ms) Excellent	<b>Fred</b> Ext: 111 IP: 196.201.106.234 In Use 9 (ms) Excellent
<b>Bradley</b> Ext: 112 IP: 196.201.106.234 Idle 9 (ms) Excellent	<b>Mohamed</b> Ext: 113 IP: 196.201.106.234 Idle 9 (ms) Excellent	<b>Tian Loedolff</b> Ext: 114 IP: 196.201.106.234 Idle 9 (ms) Excellent
<b>Chris Neethling</b> Ext: 115 IP: 196.201.106.234 Idle 10 (ms) Excellent	<b>Ryno Botha</b> Ext: 116 IP: 196.201.106.234 Idle 9 (ms) Excellent	

17 extension(s).





Live stats using our reporting and Wall Boarding.

The screenshot displays a dashboard with three main sections: Admin Lvl1, PPC Sales, and Sales Lvl1. Each section contains a grid of performance cards. A red circle highlights the 'Admin Lvl1' card, which shows 0 calls waiting, 0 calls in hold time, 2 total agents, 2 paused agents, 2 idle agents, 0 min 2 sec average hold time, and 18 completed calls. The PPC Sales section shows 0 calls waiting, 0 calls in hold time, 2 total agents, 4 paused agents, 4 idle agents, 0 min 5 sec average hold time, and 3 completed calls. The Sales Lvl1 section shows 0 calls waiting, 7 calls in hold time, 7 total agents, 2 paused agents, 5 idle agents, 0 min 4 sec average hold time, and 6 completed calls.



## iPBX Features

Choose from a **wide range** of iPBX Devices

### Desk Phones

Yealink T40G



Yealink T41P



Yealink T46G



Yealink T48G



### Cordless Dect Sets

Yealink W52



Yealink W53



Yealink W56P



### Expansion Module

Yealink EXP40



### SIP Conference Units

Yealink CP920



Yealink CP960



### Video Calling On iPBX

Yealink CPW90



Yealink CPE90





## iPBX Features

### iPBX Pricing

Call Rates : IPBX to IPBX / Interbranch	Pricing
MTN/Vodacom	79c
Cell C	79c
8ta	79c
All Landlines (Fixed)	37c
Other (VoIP, Ported, ect)	49c

Charge Per Extension Per Month	Pricing
iPBX Extension	R 150.00
iPBX Call Centre Analytics	R 90.00
Call Recording (With Storage)	R 50.00

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