

Aussie PABX Phone System Small Business



Model : 10001273

Manufacturer :

The system is fully featured and expandable to 90 extensions and 30 lines.

Extensions are \$199 each and an option to connect ISDN or PSTN lines is also available. For more information visit <http://www.aussiepabx.com/> or call Aussie PABX on 1300 720 724.

Overview

The Aussie PABx system is unique. Not only have we made it possible to take advantage of using the very latest in VoIP technology to cut call costs, but the Aussie PABx also integrates with your ISDN and PSTN products for complete reliability.

Talk to us about how we can custom a PABx solution for your business today.

Aussie PABX is a fully IP switched phone system, so that it seamlessly connects your phone and data network together. Aussie PABX allows you to experience a new combination of voice and data by having a phone system that stands apart from other phone systems. Aussie PABX is designed and built an IP-based phone system. Most other telephone systems simply add IP onto their existing analogue phone system, however the Aussie PABX has been designed to bring you a fully digital IP based phone system that is equally at home with any broadband connection or traditional ISDN service.

Features:

Basic Handset Functions The Aussie PABX system uses IP phones or standard telephones. From the telephone instrument, users may dial, answer, put calls on hold, transfer calls, park calls, pickup parked calls, conference call and manage their voice mail.

Voice Mail

Multiple Greetings: The user may define different voice mail greetings for different times. For example, the message for when the line is busy can be different to the message played if the phone is not answered.

Multiple Mailboxes: Users can, either through the phone, sort and manage their voice mail messages in different folders.
Information: Each voice mail message has the Caller ID information, date and time of the message and the message duration.

Playback: Voice mail messages may be played on the telephone or the PC speakers.

Automated Attendant

Aussie PABX has a very flexible Interactive Voice Response (IVR) system, that supports unlimited calls and unlimited IVR messages. As such each indial line (and each department) can have a different IVR. Auto attendant is also supported at the user/extension level through the voice mail system. All greeting prompts can be recorded through any phone on the system and some of the major features of the auto attendant area: **Reception:** Aussie PABX is designed to be used with or without a receptionist answering in-bound phone calls. The auto

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attendant for the main reception lines can be turned on or off as needed. It can be on during normal business hours and provide automated routing of all calls. Or, it can be activated only for after hours and holidays. It can also be used as a backup to the receptionist when they are busy. Group: At each level, the Aussie PABX auto attendant can be on all of the time, or activated on an as needed basis such as during meetings or lunch hours, etc. Dial by Name: The Aussie PABX auto attendant allows in-bound callers to route their call to the appropriate person without knowing their extension. This feature allows for either first or last name directory look up. Dial by Extension: In-bound callers may quickly route their call to the appropriate person if they know the correct extension number. Informational: The Aussie PABX auto attendant can also be used to play specific informational messages (with or without allowing for a message to be recorded). Automatic Call Distribution (ACD)

The Aussie PABX ACD system is as advanced as you will find in any call centre around the world, bringing advanced features at an entry level price. Our ACD / UCD call queuing system provides for automatic call routing to the next available agent in a group or department. The main features of our advanced queuing system are: Different Hold Announcement: Each queue can have a different music on hold, so you can play a different message to customers in the sales queue and service queues. Different Ring Types: You can have the system ring all agents in the queue, ring each agent in turn, ring the least recently called agent, ring the agent with the fewest calls taken or ring agents at random. Queue Announcement: You can announce to an operator before they take the call what queue the call is coming from. Place in queue: You can announce to caller how many calls are ahead of them in the queue and even announce an estimated time to answer. Wrap Up Time: You can allow a certain amount of time between callers for each agent. Log In / Out: Each agent can log in and log out to the queue as required. Call Recording: You can select to record all incoming calls to your system, record on demand or only record calls if needed on a case by case basis.

Computer Telephony Integration (CTI)

Aussie PABX, being a fully IP based is perfectly suited for Computer Telephony Integration. The system allows the use of "soft phones" to have all the functions of a normal phone on the computer screen so that no handset is required to make and receive calls.

Administrative Controls

Aussie PABX is designed so that all the common needed functions such as adding new extensions, new voicemail setups, changes to the call queues, hold announcements and IVR's can be completely managed and administered by inhouse staff.

Remote Access to the System

One of the most important aspects of the system is that you can use your handset anywhere a broadband connection exists. Simply take your handset home and plug it into your broadband connection and you can make calls via the office's phone lines. In addition to this, if you are calling internal office extensions you do not pay for the cost of the call. Imagine taking your handset interstate or even overseas and calling the office for free (Internet access charges may apply). This allows branch offices to be part of the head office PABX and as long as both offices have a broadband connection, free calls can be made between the offices.

Aussie PABX Phone System Small Business

Conference Calling

Unlike most other PABX's, Aussie PABX allows for unlimited conference participants, so you no longer need to pay for conference calls with over 3 participants. You can set up as many meeting rooms as you like and lines can be provided for both conference participants, who can listen and speak and for visitors who can only listen in. Furthermore, the administrator can mute or "kick-out" specific participants based on a web based panel.

Switchboard control panel

The administrator of the PABX can be provided with a panel that allows them to see

What extensions are busy, ringing or available Who is talking and to whom (clid, context, priority) Phone line status and reach ability Conference room status (number of participants) Queue status (number of users waiting) Message Waiting Indicator and count for each user Callers on hold Agents that are logged into queues

In addition, the administrator can:

Hang-up a caller Transfer a call via drag&drop Originate calls via drag&drop Barge in on a call using drag&drop Click-to-Dial from a web page Mute/Unmute conference participants

Price : \$1,995.00

Availability: This product was added to our catalog on Friday, 08 September 2006