

Sytel solutions

IP PBX



The IP PBX functionality incorporated within Softdial Contact Center™ (SCC), provides intelligent call handling, voicemail and IVR features for any number of phone extensions within the contact center environment.

Unlike many contact center solutions, SCC provides a fully integrated IP PBX. The PBX is a ready to use solution, so there is no need to buy add-ons or spend money on a stand-alone PBX.

With our PBX, you won't need to hire specialist experience in PBX configuration to maintain it. All PBX functions can be configured with our easy to use, browser-based user interface, so changes can be made by your regular staff wherever and whenever they need to.

The PBX features, like all other SCC functions, are ready for integration into your legacy environment, including your preferred soft phone or IP handset. Setup is a streamlined process with no hidden costs in hardware, software or IT expertise.

The PBX can be used in both a hosted and premise based environment. Multi-tenancy throughout SCC means that tenants have complete control over all user features of the PBX.

Integrated IVR

No PBX would be complete without an IVR-based auto attendant system. SCC comes with this feature inbuilt, fully integrated with the PBX as a single system, and including configurable Text-to-Speech (TTS) utilising the engine of your choice. Using the simple user interface, a full departmental directory can be added within minutes to the IVR Menu (e.g. Press 1 for Support, 2 for Reception, etc).

Features

- Inbuilt auto attendant
- Voicemail with shortcode access and external retrieval
- Outgoing and incoming calls
- Call transfer
- Group ring
- Call/ group pick-up
- Dial-by-name
- Hunt group provisioning
- Call hold
- Inbuilt Operator queue – single user or group of users

Extension Configuration

Extension Number

Extension Priority (0-100)

Schedule

	Start Time	End Time
Monday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>
Tuesday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>
Wednesday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>
Thursday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>
Friday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>
Saturday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>
Sunday	<input type="text" value="09:00"/>	<input type="text" value="17:30"/>

IP PBX

pbx Console sytel

Queues Users

Queue	QueueID	Description	Option	Overflow	OutofServiceOverflow	OverflowTime	UserRNA	RoundRobin	RingGroup
Support	12	Support	3	Operator	Operator	60	15	False	False
Reception	222	Reception	9	Operator	Operator	60	15	True	False
Sales	223	Sales	6	Operator	Operator	60	15	False	True



Routing by DDI

Your agents/ groups can be given their own external direct dial numbers (DDI), so inbound calls can be routed straight to their extension.

Scheduling

Extensions and departmental queues can be automatically logged in and out according to individual schedules, configured within the UI.

Voicemail

Voicemail is also fully configurable and integrated within SCC. Message retrieval can be configured via a secure PIN number and can be accessed internally via a shortcode, or externally via a DDI. And to ensure you never miss an important message, voicemail recordings are automatically sent by email to the recipient.

Shortcodes

Shortcodes provide instant access to a range of functionality via a phone keypad; for example, the ability to log in and out of any available workstation ('hot desking'), to request 'Do Not Disturb', or to set queues as in and out of service. Customised shortcodes may be added as necessary using the Scriptor tool.

Queues

Queues can be created for particular functions (e.g. support, reception, sales), or for a particular user (including all extensions associated with that user). These queues can then be serviced using the standard PBX hunt group settings of Round Robin and Ring Group. Queues can easily be configured to overflow to voicemail.

Customisation

Like many of the user interfaces within SCC, the PBX UI is built and delivered using SCC's own Scriptor tool. Those already familiar with this tool will find advanced customisation of the UI and IVR script quick and easy.

Update User

Username: johnm
 Pin: 17289
 Forename: John
 Surname: Morris
 User email: johnm@sytelco.com

Voicemail:
 Give User Supervisor Permissions:
 Set as User to receive Operator Voicemail:

Extension	Ext Priority	Mon	Tue	Wed
1222	2	09:00	17:30	09:00
07813546718	3	09:00	17:30	09:00

DDI's

DDI	Queue
01296381200	LANDLORDPBX_Garn

Buttons: Add, Edit, Delete, Ok, Cancel

Configure Queue

Queue: Support
 Queue ID: 4
 Description: Support team
 Option: 4
 Show Option in IVR Menu?

Overflow address: Operator
 Out of service overflow address: Operator
 Overflow time: 50
 Agent RNA time: 15

Round-robin Group:
 Ring Group:

Buttons: OK, Cancel

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

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