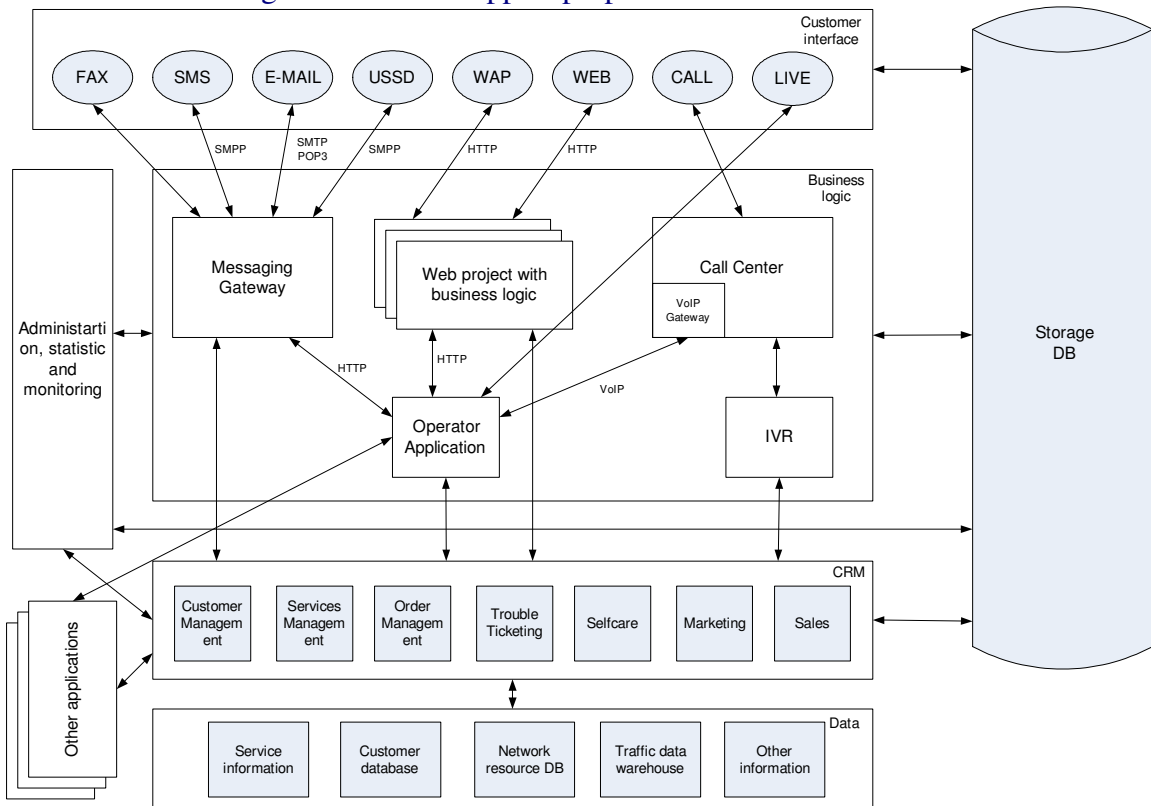


TI-100 PABX and Contact Center Solution

An unified communications concept

All communications means are treated equally. Contacts are registered in the common data base combined with Customer Relations Management expert system, that can be tuned for Marketing or Customer Support purposes.



Teleinformatica d.o.o., Tvornička 3, 71000 Sarajevo, Bosnia & Herzegovina

Telephone: +387 (033) 768 000 , Fax: +387(33)768001, www.teleinformatica.ba



Core Features

- Secure (HTTPS) web interface
- Administrator, dispatcher and operator/agent interfaces
- Multiple personalities per operator/agent
- Multiple groups per personality
- Call dispatch prioritization
- Integrated payment gateway support for pay-per-call applications
- Robust operator status API for integrating with existing websites

Administration

- User management
 - ◊ Add / Edit / Delete users
 - ◊ Contact information
 - ◊ Employment information
- Group management
 - ◊ Add / Edit / Delete groups
 - ◊ Assign separate dial contexts (caller experience) to groups
 - ◊ Allows management of multiple call queues through one interface
- Personality management
 - ◊ Add / Edit / Delete personalities
 - ◊ Assign users to personalities
 - ◊ Assign groups to personalities
 - ◊ Operator/agent phone number override
 - ◊ Call dispatch priority
- Personality login status and control
- Payment gateway
 - ◊ Secure transactions
 - ◊ Allows multiple active gateways
 - ◊ Gateway selection based on card acceptance
 - ◊ Weighted distribution of payments over multiple gateways
 - ◊ Gateway failover
 - ◊ Central order tracking system
- Caller blacklisting
- Disconnected / failed call tracking

Dispatcher Interface

- Call context/group announcement
- Call acceptance confirmation
- Web-based call transferring
- Personality statuses
- Caller auto-identification

- Caller information auto-completion
- Payment processing
 - ◊ Charges
 - ◊ Credits
 - ◊ Cash or other
- Dispatching reports

Agent / Operator Interface

- Call context/group announcement
- Personality announcement
- Duration announcement
- Call acceptance confirmation
- Web-based interface for personality login / logout and reports

Reporting

- Common log filtering
 - ◊ Summary or details
 - ◊ Start / End date and time
 - ◊ User
 - ◊ Group
 - ◊ Personality
- Login activity / duration
- Dispatcher activity
 - ◊ Answered / Missed calls
 - ◊ Minutes used
 - ◊ Calls / Minutes sold
 - ◊ Personality breakdown
- Operator / Agent activity
 - ◊ Answered / Missed calls
 - ◊ Minutes used
 - ◊ Paid minutes
 - ◊ Personality breakdown
- Orders
 - ◊ Revenue summary
 - ◊ Revenue by group
 - ◊ Revenue by card type
 - ◊ Approved / declined
 - ◊ Missed / failed calls
 - ◊ Detailed order / charge information
- Earnings
- Client activity
- Call activity (CDR)
- Blocked callers

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Technical Specifications

Call Features

- ADSI On-Screen Menu System
- Alarm Receiver
- Append Message
- Authentication
- Automated Attendant
- Blacklists
- Blind Transfer
- Call Detail Records
- Call Forward on Busy/No Answer/Variable
- Call Monitoring/Parking/Queuing
- Call Recording/Retrieval/Routing (DID & ANI)
- Call Snooping/Transfer/Waiting
- Caller ID/ID Blocking/ID on Call Waiting
- Calling Cards
- Conference Bridging
- Database Store / Retrieve
- Database Integration
- Dial by Name
- Direct Inward System Access
- Distinctive Ring
- Distributed Universal Number Discovery (DUNDI™)
- Do Not Disturb
- E911
- ENUM
- Fax Transmit and Receive
- Flexible Extension Logic
- Interactive Directory Listing
- Interactive Voice Response (IVR)
- Local and Remote Call Agents
- Macros
- Music On Hold
- Music On Transfer
 - Flexible Mp3-based System
 - Random or Linear Play
 - Volume Control
- Predictive Dialer
- Privacy
- Open Settlement Protocol (OSP)
- Overhead Paging
- Protocol Conversion

- Remote Call Pickup
- Remote Office Support
- Roaming Extensions
- Route by Caller ID
- SMS Messaging
- Spell / Say
- Streaming Media Access
- Supervised Transfer
- Talk Detection
- Text-to-Speech
- Three-way Calling
- Time and Date
- Transcoding
- Trunking
- VoIP Gateways
- Voicemail
 - Visual Indicator for Message Waiting
 - Stutter Dialtone for Message Waiting
 - Voicemail to email
 - Voicemail Groups
 - Web Voicemail Interface
- Zapateller

Computer-Telephony Integration

- AGI (Asterisk Gateway Interface)
- Graphical Call Manager
- Outbound Call Spooling
- Predictive Dialer
- TCP/IP Management Interface

Scalability

- TDMoE (Time Division Multiplex over Ethernet)
 - Allows direct connection of PBX
 - Zero latency
 - Uses commodity Ethernet hardware
- Voice-over IP
 - Allows for integration of physically separate installations
 - Uses commonly deployed data connections
 - Multi-office unified dialplan

Codecs

- ADPCM
- G.711 (A-Law & μ-Law)
- G.723.1 (pass through)
- G.726
- G.729
- GSM
- iLBC
- Linear
- LPC-10
- Speex

Protocols

- IAX™ (Inter-Asterisk Exchange)
- H.323
- SIP (Session Initiation Protocol)
- MGCP (Media Gateway Control Protocol)
- SCCP (Cisco® Skinny®)

Traditional Telephony Interoperability

- E&M
- E&M Wink
- Feature Group D
- FXS
- FXO
- GR-303
- Loopstart
- Groundstart
- Kewlstart
- MF and DTMF support
- Robbed-bit Signaling (RBS) Types
- MFC-R2

PRI Protocols

- 4ESS
- BRI (ISDN4Linux)
- DMS100
- EuroISDN
- Lucent 5E
- National ISDN2
- NFAS