

activeSWITCH 5.1 DATASHEET

activeSWITCH 5.1 datasheet contains comprehensive list of features and their detailed description, as well as comparison of business, call center, and multi-tenant editions of activeSWITCH.



WORLD'S FIRST AND MOST MATURE IP PBX

dedicated to hosting telephony & unified communications in the cloud.



activeSWITCH EDITIONS

activeSWITCH EDITIONS is the world's first and most mature IP PBX Professional Open Standards Turnkey Telephony Platform. Since 2004, activeSWITCH EDITIONS has deployed flexible, reliable, and scalable New Generation Communication Systems to SMBs, enterprises, and governments worldwide by unifying the most advanced of the latest technologies. activeSWITCH EDITIONS is offered in the Business, Call Center and Multi-Tenant Editions, each supporting specific features maximizing performance, reliability, and expandability.

MULTI-TENANT EDITION

The Multi-Tenant Edition of activeSWITCH gives Telecom Service Providers a powerful platform to serve the IP PBX market in the cloud as a VoIP switch. Unlimited Hosted IP PBX Multi-Tenants, Unlimited resellers, user/company self-portal, and LCR are just a few of the advanced features included with desktop applications which are supported.

BUSINESS EDITION

activeSWITCH Business edition is our extensive and fully customizable platform providing you with a comprehensive set of features and capabilities of the enterprise phone system. Transform the way you conduct business and increase efficiency in the workplace by truly unifying your communication system. As you grow, so does your phone system!

CALL CENTER EDITION

activeSWITCH Call Center edition is designed to simplify and enhance call management at the busy call centers of any size. Give your business all the tools it needs to effectively start and manage inbound or outbound call campaigns. Upgrade to activeSWITCH Call Center, and provide your customers with a consistent and quality experience.

SYSTEM DASHBOARD

System Dashboard

Dashboard section gives you an overview of vital activeSWITCH information. It displays hardware usage, main services status, information on system and Communicator licensing as well as the number Total calls, Answered calls, SIP registration etc.

SYSTEM EXTENSIONS

	Multi-Tenant	Business	Call Center
Protocols: SIP, IAX2, DAHDI activeSWITCH extensions support SIP and IAX2 protocols as well as DAHDI interface technology. SIP and IAX2 are communications protocols used for signaling and controlling multimedia communication sessions while DAHDI is an open-source computer telephony hardware driver API.			
Outbound Destinations Permissions Administrators have full control over which destinations, local or remote, activeSWITCH extensions can dial. These rules can be applied to multiple extensions at the same time (through Service Plans) or individually per extension.			
Multiple Registrations activeSWITCH allows registration of multiple clients to a single extension simultaneously. It is possible to connect Desktop, Communicator desktop client, IOS client (SIP TCP is required), and Android client (SIP TCP is required).			
Multiple MAC Addresses per One Extension We have added the ability to use multiple MAC addresses per single extension. This provides the ability to auto provision multiple phones attached to the same Extension. In practice, this could be one type of device, or multiple types of devices linked to the same extension. This is similar to our Hot Desking feature.			
Push Notifications activeSWITCH 5 is now running push notification service that propagates push notifications to devices that are registered to a activeSWITCH extension with Communicator. This feature increases user connectivity and flexibility for business trips, working from home, or any other calls made outside of the office.			

	Multi-Tenant	Business	Call Center
<p>Enhanced Services</p> <p>Enhanced Services allows activeSWITCH Administrators, as well as end users, to set up and control extensions features like Caller ID, Call Pickup, Call Filters & Blocking, Call Forwarding etc. from their phone and through web interface.</p>			
<p>Billing</p> <p>activeSWITCH billing module is one of the most important system components. It allows you to set up outbound and inbound billing prices for all the destinations across the globe. When Time Based Dialing (TBD) rules are used, the system allows you to create different prices for specific day/time ranges.</p>			
<p>LCR</p> <p>activeSWITCH LCR (Least Cost Routing) section allows fine tuning of the system's trunks usage, enabling administrator to set up the order in which trunks will be used in order to strike the perfect balance between price and call quality.</p>			
<p>Caller ID Control</p> <p>activeSWITCH allows you complete control of your Caller ID for outbound calls. Please note that this feature will also depend on Caller ID rules enforced by your trunk provider.</p>			
<p>Codec Selection</p> <p>activeSWITCH allows you to set the preferred order in which codecs will be used on system, tenant or extension level. This option will allow you to assign more than one codec and set them to be used under specific priority.</p>			
<p>Auto Provisioning</p> <p>Auto provisioning allows you to automatically configure your phones by pointing them to a activeSWITCH ftp/http address. To utilize the auto provisioning system you must use one of the deskphone devices from the ever-growing activeSWITCH list of supported UADs and configure a activeSWITCH extension with a matching UAD and MAC address.</p>			
<p>Voicemail</p> <p>activeSWITCH voicemail is an advanced answering machine that allows callers to leave voicemail message in scenarios where callee is not able to answer the call. Although each activeSWITCH extension is usually equipped with a voice mailbox, this feature can be turned off, and, if necessary, voice mailboxes can be created on their own, unrelated to any extension on your activeSWITCH.</p>			

	Multi-Tenant	Business	Call Center
<p>Call Recording</p> <p>activeSWITCH offers multiple options to enable call recording, defining whether you would like to inform call parties that a call recording is turned on or not. Call recording can be enabled globally, for the entire system, or lower level per Tenant, DID, Extension, Ring group etc.</p> <p>Call Recordings: Listen Recordings in Web Browser</p> <p>New activeSWITCH 5 interface now have integrated call recordings player, allowing users to listen activeSWITCH call recordings directly from their browser and navigate through the recording with a simple click of a mouse. This prevents the issue users might experienced with earlier versions, as they had to find a media player that supports format in which recordings were being downloaded.</p>			
<p>CSV Upload</p> <p>CSV upload allow you to easily create multiple entries for different activeSWITCH elements like Extensions and DIDs, or to quickly add or change prices for every destination in service plan.</p>			
<p>CSV Download</p> <p>CSV download gives you an option to export activeSWITCH data in CSV format, allowing you to get information for data processing (i.e. DID or Extension list), or for importing data to another activeSWITCH (i.e. billing prices for different destinations).</p>			
<p>Departments</p> <p>Departments section lists all of the departments created on your activeSWITCH and gives you ability to add new ones or edit existing. Departments are used by Xinix World Communicator to easily filter extensions per department they belong or to broadcast messages to specific department members only.</p>			
<p>Communicator Modules and Editions</p> <p>Communicator Editions and Modules allow you to restrict extensions to only use selected Communicator editions and modules. This prevents users from switching their Comm. edition to one they should not be using for sheer curiosity, preventing extensions that are actually supposed to use that particular edition from using it.</p>			
<p>Communicator Features Administration</p> <p>We have introduced the ability for an administrator to enable/disable Communicator features globally per system, per edition or per Tenant.</p>			
<p>QR Code</p> <p>QR Code allows easy first time login with Communicator mobile app. Instead of entering e-mail, password and server address manually on first login all you have to do is to scan QR Code from your mobile app and all the information will be entered automatically.</p>			

	Multi-Tenant	Business	Call Center
<p>Desktop Apps Integration</p> <p>activeSWITCH offer seamless integration with Communicator desktop app, allowing users to save time and improve productivity.</p>			
<p>Mobile Apps Integration</p> <p>Communicator mobile app allows you to stay connected to your activeSWITCH extension even when you are not in your office, enabling you to do your work without being confined to your office desk or even your office.</p>			
<p>WebRTC Support</p> <p>activeSWITCH now supports WebRTC. WebRTC provides browsers and mobile applications with Real-Time Communications capabilities via simple APIs.</p>			
<p>PIN Based Seives</p> <p>Every extension is now allocated its own unique PBD PIN. This PIN will identify the user on the system and, when logged in to a PIN Based Device, dialing will proceed as though the user was calling from their own extension. Billing, CDRs and all other functions will be completed on the user extension and not the extension associated with the Pin Based Device.</p>			
<p>Copy Extension</p> <p>A new feature in activeSWITCH 5.1 is “Copy As New”, an option to create a new extension by making copies of an existing extension’s settings. This will speed up the process of adding new extensions to the system.</p>			
<p>Operation Times per Extension</p> <p>We have introduced an “Operation Times” option for extensions allowing you to control work days and hours per extension by simply adjusting this feature in enhanced ser-vices. This is also available in OSC if enabled in Enhanced Services. We have also im-plemented UX improvements GUI improvements in the Global Operation Times page forbetter user experience.</p>			
<p>Area Code per Extension</p> <p>Area code implemented per extension so you can define the area code which will be dialed if a specific extension makes a call without the need to dial the area code for the designated area.</p>			
<p>Ability to Block Incoming Calls</p> <p>Ability to block incoming calls while having another active call .This will be used by the users who do not wish to receive incoming calls if they are already on a call (either incoming or outgoing).</p>			

BILLING

Ability to block incoming calls while having another active call. This will be used by the users who do not wish to receive incoming calls if they are already on a call (either incoming or outgoing).

	Multi-Tenant	Business	Call Center
<p>Service Plan</p> <p>Service plan defines billing details for all available destinations but it will also enable you to create a template for active SWITCH Enhanced Services, Destinations permissions and Online Self Care settings which all will be automatically applied to every extension associated with particular service plan.</p>	✔	✔	✔
<p>Master / Slave Accounts</p> <p>Depending on your preferences extension can have its own funds (master) or share funds with master extensions (slave). Setting one extension as “master” and rest of the extensions as “slave” can be very useful and would improve billing management as with this setup you will have a single point for managing funds and billing, instead of doing it for each of the extensions individually.</p>	✔	✔	✔
<p>Credit Limits</p> <p>Credit limits allow you to assign maximum amount of funds extensions will be able to spend on calls, preventing users from having unlimited funds at their disposal.</p>	✔	✔	✔
<p>Soft and Hard Daily / Monthly Billing Limits</p> <p>Once Soft Limit is reached on extension active SWITCH will send email notification to user, informing him that extensions funds are getting low and in case Hard Limit is reached active SWITCH will block all outbound calls for this extension. Soft and Hard Limit can be set on daily or monthly basis. Setting these two values will prevent users from having unlimited funds at their disposal.</p>	✔	✔	✔
<p>Inclusive Minutes</p> <p>Assigning certain number of inclusive minutes to a service plan will allow users to make calls to destinations set up to use inclusive minutes, free of charge until all inclusive minutes are spent. At that point, extension will start using available funds. Destinations that not set up to use inclusive minutes will be charged according to price set in service plan.</p>	✔	✔	✔

OUTBOUND DESTINATIONS PERMISSIONS

	Multi-Tenant	Business	Call Center
Destination Groups Permissions per destination groups enable you to restrict dialing to specific domestic or international destinations, or even to all international destinations if necessary. This feature can be set on service plan level or set and modified per extension.			
Local Destinations In addition to permissions per destination group activeSWITCH allows you to restrict calls to local destinations such as local extensions, auto attendants, conferences, queues etc. This feature can be set on service plan level or set and modified per extension.			
Other Networks Other Networks feature allows administrator to assign specific prefix to some of the activeSWITCH trunks. This will allow users to dial assigned prefix in order to force call to be made through specific trunk. <i>NOTE: Please be aware that when Other Networks features is used billing module will be overridden and calls made this way would not be billed.</i>			
Special Routes Special Routes feature allows activeSWITCH administrator to add special services numbers that will be distinguished from extensions numbers (even if they have same number of digits) and dialed through specified trunk, similar to how Emergency Services numbers are dialed through Emergency Trunk.			

ENHANCED SERVICES

	Multi-Tenant	Business	Call Center
<p>Caller ID</p> <p>Caller ID feature allows users to create and control caller ID number that will be displayed to the called party. In addition to setting permanent call that will be used as primary Caller ID, administrator can create a list of allowed caller IDs that can be selected before the call is initiated. This feature is intended to be used with Communicator desktop app but it can also be used by entering access code on the deskphone.</p>			
<p>Call Pickup</p> <p>Call Pickup feature enables users to pickup calls that are ringing other extensions in associated call groups. Along with call pickup enabling you to pick calls that are ringing any extension in your call group by simply dialing *8, it is possible to use directed pickup and pick calls from specific extension by dialing *88 + EXTENSION.</p>			
<p>Last Caller</p> <p>Last Caller allows users to dial the last number that dialed their number by entering access code. This is basically a redial feature intended to be used on phones without display screen or analog phones that are registering to activeSWITCH through ATA devices.</p>			
<p>Call Filters & Blocking</p> <p>Based on a set of predefined rules this service filters and blocks all incoming calls based on the rules you have set for incoming caller IDs. This way, you are able to send busy signal to all calls that have their caller ID hidden, or to forward the call to out of service number whenever specific number dials your extension.</p>			
<p>Do Not Disturb</p> <p>When enabled Do Not Disturb service can block and temporarily or permanently redirect all incoming calls to preferred destination number.</p>			
<p>Call Screening</p> <p>Call screening enables user to forwards calls to other extensions depending on users extension status.</p>			
<p>Call Forwarding</p> <p>Call Forwarding service forwards calls to other destinations depending on the rules created for particular extensions status. For example, you can forward calls to your cell phone in case you do not answer the call in 15 seconds or in case your extension becomes unavailable for some reason.</p>			

	Multi-Tenant	Business	Call Center
<p>Follow Me</p> <p>Follow Me service rings destinations in a sequence set up by user. If call is not answered by initial destination next destination in sequence will be dialed. This allows you to set up your deskphone to ring first, for example 10 seconds, and if call is not answered it will move forward and ring your cell phone for 10 seconds. In case you are unable to answer it, you can also set the call to return to your extensions voicemail, ensuring that you will receive the message from the caller once you are available.</p>			
<p>Group Hunt</p> <p>CSV upload allow you to easily create multiple entries for different activeSWITCH elements like Extensions and DIDs, or to quickly add or change prices for every destination in service plan.</p>			
<p>Mobile Numbers</p> <p>With Mobile Numbers you can assign Mobile Numbers you would like to receive calls on when not in the office. If you enable Mobile Numbers service and add a number to the mobile numbers list it will be displayed in Communicator as one of the destinations you can be reached on.</p>			
<p>Speakerphone Page</p> <p>Speakerphone Page allows you to broadcast voice message to multiple extensions at the same time through the deskphones intercom. You can either create a list of specific Extensions you would like to page or you can add ALL extensions to avoid typing in all extensions numbers on the system/tenant. In addition to this, activeSWITCH allows directed paging, in case you would like to broadcast the message to specific extension only, and even directed two-way paging where user is be able to broadcast the message and listen the response from other party.</p>			
<p>Speakerphone Page Groups</p> <p>Paging Groups feature works similar to standard paging, except this feature allows you to organize extensions to multiple paging groups and assign unique number to each of them. As this feature is used with access code *600, paging group number is entered after the access code. For example, if we assign number 300 to paging group and add 4 extensions to it, once we dial *600300 we will be able to broadcast the message over intercom to all the extensions added to paging group 300. In Enhanced Services we are only able to allow or disallow whether extension will be able to use this service, while paging groups are created at Home -> Extensions -> Paging groups.</p>			
<p>Directory / BLF List</p> <p>The directory is used to enter list of extensions you would like to have as contacts. When used with the Busy Line Field enabled phone, you can select some of those extensions to be monitored through BLF buttons on your phone.</p>			

	Multi-Tenant	Business	Call Center
<p>Speed Dial</p> <p>Speed Dial service allows you to assign short code (up to 3-digits) to numbers you frequently dial so you don't have to type full number every time. To use Speed Dial you must dial '130 in front of your assigned short code (for example, *130 13).</p>			
<p>Instant Recording</p> <p>Instant Recording service allows you to start call recording at any point of the call. To start recording the call, user simply have to dial *159 access code.</p>			
<p>Delete Recordings</p> <p>Delete Recordings will give permission to end user to delete recorded calls from their personal CDR list they can reach by logging into their Online Self Care portal. Recordings will be deleted from the system, not just from users OSC CDR list. Although users can only delete recording from the calls they made, you should be careful to which users this permission is assigned to.</p>			
<p>Listen to Recordings</p> <p>This service allows user to listen recorded calls by downloading them from Online Self Care portal or by dialing access code *170 on your phone and then pressing numbers 1-9 for last 9 recordings, 1 being the newest.</p>			
<p>Remote Access</p> <p>Remote Access enables users to dial into the system from remote location and authenticate to their personal extensions so they could make calls as if they were using their office phone.</p>			
<p>Call Monitoring</p> <p>This service monitors active calls in real time, allowing you to choose between three different monitoring options if needed. Listening option allows you to listen to the calls, whispering allows you to listen to the conversation and talk only to the monitored extension, barging allows you to listen and talk to both parties on call, and all (Dynamic mode) allows you to dynamically choose what mode of monitoring you want to use during the call.</p>			
<p>Phone Callback</p> <p>Phone callback allows you to set up one or more Caller IDs that will be matched once call gets to your activeSWITCH. Once caller ID is matched, call is dropped and user will receive the call from activeSWITCH. Once call is answered user is able to dial any destination as if he was using office phone.</p>			

CUSTOM EXTENSIONS

Custom Routing via Dial Plan

For advanced users activeSWITCH allows custom modifications directly from the dialplan configuration file, allowing you to customize routing beyond settings available in activeSWITCH GUI.

	Multi-Tenant	Business	Call Center
			

HOT DESKING

Hot Desking is a feature that allows employees to work at any available desk in office and still be able to have their own extension. If phone is set up to be used with hot desking any user can log in to their own extension by entering extension number and PIN. Only specific Polycom and Yealink devices are supported for hot desking.

	Multi-Tenant	Business	Call Center
Polycom Hot desking support for Polycom devices - All Polycom devices			
Yealink Hot desking support for Yealink devices - All Yealink devices except T18			

RING GROUPS

Ring Groups are used to group a number of UADs/Phones into one network destination. Each Ring Group is assigned a network number which, once dialed, rings all extensions assigned to the group according to ring strategy.

	Multi-Tenant	Business	Call Center
Ring Strategy: All Ring strategy All will ring all available extension at the same time.			
Ring Strategy: Round Round ring strategy will ring each available extension in specific order.			

TRUNKS / GATEWAYS

	Multi-Tenant	Business	Call Center
<p>Protocols: SIP, IAX2, DAHDI</p> <p>activeSWITCH Trunks/Gateways supports SIP and IAX2 protocols as well as DAHDI interface technology</p>			
<p>DAHDI Signalling: PRI, BRI, Analog</p> <p>DAHDI signalling support PRI, BRI and Analog PCI cards</p>			
<p>Codec Selection</p> <p>Every trunk on activeSWITCH can have separate codec selection so you can make sure only allowed codecs are in use when call is passing through that trunk. Supported codecs: G.711 ulaw, G.711 alaw, G.722, G.723.1, G.726, G.726 AAL2, G.729, GSM, iLBC, Speex, LPC10, H.261 Video, H.263 Video, H.263+ Video, H.264 Video.</p>			
<p>SIP and IAX2 Outbound Registrations</p> <p>Trunks on activeSWITCH support SIP and IAX2 outbound registration.</p>			
<p>DAHDI Hardware Supported: Digium Analog and Digital Cards</p> <p>activeSWITCH supports Digium Analog and Digital PCI cards: TDM10B, TDM11B, TDM12B, TDM13B, TDM20B, TDM21B, TDM22B, TDM23B, TDM2400P, TDM30B, TDM40B, TDM410P, TDM800P</p>			
<p>DAHDI Hardware Supported: Sangoma Analog and Digital Cards</p> <p>activeSWITCH supports Sangoma Analog and Digital PCI, A500, B700, A200, A400, A601, A700, AFT-B600.</p>			
<p>DAHDI Hardware Supported: OpenVox Analog and Digital Cards</p> <p>activeSWITCH supports OpenVox Analog and Digital PCI cards: A400P/E, A400M, A810P/E, A800P/E, A1200P/E, A1610P/E, A2400P/E, D830P/E, D430P/E, D230P/E, D130P/E, D410P/E, D210P/E, D110P/E.</p>			
<p>DAHDI Hardware Supported: Xorcom Astribank</p> <p>Support for Xorcom Astribank VoIP gateway.</p>			

SIP TRANSPORTS SUPPORTED

	Multi-Tenant	Business	Call Center
UDP activeSWITCH supports UDP transport. With UDP, computer applications can send messages, in this case referred to as datagrams, to other hosts on an Internet Protocol (IP) network without prior communications to set up special transmission channels or data paths.			
TCP activeSWITCH supports TCP transport. TCP provides reliable, ordered, error-checked delivery of a stream of octets between programs running on computers connected to local networks or the public Internet.			
TLS activeSWITCH supports SIP/TLS transport but it is important that clients also support TLS and that they are set up accordingly. TLS is cryptographic protocol and it provides encrypted communication over the Internet improving security.			

SIP GENERAL SETTINGS

NAT Settings activeSWITCH NAT settings allow you to configure settings according to network configuration on location from which devices are registering to activeSWITCH.			
Registrations Administrator can customize SIP registration settings to preferred values. It is possible to change settings for Length of incoming and outgoing registrations, Registration context, Registration timeout etc.			
Codecs activeSWITCH supports number of different codecs: G.711 ulaw, G.711 alaw, G.722, G.723.1, G.726, G.726 AAL2, OPUS, G.729, GSM, iLBC, Speex, LPC10, H.261 Video, H.263 Video, H.263+ Video, H.264 Video.			
RTP Timers RTP timers define time period after which calls will be terminated if there is no RTP activity.			

	Multi-Tenant	Business	Call Center
<p>SIP Timers</p> <p>activeSWITCH has 3 parameters for SIP timer:</p> <ol style="list-style-type: none"> 1. Minimum roundtrip time for monitored host that defines minimum roundtrip time for messages to monitored host (default 100 ms). 2. Default T1 timer is the estimated round trip time of an IP packet. By default, T1 is set to 500 milliseconds 3. Call Setup Timer - this timer defines period after which call will autocongest if response was not received. Default value is 64 * [T1 timer]” 			
<p>MWI</p> <p>Message Waiting Indicator (MWI) is a feature that inform users that they have a new voicemail message(s) waiting in their mailbox. In its most common form, this feature lights a lamp on a phone to indicate the presence of a new or voice message.</p>			
<p>Subscriptions</p> <p>SIP protocol includes a standardized mechanism to allow any SIP client; for example your Deskphone, to monitor the state of another device. So for example, if you would like to monitor whether your coworker is on the phone or not, your phone must send SUBSCRIBE request, either directly to your coworkers Deskphone or to a server that is aware of the state of his device. If the SUBSCRIBE request is successful, then every time that device changes state, your Deskphone will receive a SIP NOTIFY message telling it about the event or change of status. This is the mechanism that IP phones use to control BLF lamps.</p>			
<p>activeSWITCH enables you to make changes to subscription settings. You can use Allow Subscription setting to disable/enable subscription support, you can set specific context for SUBSCRIBE requests with Subscribe Context. enable disable Notify on RINGING or Notify on HOLD.</p>			
<p>Video Support</p> <p>activeSWITCH natively support SIP video but in order to use it some settings will need to be enabled on extension settings page as well as on the device itself.</p>			
<p>Remote-Party-ID</p> <p>activeSWITCH supports SIP Remote-Party-ID (RPID) allows you to use services like Caller ID and Caller ID blocking. Not setting RPID on your server in some situations can cause preferred Caller ID not to be delivered to called party (in which case default Caller ID assigned by your provider might be used instead) and it can also prevent you from hiding your Caller ID if necessary. This however, will mostly depend on your providers requirements.</p>			

SIP Debugging	Multi-Tenant	Business	Call Center
SIP debugging features available in shell and Asterisk CLI are adding additional layer of information necessary for troubleshooting, when data available in CLIRs is simply not containing all the necessary information. To fully utilize these features user will require advanced experience with activeSWITCH and Asterisk.			
QoS			
QoS settings on activeSWITCH allow administrators to prioritize traffic in their local network, improving call quality in busy and networks with low Internet bandwidth. In order for this to work, This feature is not set only on activeSWITCH and QoS rules must be set up on networking devices on location phones are registering from.			

CODECS

Codecs are used to convert an analog voice signal to digitally encoded version. Codecs vary in the sound quality, the bandwidth required, computational requirements, etc.

G.711 uLAW	Multi-Tenant	Business	Call Center
Support for G.711 uLAW codec.			
G.711 aLAW			
Support for G.711 aLAW codec.			
G.729 - Royalty free			
Support for G.729 - Royalty free (License included with activeSWITCH 5.0).			
G.722			
Support for G.722 codec.			
G.723.1			
Support for G.723.1 codec.			
G.726			
Support for G.726 codec.			
GSM			
Support for GSM codec.			

iLBC Support for iLBC codec.	Multi-Tenant	Business	Call Center
Speex Support for Speex codec.	✓	✓	✓
LPC10 Support for LPC10 codec.	✓	✓	✓
H.261 Video Support for G.722 codec.	✓	✓	✓
H.263 Video Support for H.263 Video codec.	✓	✓	✓
H.263+ Video Support for H.263+ Video codec.	✓	✓	✓
H.264 Video Support for H.264 Video codec.	✓	✓	✓
Opus Support for Opus codec.	✓	✓	✓

ONLINE SELF CARE

Online Self Care portal allows end user to modify their extensions settings according to assigned permissions. Users can edit Enhanced Services settings, set up voicemail behavior, check CDRs, download call recordings etc.

Dashboard	Multi-Tenant	Business	Call Center
activeSWITCH, the new OSC portal also has a Dashboard that displays all the relevant information about users calls for that day. On the dashboard, users can see their voicemail status, the total number of calls, the number of answered calls, talk time, and funds spent. In addition, the status for Call Forwarding and Do Not Disturb services is displayed, to help prevent scenarios in which users forget to disable these services, causing their calls to be forwarded or rejected.	✓	✓	✓

	Multi-Tenant	Business	Call Center
<p>Account Details Changes</p> <p>Online Self Care portal allows end user to modify extensions email address, password and PIN.</p>	✓	✓	✓
<p>Voicemail</p> <p>End users can download and listen received voicemail messages and modify voicemail settings for their extension from Online Self Care portal.</p>	✓	✓	✓
<p>Voicemail Speech to text</p> <p>This feature will allow customers to attach the transcript of voicemails when sending out emails to users as well as being able to access the transcripts inside OSC. Two transcription services will be supported in this version, Google Speech and IBM Watson.</p>	✓	✓	✓
<p>Reports</p> <p>Online Self Care portal allows end users to see their call records, filter them by date, time and caller ID, print or email CDR search results.</p>	✓	✓	✓
<p>Call Recordings</p> <p>In addition to checking their CDR records end users are also able to listen and download their Call Recordings from CDR page in Online Self Care portal.</p>	✓	✓	✓
<p>Enhanced Services</p> <p>If permitted by activeSWITCH administrator users can edit Enhanced Services settings from their Online Self Care portal.</p>	✓	✓	✓
<p>Enhanced Services Status</p> <p>Status for Call Forwarding and Do Not Disturb services is displayed, to help prevent scenarios in which users forget to disable these services.</p>	✓	✓	✓
<p>Destinations Permissions</p> <p>If permitted by assigned Service Plan users can edit their Destinations Permissions from Online Self Care portal.</p>	✓	✓	✓
<p>Registered Devices</p> <p>With multiple registrations available, users can also see what devices are registered to their extension and from which IP address. We combined geo IP lookup with this feature, so if the device is registering from a public IP address, a flag icon will appear next to the registered device name, representing the country in which that particular IP is located. This should help users to notice and report any unusual registrations to their extensions..</p>	✓	✓	✓

Today's Calls

The total number of calls, the number of answered calls, talk time, and funds spent.

Multi-Tenant	Business	Call Center

DIDS

CSV Upload

CSV upload in DIDs page allow you to create large number of DIDs by simply uploading .csv file with DID numbers and preferred settings.

Multi-Tenant	Business	Call Center

CSV Download

CSV Download in DIDs page allow you to download full .csv file with DID list and its defined settings.

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DID Groups

To make DID management easier Multi-Tenant DID section has new feature for master administrator users. When the DID mode is set to "groups" (under master tenant settings), the administrator can assign a range of DID numbers to a DID group which can later be assigned to a particular tenant. The tenant administrator can later distribute and set up DID numbers from this group however preferred (single DID or a range of numbers) without needing activeSWITCH administrator assistance as was the case in previous versions.

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Destinations: Extension

Assigning Extension as a destination for DID will allow administrator to forward calls directly to specific extensions.

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Destinations: Multi-User Extension (DID Forwarding)

Multi-User Extension is used for DID forwarding, in cases where remote system trunk is registering to activeSWITCH extension, which allows activeSWITCH to pass inbound calls to remote PBX system.

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Destinations: Queue

Setting IVR (Interactive Voice Response) as a DID destination will enable callers to choose one of multiple available selections by entering assigned number on their phone keypad.

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Destinations: Voicemail

When set as a activeSWITCH destination calls will be forwarded to Queue where they will wait, listening Music on Hold and/or pre-recorded announcements, until they are served by available Agent.

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	Multi-Tenant	Business	Call Center
<p>Destinations: Conference</p> <p>Setting Conference room number as a DID destination will allow callers outside the company to join conference calls by dialing DID number.</p>			
<p>Destinations: Voicemail</p> <p>Remote Access can be set as a DID destination to allow users to make calls from their extension even when they are not in the office. When user dials DID number set to use Remote Access he will be asked to enter extension number and PIN. Once user is authenticated he can make calls to allowed destinations, check voicemail or even log in as queue agent.</p>			
<p>Destinations: Remote Access</p> <p>This feature will allow customers to attach the transcript of voicemails when sending out emails to users as well as being able to access the transcripts inside OSC. Two transcription services will be supported in this version, Google Speech and IBM Watson.</p>			
<p>Destinations: Trunk</p> <p>When trunk is set as a DID destination activeSWITCH will act as a gateway and it will simply pass the calls to remote system through specified trunk, where it will be routed accordingly.</p>			
<p>Destinations: Fax to E-mail</p> <p>Set Fax to E-mail as a DID destination if you would like to receive faxes on activeSWITCH. Fax will be sent to e-mail address (if SMTP server is configured on activeSWITCH) and saved on activeSWITCH where it can be downloaded from FAX section.</p>			
<p>Destinations: External Number</p> <p>You can set External Number as a destination to forward the calls to numbers that are not terminating on activeSWITCH, for example users cell phone number.</p>			
<p>Destinations: Phone Callback</p> <p>Status for Call Forwarding and Do Not Disturb services is displayed, to help prevent scenarios in which users forget to disable these services.</p>			
<p>Destinations: Deny Access</p> <p>When used, Deny Access destination plays a busy sound to all the callers that dial that DID number.</p>			
<p>Operation Times</p> <p>Operation times is feature that enables you to forward DID calls to a destination different from the one that is set in DID, based on date, day and time.</p>			

	Multi-Tenant	Business	Call Center
<p>Caller ID Validation & Routing</p> <p>This option is used to fine tune functionality of the DID by adding rules according to which calls will be routed preferred destinations based on the rule associated with specific Caller ID.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Custom Ringtones</p> <p>Custom ringtones feature allows you to set up your DID so your phone use a different ringing sound when calls are routed to your phone from specific DID.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Caller ID Replacement</p> <p>Allows you to append preferred string to incoming caller ID number in order to distinguish calls coming from specific DID from every other call.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Call Recording</p> <p>Call recording can be enabled on DID as well as on several other places on activeSWITCH, however, If enabled on DID, call recording will have entire length of the call in a single sound file, even if call was transferred more than once.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Queue Priority</p> <p>Queue priority option allows you to assign certain level of priority for calls that are being forwarded to Queue. Set up a queue priority level to give calls higher or lower priority compared to calls entering the queue from other destinations.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Specific Service Plan</p> <p>Creating multiple service plans enables you to easily assign or change call prices which will be used by all extensions that are set with specific service plans. Creating multiple Service Plans allow you to set up extension pricing based on the package you are selling to that particular user or group of users. In addition to this, Service Plan allows you to create a template with specific set of Enhanced Services and/or Destinations permissions which will be enabled for extensions that are assigned with particular service plans, preventing manual labor which would be needed if every extension was to be set manually.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Billing Extension</p> <p>You can easily manage inbound calls billing on DIDs by assigning Billing Extension number, automatically deduct the funds from extensions account balance for every inbound call made.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Force codec</p> <p>Enables you to force specific codec to be used for all calls that come to the DID this feature is enabled on.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Strip Digits

If your calls are being directed to a trunk, it is possible to define number of digits which will be stripped from the beginning of the incoming call number in order to meet the dialing rules specific to that trunk provider.



Multi-Tenant



Business



Call Center

CALLER ID VALIDATION & ROUTING

This option is used to fine tune functionality of the DID by adding rules which route the calls to different destinations based on incoming Caller ID.

Match Explicitly

Match Explicitly will inform the system to explicitly match the numbers with identical Caller ID as stated. For example, if you would like to block particular number you would enter that number, select block and set Match Explicitly to yes. This will ensure only entered number is blocked once it reach the DID.



Multi-Tenant



Business



Call Center

Match Partially

This option will inform the system to match all the Caller IDs that starts with specific number. For example, if you are receiving calls from range of numbers originating from a foreign country you would like to block, you could enter starting digits that are in common for all the Caller IDs you were receiving nuisance calls from. This will prevent all the calls from that particular range to be block or forwarded, depending on your preference. NOTE: Unless you would like to block all the inbound calls originating from a specific country, try to extend the range of numbers to at least cover area code alongside country code to minimize the range you are trying to block.



Custom Destinations Identical to DID Destinations

Destinations used for Caller ID Validation and Routing can be set to same values available on DIDs.



CONFERENCING

	Multi-Tenant	Business	Call Center
Limit Maximum Number of Participants Allows you to define maximum number of users that can join the conference.			
Dynamic Conferences via Desktop App Integration with Communicator allows you to create dynamic conferences by dragging users into an active call.			
Conference PIN Enables you to define Conference PIN all users must enter in order to join conference.			
Conference Admin PIN Integration with Communicator allows you to create dynamic conferences by dragging users into an active call.			
Conference PIN Enables you to define Conference Admin PIN to authenticate user as a Conference Admin in order to assigns administrative privileges.			
Conference Marked User PIN Enables you to define Conference Marked User PIN to authenticate user as a Marked user in order to assign set of privileges.			
Dynamic PIN Prompt Enables you to define Conference PIN all users must enter in order to join conference.			
Announce User Join/Leave When joining new conference members will be asked to say their name and press the '#' key before they enter the conference; name will be recorded and played to other conference members when a caller joins/leaves the conference.			
Announce Number of Participants Turning on this option will announces the number of conference participants to a new conference member. e.g "There is currently one other participant in the conference."			

DTMF Menu for Participants	Multi-Tenant	Business	Call Center
<p>When marked as a conference admin users are able to perform several actions:</p> <ol style="list-style-type: none"> 1. Mute Control: Conference Admins are able to mute specific user. 2. Volume Control: Conference Admins are able to adjust speaking volume for entire conference room. 3. Kick Users: Conference Admins are able to kick specific user(s) from conference room. 4. Eject Users: Conference Admins are able to use eject command to kick last user that joined the conference room. 5. Lock Conference: Conference Admins are able to lock the conference room, preventing new callers from joining in. 6. Record conferences: Enables recording of conference room calls. 7. Music on Hold: This option will play Music on Hold to a first user that joins the conference. As soon as second user enters conference room Music on Hold stops playing and users are able to talk to each other. 8. Wait for Marked User to Start Conference: Enabling this option will prevent users to talk to each other until marked user join the conference, this is useful when you are arranging a conference call between multiple parties that are unfamiliar with each other. 9. Close the Conference when Marked User Leaves: Closes the conference when last marked user exits, regardless of number of active participants in the conference room, their calls will be immediately dropped at that moment. 10. Control Members of Conference: Conference admin is able to mute, add or remove conference participants. <p>Control Options for Each Member:</p> <p>It is possible to assign conference privileges on per extension basis. Available control options for each member are:</p> <ol style="list-style-type: none"> 11. Admin: If this option is enabled, conference calls coming from the extension will be treated with admin privileges. 12. Marked: If this option is enabled, conference calls coming from the extension will be given less privileges than admin, but more than regular conference participants. 13. Talk-Only: If this option is enabled, conference calls coming from this extension will be allowed to talk only and no sound from the conference will be heard on that phone. 14. Listen-Only: If this option is enabled, conference calls coming from this extension will be allowed to talk only and no sound from the extension will be heard in the conference. 15. Exit Digit: If this option is enabled, users will be allowed to exit the conference by dialing any digit on their phone. 	<p>✔</p>	<p>✔</p>	<p>✔</p>

IVRS

	Multi-Tenant	Business	Call Center
Standard IVR IVR (Interactive Voice Response) is automated answering machine which guide callers to their destination by providing a number of choices and waiting for caller to make a selection through DTMF tones via device keypad.			
Pin-Based IVR PIN-Based IVR allows dialing local/remote destinations by providing a pre-set IVR PIN number.			
Multi-Digit IVR Unlike regular IVR, Multi-digit IVRs accepts two or more digits as a response from caller, therefore providing a wider range of options compared to Standard IVR.			
IVR Destinations: Extension Setting up extension as a destination in IVR will forward the call to specified extension number once assigned digit is pressed.			
IVR Destinations: IVR Setting up IVR as a destination in IVR will forward the call to specified IVR number once assigned digit is pressed.			
IVR Destinations: Queue Setting up Queue as a destination in IVR will forward the call to specified Queue number once assigned digit is pressed.			
IVR Destinations: Conference Setting up Conference as a destination in IVR will forward the call to specified Conference number once assigned digit is pressed.			
IVR Destinations: Voicemail Setting up a Voicemail as a destination in IVR will forward the call to specified extension number voicemail directly, without dialing the extension, once assigned digit is pressed.			
IVR Destinations: Remote Access Set Remote Access as an IVR destination to enable users to dial into the system from remote location and authenticate to their personal extensions and make calls as if they picked up their office phone.			

	Multi-Tenant	Business	Call Center
<p>IVR Destinations: Directory</p> <p>With this option selected, you will have the ability to dial an extension by entering the first three letters of the extension's last or first name.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>IVR Destinations: Fax to E-mail</p> <p>Set Fax to E-mail as an IVR destination if you would like to receive faxes on activeSWITCH. Fax will be sent to e-mail address (if SMTP server is configured on activeSWITCH) and saved on activeSWITCH where it can be downloaded from FAX section.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>IVR Destinations: Call External Number</p> <p>In order to dial specific number as an IVR selection you must select Call External Number as a destination in IVR and enter the number which will be dialed once selection is made.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>IVR Destinations Options: Default Caller ID</p> <p>You can append preferred string to incoming Caller ID (for example IVR 1) to differentiate between multiple destination calls can come from.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>IVR Destinations Options: Change Language</p> <p>If sound files in language other than english are uploaded to activeSWITCH alongside default english language prompts, you can set voice prompts to be played in preferred language once call is routed to its destination.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Operator Extension</p> <p>Operator extension option allows you to assign the number of extension to which calls will be redirected to if 'IVR Status' is set to 'Off'.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Custom Timeouts</p> <p>Allows administrator to set preferred time values for Response Timeout, Digit Timeout, Selection Timeout etc. In case any of these timeouts is exceeded voice prompt will be played back to the user for several times, after which, call will be dropped.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Custom Greeting</p> <p>Custom greeting enables administrator to play a greeting with IVR instructions once caller gets to the IVR.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Ringling Type</p> <p>This option allows you to set whether you would like to play Music on Hold or ringing sound to callers once their call reach the IVR.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Multi-Tenant	Business	Call Center
<p>Dial Local Extensions Directly</p> <p>This feature allows callers to dial extension number directly, once their call enters the IVR. If this feature is enabled anybody that enters the IVR will be able to dial extensions on the system/tenant directly if they know the number that would like to dial. This option can be used alongside standard IVR selections.</p>			
<p>Dial Local Extensions Limits</p> <p>Administrator is able to restrict extension dialing from IVR by defining range of extensions that are allowed to be called directly.</p>			
<p>Dial Permissions</p> <p>Permissions are used to allow an organization to restrict who is able to enter an IVR. In particular, there are organizations where access to the IVR is only allowed to callers with a valid account number, but it can be used for other similar purposes.</p>			
<p>Operation Times</p> <p>Operation times enables administrator to forward calls that are supposed to enter IVR to a different locations depending on date, day and time.</p>			
<p>FAX Detection</p> <p>If sound files in language other than english are uploaded to activeSWITCH alongside default english language prompts, you can set voice prompts to be played in preferred language once call is routed to its destination.</p>			
<p>Operator Extension</p> <p>When FAX recognition is enabled on your activeSWITCH system, you can turn on FAX detection on your IVR by entering e-mail address in FAX Email field. This will automatically accept all FAX calls and send received FAXes to that e-mail address without any additional actions from sender.</p>			

IVR DIRECTORY

With this option selected, you will have the ability to dial an extension by entering the first three letters of the extension's last or first name.

	Multi-Tenant	Business	Call Center
Search by First Name With this option selected callers will have to enter starting letters of users first name in order to dial his extension. This is done by entering numbers that correspond with letters on the keypad on the phone/ softphone caller is using.			
Search by Last Name With this option selected callers will have to enter starting letters of users last name in order to dial his extension. This is done by entering numbers that correspond with letters on the keypad on the phone/ softphone caller is using.			
Search by First and Last Name With this option selected callers will have to enter starting letters of users First or Last name in order to dial his extension. This is done by entering numbers that correspond with letters on the keypad on the phone/ softphone caller is using.			
Play Voicemail Greeting for Name If name is recorded in voicemail box by user, message will be played in IVR directory instead automated spelling.			
IVR Directory Filter per Department This feature simplifies the search inside the IVR Directory by limiting searches to a group of extensions (departments) instead of the entire directory. This feature will assist when searching through the IVR if there are duplicate names in a system.			

PIN BASED IVR

PIN-based IVR allows dialing local/remote destinations by providing a pre-set IVR PIN number

	Multi-Tenant	Business	Call Center
CSV Upload PIN based IVR allows you to create a large number of PIN numbers and matching destinations by uploading a CSV file.			
Expiry Date per PIN PIN Expiry date allows activeSWITCH administrator to define PIN expiry date, rendering it unusable after specified date.			
Destination per PIN Every created PIN is assigned to specific destination, once pin is entered in PIN based IVR matching destination will be dialed.			

REMOTE ACCESS

In most cases Remote Access is set as a DID destination (although it can be set as an IVR destination as well) in order to allow users to make calls from their extension even when they are not in the office. When user dials DID number set to use Remote Access he will be asked to enter extension number and PIN. Once user is authenticated he can make calls to allowed destinations, check voicemail or even log in as queue agent.

	Multi-Tenant	Business	Call Center
Destinations Set destination to Remote Access in order to allow users to log in to their extension and make calls from it as if they were using their deskphone.			
Voicemail Voicemail can be assigned as a Remote Access destination in order to allow users to check their voicemail when not in the office.			

Agent Login

VoiceMail can be assigned as a Remote Access destination in order to allow users to log in as agents even if they are not using activeSWITCH extension.

Multi-Tenant



Business



Call Center



OPERATION TIMES

Operation times is feature that enables you to forward IVR calls to different locations depending on date, day and time.

	Multi-Tenant	Business	Call Center
Default Destination Destination, different from the one set on IVR, where calls will be forwarded according to Operation Times rules.			
Custom Destinations for a Specific Day/Time Range You are able to define specific day/time range when calls will be forwarded to custom destination.			
Control Open Days and Hours You are able to define day/time range after which forwarded after working hours.			
Control Closed Dates and Hours You are able to define default destination where calls will be forwarded during closed dates.			
Custom Greeting Create custom greeting and assign it to Operation Times to inform customers that their call will be forwarded to a different destination because your office is closed.			

QUEUES

Queue system allows you to receive more calls in your activeSWITCH than your staff members are able to answer at the same time.

NOTE: Queues in MT edition have less options available. For example, Agents are not available on MT and only static members (SIP extension) can be added to queue members list.

	Multi-Tenant	Business	Call Center
QUEUE RING STRATEGIES			
Queue ring strategies allows you to distribute queue calls more efficiently and according to your specific needs. You can assign one of the available strategies to your queues in order to ring queue agents or static members randomly or in specific order.			
Queue Ring Strategies: Ring All			
With Ring All ringing strategy selected, once call enters the queue it will ring all available queue members at the same time.			
Queue Ring Strategies: Linear			
When Linear ring strategy is selected, once call enters the queue it will ring available queue members one by one in a specific order.			
Queue Ring Strategies: Least Recent			
Least Recent ring strategy will ring available agents with least answered calls in order to distribute the calls evenly between all queue members.			
Queue Ring Strategies: Fewest Calls			
Fewest calls ring strategy will ring available agents with fewest calls received in order to distribute the calls evenly between all queue members.			
Queue Ring Strategies: Random			
Random ring strategy will randomly ring any of the available queue members.			
Queue Ring Strategies: Round-Robin with Memory			
You are able to define day/time range after which forwarded after working hours.			
Queue Ring Strategies: Round-Robin Ordered			
Same as round-robin memory, except the queue member order from the config file is preserved so interfaces will ring in the order specified in this configuration file. If you use dynamic members, the members will be rung in the order in which they were added.			

	Multi-Tenant	Business	Call Center
<p>Queue Ring Strategies: Random with Penalty</p> <p>Random with penalty ring strategy will randomly ring available members of the lowest penalty level. In case all the members of that penalty are busy or not available, call will move to members with higher penalty level assigned.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Music on Hold</p> <p>This option allows you to enable music on hold for callers that are waiting in queue.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Custom Ringtones</p> <p>activeSWITCH allows you to set up your queues to send a matching string to the phone so it is informed to use a different ringtone when calls are coming from queue set up with this option. In order to use this feature, alongside activeSWITCH part changes must be made in the phone as well. For information on how to set up the phone please consult your device admin manual.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Caller ID Replacement</p> <p>Caller ID Replacement allows you to append preferred string to incoming caller ID number in order to distinguish calls coming from queue from other calls to extension, for example Queue 1.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Custom Sounds</p> <p>You can record your custom sound files like Greeting, Periodic Announce, Agent Announce, Callback announcements for Caller and Agent etc.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Waiting Timeouts</p> <p>Define total time call can spend in queue and what should happen with unanswered calls and where they should be routed after timeout is reached.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Announcements</p> <p>Queue Announcements inform callers waiting in queue what is their current position and for how long (approximately) they should wait before their call is answered.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Periodic Announcements</p> <p>Periodic announcement option allows you to play custom message to the callers waiting in the queue.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Call Recordings</p> <p>In order to allow you to preserve important customer calls activeSWITCH queues also offer option to record all queue calls.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Multi-Tenant	Business	Call Center
<p>Exit Digit</p> <p>This option allows you to define exit digit which will be used to allow users to drop out of queue call. Depending on queue settings they can be forwarded to an operator extension, voicemail or to initiate queue callback.</p>			
<p>Abandoned Calls E-mail Notification</p> <p>When Abandoned calls e-mail notification is enabled, activeSWITCH will send reports, once per hour, with information on all abandoned queue calls and the reason why calls were dropped.</p>			
<p>Queue Callback</p> <p>Depending on queue settings Queue Callback will initialize the call to numbers that dropped queue calls before they were served by Agents. Queue Callback have number of options that will allow you to fine tune it according to your personal preferences.</p>			
<p>Queue Callback IVR</p> <p>In addition to default Queue Callback setting that use Caller ID to initialize the call, Queue Callback IVR allow users to enter Different caller ID number from the one they are using.</p>			
<p>Static Member Login</p> <p>Queues on activeSWITCH bussiness and Call Center edition offer option to allow static members (SIP extensions) to login and log out of queue in same manner as Agents.</p>			
<p>Prevention of Enhanced Services for Static Members</p> <p>This option allows you to choose whether extensions Enhanced Services should apply to queue static members. The option is called Disable Member Enhanced Services. When set to Yes, ES rules will not be applied when the Queue dials static members.</p> <p><i>NOTE: This only applies to Static members with no login and Callback Agents or DynamicAgents that have ES disabled by default.</i></p>			
<p>Queue Members Management</p> <p>You can easily add and remove queue members from queue members management panel.</p>			
<p>Queue Member Penalties</p> <p>Assigning different penalty levels to queue members will help you achieve more precise call distribution in your queues. Members with lower penalty number will receive calls until all members with that penalty are busy or unavailable, which will move call to members with higher penalty number.</p>			

<p>Desktop App Integration</p> <p>activeSWITCH Call Center integration with desktop clients Communicator Agent and Communicator Supervisor will allow you to improve your employees performance by speeding up their workflow.</p> <p>Caller ID for Queue Callback</p> <p>Caller ID for callback is a new queuing feature in our Call Center Edition. When a customer receives a call from Queue Callback you can choose a Caller ID to display.</p>	Multi-Tenant	Business	Call Center
	❌	✅	✅
	✅	✅	✅

QUEUE STATISTICS

Queue statistics data will provide necessary tools that will help you to improve your call center workflow and efficiency, detect bottlenecks and act in order to eliminate them.

<p>Pre-defined Date Ranges: Today</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for current day.</p>	Multi-Tenant	Business	Call Center
	❌	✅	✅
<p>Pre-defined Date Ranges: Yesterday</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for yesterday.</p>	❌	✅	✅
<p>Pre-defined Date Ranges: This Week</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for last seven days.</p>	❌	✅	✅
<p>Pre-defined Date Ranges: This Month</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for current month.</p>	❌	✅	✅
<p>Pre-defined Date Ranges: Last Month</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for last month.</p>	❌	✅	✅
<p>Pre-defined Date Ranges: This Year</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for last year.</p>	❌	✅	✅

	Multi-Tenant	Business	Call Center
<p>Pre-defined Date Ranges: Custom Date Range</p> <p>activeSWITCH Queue statistics allows you to use predefined data statistics filter to display information for custom date range.</p>			
<p>Other Filters: Queues</p> <p>You can filter your reports per specific queues, allowing you to get even more precise information in your reports.</p>			
<p>Other Filters: Members</p> <p>You can filter your reports per specific queue members, allowing you to get even more precise information in your reports.</p>			
<p>Other Filters: Call Duration</p> <p>Using Call Duration filter will allow you to get additional information based on call length.</p>			
<p>Other Filters: Hold Duration</p> <p>Using Hold Duration filter will allow you to get additional information based on how long caller waited prior connecting.</p>			
<p>Other Filters: Caller</p> <p>You can filter your reports per specific caller number, allowing you to get even more precise information in your reports.</p>			
<p>Other Filters: DID</p> <p>You can filter your reports per specific DID number, allowing you to get even more precise information in your reports.</p>			
<p>Other Filters: Time Format</p> <p>You can change the format of a value for all time related fields. Possible options are:</p> <p>dd-hh-mm-ss normal time format e.g. 01d 02h 03m 04s</p> <p>Days time format in days e.g. 1.25d</p> <p>Hours time format in hours e.g. 1.25h</p> <p>Minutes time format in minutes e.g. 1.25m</p> <p>Seconds time format in seconds e.g. 1.25s</p>			

AGENT REPORTS	Multi-Tenant	Business	Call Center
These reports will display the data sorted per agent.			
Agent Reports: Agent Availability Agent availability report will show basic information for agents inbound and outbound calls, session duration, pause duration and idle duration.			
Agent Reports: Agent Inbound Calls Agent inbound calls report will display data for all answered inbound calls sorted per agent.			
Agent Reports: Agent Inbound Calls per Queues This report will show information similar to Agent inbound calls report, however, data will also be split per queue agent is member of.			
Agent Reports: Agent Dumps In cases where agent announcement is enabled in queue, agents can reject calls during announcements. These rejections will be displayed in Agent dumps reports.			
Agent Reports: Agent Missed Calls Agent missed calls report will display information on all the calls agents did not answer.			
Agent Reports: Agent Occupancy Report for Agent Occupancy, which will display information about time agent spent on call that is compared to time spent on pause.			
Agent Reports: Agents Outbound Calls Agents outbound report will display information on all outbound calls made by agents.			
Agent Reports: Agent Pauses Agent pauses report for display information on all breaks agent took. Report will include both billable and payable break durations.			
Agent Reports: Agent Sessions and Pauses Agent sessions and pauses report will display information for all agent sessions including information for all breaks agent took during these sessions.			
Agent Reports: SIP User Name inside Agent Reports Along with the extension number, agent reports for the Call Center Server will contain the SIP user name. This will make statistics easier to read by providing details on the actual name from the extension.			

	Multi-Tenant	Business	Call Center
<p>Agent Reports: Agent Group Filter Option in Queue Statistics</p> <p>Available in the Call Center Server GUI inside queue statistics. You can choose to search for a specific agent group within the agents statistics.</p>			
<p>QUEUE REPORTS</p> <p>Queue reports will display all the relevant information sorted per queue.</p>			
<p>Queue Reports: Entry Positions</p> <p>This report show information same as Agent inbound calls, but it also groups information per queue.</p>			
<p>Queue Reports: Queue Calls</p> <p>Queue calls report will display data for all inbound calls that entered the queue.</p>			
<p>Queue Reports: Queue Answered Calls</p> <p>Queue answered calls report will display data for all inbound calls that entered the queue and were answered by agents.</p>			
<p>Queue Reports: Queue Unanswered Calls</p> <p>Queue unanswered calls report will display data for all inbound calls that entered the queue but were unanswered.</p>			
<p>Queue Reports: Queue Calls per Agents</p> <p>Queue calls per agents report will display data for all answered inbound calls sorted per agent but will group the information per queue they called.</p>			
<p>Queue Reports: Queue Callback Calls</p> <p>Queue callback calls report will display all the information for calls that dropped out of queue and initiated Queue Callback.</p>			
<p>Queue Reports: Repeated Callers</p> <p>Agent pauses report for display information on all breaks agent took. Report will include both billable and payable break durations.</p>			
<p>SUMMARY REPORTS</p> <p>Summary reports will display summary information for specific queue elements.</p>			
<p>Summary Reports: All Calls</p> <p>This report will display information for all calls.</p>			
<p>Summary Reports: All Answered Calls</p> <p>This report will display information for all answered calls.</p>			

	Multi-Tenant	Business	Call Center
<p>Summary Reports: All Unanswered Calls</p> <p>This report will display information for all unanswered calls.</p>			
<p>Summary Reports: Inbound Calls</p> <p>This report will display information for all inbound calls.</p>			
<p>Summary Reports: Inbound Answered Calls</p> <p>This report will display information for all inbound calls that were answered.</p>			
<p>Summary Reports: Inbound Unanswered Calls</p> <p>This report will display information for all inbound calls that were unanswered.</p>			
<p>Summary Reports: Outbound Calls</p> <p>This report will display information for all outbound calls.</p>			
<p>Summary Reports: Conference Marked User PIN</p> <p>Enables you to define Conference Marked User PIN to authenticate user as a Marked user in order to assign set of privileges.</p>			
<p>Summary Reports: Outbound Answered Calls</p> <p>This report will display information for all outbound calls that were answered.</p>			
<p>Summary Reports: Outbound Unanswered Calls</p> <p>This report will display information for all outbound calls that were unanswered.</p>			
<p>Summary Reports: Service Level Agreement</p> <p>Reports for service level agreement will display percentage of answered calls in time ranges of 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110 and 120 seconds for answered calls.</p>			
<p>Summary Reports: Service Level Agreement Inclusive</p> <p>Queue reports will display all the relevant information sorted per queue.</p>			
<p>Summary Reports: All Calls by Direction</p> <p>This report will display information for all calls and sort them by direction: All, Inbound, Outbound.</p>			
<p>Summary Reports: Answered calls by direction</p> <p>This report will display information for all answered calls and sort them by direction All, Inbound, Outbound.</p>			
<p>Summary Reports: Unanswered calls by direction</p> <p>This report will display information for all unanswered calls and sort them by direction All, Inbound, Outbound.</p>			

	Multi-Tenant	Business	Call Center
<p>Summary Reports: Distributions for All Calls per Day</p> <p>This report will display information for all calls sorted by day for selected time range.</p>			
<p>Summary Reports: Distributions for All Calls per Day of Month</p> <p>This report will display information for all calls sorted by each day of month for selected time range.</p>			
<p>Summary Reports: Distributions for All Calls per Day of Week</p> <p>This report will display information for all calls sorted by each day of week for selected time range.</p>			
<p>Summary Reports: Distributions for All Calls per Hour</p> <p>This report will display information for all calls by each hour for selected time range.</p>			
<p>Report Actions: PDF Download</p> <p>This report will display information for all outbound calls.</p>			
<p>Report Actions: CSV Download</p> <p>Enables you to define Conference Marked User PIN to authenticate user as a Marked user in order to assign set of privileges.</p>			
<p>Report Actions: Email</p> <p>This report will display information for all outbound calls that were answered.</p>			
<p>Report Actions: Print</p> <p>This report will display information for all outbound calls that were unanswered.</p>			
<p>Report Actions: More</p> <p>Reports for service level agreement will display percentage of answered calls in time ranges of 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110 and 120 seconds for answered calls.</p>			
<p>Queue Callback Statistics</p> <p>Displays the number of callback call retries in “queue callback statistics”. The statistics will now display the number of times the callback function has attempted a call to the customer.</p>			

SCHEDULED QUEUE REPORTS

Scheduled queue reports allow you to automatically run and email queue reports data based on data je would like to be displayed for selected time interval.

	Multi-Tenant	Business	Call Center
<p>General: Hourly Reports Set your Scheduled Queue reports to be ran and emailed once an hour.</p>			
<p>General: Daily Reports Set your Scheduled Queue reports to be ran and emailed once a day.</p>			
<p>General: Weekly Reports Set your Scheduled Queue reports to be ran and emailed once a week.</p>			
<p>General: Monthly Reports Set your Scheduled Queue reports to be ran and emailed once a month.</p>			
<p>General: Yearly Reports Set your Scheduled Queue reports to be ran and emailed once a year.</p>			
<p>General: Attachements Now you can send email attachements in HTML, PDF, CSV format. CSV files generated per each type of report, and they are received in one ZIP format.</p>			
<p>Filters: Time Period You can set and run your scheduled reports for: Current Day, Last Day, Last 7 Days, Last 28 Days, Last Week, Last Month, Last Year.</p>			
<p>Filters: Queues You can filter your reports per specific queues, allowing you to get even more precise information in your reports.</p>			
<p>Filters: Members You can filter your reports per specific members, allowing you to get even more precise information in your reports.</p>			

	Multi-Tenant	Business	Call Center
<p>Filters: Call Duration</p> <p>Using Call Duration filter will allow you to get additional information based on call length.</p>			
<p>Filters: Hold Duration</p> <p>Using Hold Duration filter will allow you to get additional information based on how long caller waited prior connecting.</p>			
<p>Filters: Caller</p> <p>You can filter your reports per specific caller number, allowing you to get even more precise information in your reports.</p>			
<p>Filters: DID</p> <p>You can filter your reports per specific DID number, allowing you to get even more precise information in your reports.</p>			
<p>Filters: Time Format</p> <p>You can change format of value for all time related fields. Possible options are:</p> <p>dd-hh-mm-ss normal time format -e.g 01d 02h 03m 04s</p> <p>Days time format in days e.g 1.25d</p> <p>Hours time format in hours e.g 1.25h</p> <p>Minutes time format in minutes e.g 1.25m</p> <p>Seconds time format in seconds e.g 1.25s</p>			
<p>Main Page: Last Status</p> <p>This field will display last status of report that was send to generate. If something went wrong it should display one of the following error messages:</p> <ol style="list-style-type: none"> 1. OK: report is generated and parsed successfully. 2. Pending: it is waiting to be generated. 3. Generating: generating data and parsing into one of the formats if is sendemail selected. 4. Generating Failed: error when report data is not generated correctly. 5. Parsing Failed: error when report is not parsed in one of the formats. 6. Email Sending Failed: error when emailing brokeed for some reason. This can be explored by smtp log. <p>Main Page: Run</p> <p>Now you can run/stop scheduled reports by clicking on Run button from main page.</p>			
			

AGENTS

	Multi-Tenant	Business	Call Center
<p>Agent Types: Dynamic Agents</p> <p>This type of queue member can login to a designated queue from any UAD on the network with access code *202. Agent need to provide AGENT NUMBER and AGENT PIN in order to log in. The dynamic agent line is always opened, and he is listening Music on Hold when not serving customer calls.</p>			
<p>Agent Types: Callback Agents</p> <p>This type of agent can login to a designated queue by dialing *203 code. Agent need to provide AGENT NUMBER, AGENT PIN, and NUMBER of extension or outbound number agent is currently using. Callback agents phone will ring once they have call waiting to be served.</p>			
<p>Group of Agents</p> <p>To simplify queue members management administrator can create groups of agents to easily add and remove multiple queue members.</p> <p>NOTE: Agent Groups act as a template that allows you to move entire group of agents into the queue but in case you add new group members into the group, they will not be automatically added to the queues you already added this group into prior to that moment.</p>			
<p>Login with PIN</p> <p>If set, agents must provide personal PIN number in order to log in and start taking calls.</p>			
<p>Pause Reason Codes</p> <p>When Agent needs to stop receiving queue calls, but does not want to log out, they are able to use pause and stop receiving queue calls until they use un-pause option. Under these conditions they will still be reported as logged in to the queue(s). Now agents can provide a pause reason code to indicate the reason they are currently paused. This reason code is logged in with their pause event.</p>			
<p>Agent wrap-up time</p> <p>Wrap-up time is small time period in which agents will not receive next call after they hang up a call. For example, if agent finish the call, you can assign wrap-up time of 5000 ms (5 seconds) to allow agent to recover before new call is forwarded to that agent.</p>			
<p>Call Recording</p> <p>As Queue Call recording will only record inbound calls active SWITCH gives you the option to enable calls per agent. This will ensure that all the calls made by specific agent will be recorded.</p>			

Pause Recording (PCI Compliance)	Multi-Tenant	Business	Call Center
It is possible to pause call recording at any point in conversation, preventing personal information like credit card or social security numbers to be preserved in call recording.			
Auto Log Off	Multi-Tenant	Business	Call Center
Time in seconds that the agent's extension should ring before declaring him unavailable and logging him off the queue.			
Auto Pause	Multi-Tenant	Business	Call Center
Automatically put agent on pause if she did not answered a queue call.			
Desktop App Integration	Multi-Tenant	Business	Call Center
activeSWITCH integration with desktop clients Communicator Agent and Communicator Supervisor will allow you to improve your employees efficiency and performance by speeding up their workflow and main tasks.			

VOICEMAIL

Authentication with PIN	Multi-Tenant	Business	Call Center
All users need to provide PIN in order to authenticate when accessing voicemail.			
Voicemail to E-mail (Optional Attachment)	Multi-Tenant	Business	Call Center
It is possible to enable all voicemail notifications to be sent to e-mail address assigned to the extension. It is possible to select whether voicemail message should be included in the attachment.			
Custom Greeting Messages Depending on Status (Busy, Unavailable)	Multi-Tenant	Business	Call Center
Users are able to record their personalized voice messages for "busy" and "unavailable" status, which will be played to callers depending on the current status of their extension.			
Voicemail Operator Support	Multi-Tenant	Business	Call Center
If enabled, callers are allowed to reach operators extension by pressing 0 once their call is forwarded to voicemail.			
Timezone Support	Multi-Tenant	Business	Call Center
Setting up matching time zone in extensions voicemail settings will make sure voicemail messages are played to users with correct time information.			

<p>Sounds per Language</p> <p>If sound files in language other than english are uploaded to activeSWITCH alongside default english language prompts, it is possible to set voicemail prompts to be played in preferred language.</p>	Multi-Tenant	Business	Call Center
<p>Limit Voicemail Length</p> <p>This option will allow administrator to define maximum length of voicemail messages per mailbox, allowing you to limit space usage on servers with large number of users.</p>	✔	✔	✔
<p>Limit Voicemail Count</p> <p>This option will allow administrator to define maximum number of voicemail messages per mailbox, allowing you to limit space usage on servers with large number of users.</p>	✔	✔	✔
<p>Voicemail Groups</p> <p>Voicemail groups allow you to group multiple voicemail inboxes to a group, informing all users once voice message is left to their group.</p>	✔	✔	✔
<p>Message Waiting Indicator (MWI)</p> <p>MWI option will inform user that they have voicemail message waiting in their mailbox by activating new voicemail message indicator on their phone or Communicator desktop client.</p>	✔	✔	✔
<p>Custom Greeting for a Voicemail Group</p> <p>We have introduced an administrative option to upload a custom greeting for a voicemail group. Sound files can be uploaded via the Sounds section as previously. Sound files must begin with vm-greeting-*</p>	✔	✔	✔

MONITORING

Monitoring section allows activeSWITCH administrator to monitor status of main system extensions, trunks, conferences, queues and live channel in real time.

System Extensions	Multi-Tenant	Business	Call Center
<p>Extensions panel in Monitoring section will give you an overview of current status of extensions, what user agents (device) are registered to extensions, whether extensions are online or offline, and which extensions are on the call.</p>	✔	✔	✔

Trunks	Trunks monitoring panel will display trunks current status (online/offline) and IP address of remote system trunk is registering to.			
Conferences	Conferences monitoring panel will display a list of available conferences, total activity time in the conference as well as list of active conference members.			
Queues	Queues monitoring panel will display information on Agent status (Unavailable, Idle, On call), statistics on queue calls etc.			
Queue Panel	Queues panel offers same information as Queues monitoring section, except information in it are adapted for displaying on large screens.			
Live Channels	Live channels monitoring panel will display information on active channels and it will allow administrator to monitor, transfer and hangup calls, as well as to see details on selected live channel.			

QUEUE MONITORING

Queue monitor is useful tool that will display information on Agent status (Unavailable, Idle, On call), and some Basic queue information (Answered calls, Abandoned calls, current number of calls waiting in queue etc.)

	Multi-Tenant	Business	Call Center
Answered Calls			
Queue monitor Answered Calls section displays number of calls that were answered in queue.			
Abandoned Calls			
Queue monitor Abandoned Calls section displays total number of abandoned calls.			
Total Calls			
Queue monitor Total Calls section displays total number of calls that entered queues			

Calls Waiting Queue monitor Calls Waiting section displays total number of calls waiting in queue.	Multi-Tenant	Business	Call Center
Average Calls Waiting Queue monitor Average Calls waiting section displays average time calls were waiting in queue.	⊗	⊗	✔
Agents Logged Queue monitor Agents Logged section displays information on number of logged in agents.	⊗	⊗	✔
Agents on Call Queue monitor Agents on Call section displays information on agents on call.	⊗	⊗	✔
Agents Idle Queue monitor Agents Idle section displays information on number of idle agents.	⊗	⊗	✔
Agents not Logged Queue monitor Agents not logged section displays information on number of agents that are not logged in.	⊗	⊗	✔
Agents Not Ready Queue monitor Agents Not Ready section displays information on number of agents that are in not ready state.	⊗	⊗	✔

SYSTEM EXTENSIONS AND TRUNKS WARNING SYSTEM

	Multi-Tenant	Business	Call Center
Monitoring of SIP and IAX2 System Extensions Monitoring system can be set to monitor status of SIP and IAX2 peers and if status is changed it will trigger offline warning notification.	⊗	✔	✔
Monitoring of Trunks via Outbound Test Number In addition to monitoring trunk status it is possible to assign Test number to each trunk. This number will be dialed in predefined interval and if number is unreachable, warning notification will be triggered.	⊗	✔	✔
E-mail Notifications If activeSWITCH warning system is enabled notification will be sent to assigned email addresses whenever SIP or IAX2 peer goes offline or Test number on trunk is unreachable.	⊗	✔	✔

CDR REPORTS

	Multi-Tenant	Business	Call Center
<p>Linked ID for CDR's</p> <p>Filtering CDRs by linked ID will display all CDRs that are "linked" to the selected one.</p>			
<p>Control Access to Recordings</p> <p>This feature provides control of who can access and manage call recordings, as well as the recording access history. This will ensure listening, downloading and deleting recordings is available only to authorized users.</p>			
<p>CDR Search and Filters</p> <p>The results will display as a call flow with the selected CDR included.</p>			
<p>Listen and Download Call Recordings</p> <p>Listen call recordings for specific call by locating specific CDR and downloading attached sound file.</p>			
<p>Call Recordings - Listen Recordings in-Browser</p> <p>activeSWITCH 5 interface now have integrated call recordings player, allowing users to listen activeSWITCH call recordings directly from their browser and navigate through the recording with a simple click of a mouse. This prevents the issue users might experienced with earlier versions, as they had to find a media player that supports format in which recordings were being downloaded.</p>			
<p>Delete Call Recordings</p> <p>activeSWITCH allows you to delete call recordings from Reports page.</p>			
<p>Make Calls</p> <p>You are able to initiate calls from CDR page by selecting one record, picking up one of call parties and entering extension number you wish to use to make the call. Selected extension will ring and once you answer, call to destination chosen in CDR page will be initiated.</p>			
<p>Print Recordings</p> <p>Print recordings option allow you to click Print icon in order to print out CDR records that are displayed on current page.</p>			
<p>E-mail Recordings</p> <p>E-mail recordings option allow you to send specific call recording by clicking E-mail icon and entering e-mail address you would like to send CDR records to.</p>			

Information About Calls (CLIRs) CDR page offers additional call information for easier debugging. To see detailed information about call, click Advanced icon, select checkbox for CDR in question and click CLIR icon to open popup window with full call report.	Multi-Tenant	Business	Call Center
CSV Download Click this option in order to download .CSV file which will include CDR records based on your search.	Multi-Tenant	Business	Call Center
Retention policy activeSWITCH's retention policy for call recording files now go up to 7 years now.	Multi-Tenant	Business	Call Center

CDR STATISTICS

CDR statistics provides all the information related to calls made on your activeSWITCH.

Daily Statistics Daily statistics displays total number of calls per day for selected date range.	Multi-Tenant	Business	Call Center
Compare Data by Day / Month Compare section allow you to compare statistic per day/month range by selecting Date range filter.	Multi-Tenant	Business	Call Center
Calls Duration per Month Compare section allow you to check call duration per month by selecting month range filter.	Multi-Tenant	Business	Call Center
Statistics per Extension Extension section allows you to check call statistics per extension.	Multi-Tenant	Business	Call Center

FILE SYSTEM CONTROLS

All activeSWITCH logs, sound recordings, CLIR and CLIR files are stored on the local file system. Some of these files can grow to a size which will not leave any space on the system. This section provides management of how and when these files should be rotated or deleted in order to prevent such a scenario.

	Multi-Tenant	Business	Call Center
<p>LOG ROTATION</p> <p>To prevent log files growing too large and consuming all the data on your activeSWITCH's hard drive, data from the main log files is moved to another file after certain period of time.</p> <p>Log rotation: Control of Log Rotation</p> <p>Select how often you would like activeSWITCH log files to rotate. (default 2 weeks)</p> <p>Log rotation: Other Log Files</p> <p>Compare section allow you to check call duration per month by selecting month range filter.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>FILES REMOVAL CONTROL</p> <p>To prevent number of large log files consuming all the data on activeSWITCH's drive data that was moved from main log files is deleted from the drive after certain time.</p> <p>Files removal control: activeSWITCH CLIR Files</p> <p>Select for how long would you like to preserve activeSWITCH CLIR files. (default 2 weeks)</p> <p>Files removal control: Asterisk Backup Files</p> <p>Select for how long would you like to preserve Asterisk backup files. (default 2 weeks)</p> <p>Files removal control: Control of Voicemail Removal</p> <p>Select for how long would you like to preserve Voicemail messages. (default 2 weeks)</p> <p>Files removal control: Control of Call Recordings Removal</p> <p>Select for how long would you like to preserve activeSWITCH Call Recordings files. (default 2 weeks)</p> <p>Files removal control: Control of FAX Files Removal</p> <p>Select for how long would you like to preserve received FAX files. (default Never)</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

LOGS

CLI Messages	Multi-Tenant	Business	Call Center
In case your system is experiencing some call issues you can inspect CLI messages log in order to get better understanding of the problem.	✔	✔	✔
SMTP Log	Multi-Tenant	Business	Call Center
SMTP log section will provide you useful information on eventual issues with e-mail notifications and messages.	✔	✔	✔

SOUNDS AND MUSIC ON HOLD

Sounds Download / Upload / Conversion	Multi-Tenant	Business	Call Center
Easily upload, download and convert sound files from activeSWITCH web interface or with activeSWITCH Sound Converter desktop app.	✔	✔	✔
Music on Hold Customisation	Multi-Tenant	Business	Call Center
In order to allow you to customize your system to your preference, Music on Hold classes can be easily assigned to queues, IVRs and even extensions.	✔	✔	✔
Music on Hold Options: Files Only, Grouped per Class	Multi-Tenant	Business	Call Center
For easier management sound files are grouped in MoH classes which can contain one or more sound files.	✔	✔	✔
Music on Hold Options: MP3 Streaming	Multi-Tenant	Business	Call Center
MoH MP3 streaming is set up by simply entering link to a streaming MP3 sound file.	✔	✔	✔
Music on Hold Options: Random Playback	Multi-Tenant	Business	Call Center
To avoid playing same sound files to callers at all times it is possible to add multiple sound files to single MoH class and enable random playback option. activeSWITCH will shuffle the order in which files are played to avoid monotonous playbacks.	✔	✔	✔

ROUTING

	Multi-Tenant	Business	Call Center
<p>E.164 Routing</p> <p>E.164 routing mode is using destination routes based on E.164 numbering rules. E.164 defines a general format for international telephone numbers. Plan-conforming numbers are limited to a maximum of 15 digits, excluding the international call prefix.</p>			
<p>Simple Dial Plan Routing</p> <p>Simple routing mode allows you to manually create preferred destination routes based on number of digits dialed.</p>			
<p>Disabled Routes</p> <p>Disabled routes section allows you to enter specific destination routes in order to prevent callers from dialing the numbers that are part of those specific routes.</p>			
<p>Special Routes</p> <p>Special Routes feature allows activeSWITCH administrator to add special services numbers that will be distinguished from extensions numbers (even if they have same number of digits) and dialed through specified trunk, similar to how Emergency Services numbers are dialed through Emergency Trunk.</p>			
<h2>LCR</h2>			
<p><i>LCR (Least Cost Routing) section allows fine tuning of the system's trunks usage accordingly to the price and quality.</i></p>			
<p>Setup Routing Up to Three Trunks per Destination Group</p> <p>LCR allows you to setup up to three trunks to be used according to cheapest price for each available route to lower the costs of calls for you and your customers.</p>			
<p>LCR per System Extension</p> <p>Mini LCR on extension enables you to override system LCR and allow extension to make calls through different trunks.</p>			

BILLING & SERVICE PLANS

	Multi-Tenant	Business	Call Center
Billing Rates, Minimum Charge, Connection Charge, and Billing type per Destination Group Billing rates can be set per Destination group but to allow better billing customization activeSWITCH also allows setup of Minimum charge and Connection charge per destination group.			
Time-Based Dialling Time based dialling allow administrator to set up different billing prices for specific time of the day.			
Minimum Charge For easier management sound files are grouped in MoH classes which can contain one or more sound files.			
Connection Charge Charge applied to any call that leaves the system, regardless if call was answered or not.			
Inclusive Minutes Adding number of Inclusive minutes to Service Plan will enable callers to spend that time on calls to routes that have Inclusive minutes enabled, free of charge.			
Billing Increments Assign specific billing increment to your Service Plan or route to fine tune billing.			
Option to Limit Service Plan for Tenants in "Tenant Packages" An administrator user will now be able to select which service plans are allowed for each tenant. This will allow the restriction of tenant users to only the plans allowed by the administrator.			

CRM INTEGRATION

	Multi-Tenant	Business	Call Center
SugarCRM activeSWITCH supports SugarCRM 6.5 and later.			
SalesForce activeSWITCH supports SalesForce CRM.			

Zendesk activeSWITCH supports ZenDesk CRM.	Multi-Tenant	Business	Call Center
Zoho activeSWITCH supports Zoho CRM.	✔	✔	✔
Microsoft Dynamics CRM activeSWITCH supports Microsoft Dynamics 2015 CRM.	✔	✔	✔
Bullhorn activeSWITCH supports Bullhorn CRM.	✔	✔	✔
Vtiger Support for Vtiger CRM.	✔	✔	✔

E-MAILS

E-mail Notifications Control E-mail notifications control allows you to control which e-mail notifications will be sent to administrator.	Multi-Tenant	Business	Call Center
E-mail Templates E-mail templates allows you to edit the content of each E-mail notification message that is sent to users and administrators. Number of available variables enables you to provide information tailored to specific user.	✔	✔	✔

GUI NOTIFICATIONS

GUI notifications warn users about license expiry date, new updates and status of emergency trunks setup in order to prevent potential system issues.

License Notifications activeSWITCH GUI now displays notifications on upcoming license expiry. Administrator will be informed both in web interface and by e-mail (on servers that have SMTP server configured).	Multi-Tenant	Business	Call Center
	✔	✔	✔

<p>Update Notifications</p> <p>Update notifications will be pushed to activeSWITCH GUI, notifying Administrators about new activeSWITCH releases and informing them of new features/bug fixes.</p>	Multi-Tenant	Business	Call Center
<p>Emergency Trunks Notification</p> <p>On systems that do not have Emergency trunks assigned, warning will be displayed in notification bar, informing administrators of potential issue.</p>	✔	✔	✔

DTMF ACCESS CODES

DTMF access codes allow activeSWITCH users to easily access and manage number of activeSWITCH features.

	Multi-Tenant	Business	Call Center
<p>Voicemail</p> <p>Voicemail box is accessed by dialing *123 on phone connected to users extension. In addition, to access voicemail box from other extensions on activeSWITCH, users can dial *124 and then authorize with personal extension number and PIN.</p>	✔	✔	✔
<p>Voicemail Transfer</p> <p>To transfer call to extensions voicemail dial # *125 while on active call, followed by the number of extension you would like to transfer call to.</p>	✔	✔	✔
<p>Agents Login / Logout / Pause / Not Ready</p> <p>activeSWITCH allow users to enter range of access codes to log in/out agents, pause them or put them in not ready state.</p>	✘	✔	✔
<p>Instant Call Recordings</p> <p>When enabled in enhanced services users can start call recording at any point in live call by dialing *159.</p>	✔	✔	✔
<p>Pause/Unpause Call Recording</p> <p>To pause call recording, while on active call, users can dial *9. This is useful for situations where customer is providing personal data like credit card number. Once done, in order to continue call recording users can dial *91.</p>	✔	✔	✔

	Multi-Tenant	Business	Call Center
<p>Monitoring</p> <p>Users with Call Monitoring enabled, in extensions enhanced services, are able to listen active conversations by dialing *199 followed by the number of extension they would want to monitor, while that extension is on the call.</p>			
<p>Paging</p> <p>Users can dial *399 to relay voice message to predefined set of extensions. To page single extension users have to dial *400 followed by number of extension they would like to page. Some phones require additional setup in order for speakerphone to activate automatically when device is paged.</p>			
<p>Groups Speakerphone Page</p> <p>Dial *600 followed by the number of paging group you would like to page in order to broadcast the message over speakerphone of extensions that are members of this paging group.</p>			
<p>Speed Dial</p> <p>Dial *130 followed by short code assigned to number you frequently dial in order to initiate speed dial to specified number.</p>			
<p>Other Networks</p> <p>Other network feature allow you to force calls to go through specific trunk by entering assigned number that can be 1-3 digit in length. If Other Networks option is set up to be used with numbers longer than 1-digit, access code *188 must be entered before assigned number and this is followed by the number caller wish to dial. For example, if you assigned 231 as an Other Network number for Trunk D, to force call to go out through that trunk you must dial *188 231 followed by number you wish to call.</p>			
<p>Listen CDR Recordings</p> <p>Access code *170 is used when user want to listen last 9 Call Recordings from CDRs page. For example User can dial *170 from their phone followed by a number between 1 and 9, where 1 is most recent recorded conversation.</p>			
<p>Call Forwarding</p> <p>Dial *71 on your extension to enable call forwarding rules predefined in extensions enhanced services. To disable call forwarding dial *72.</p>			
<p>Group Hunt</p> <p>Dial *510 on your extension to enable Group Hunt rules predefined in extensions enhanced services. To disable Group Hunt rules dial *511.</p>			

	Multi-Tenant	Business	Call Center
<p>Monitoring</p> <p>Users with Call Monitoring enabled, in extensions enhanced services, are able to listen active conversations by dialing *199 followed by the number of extension they would want to monitor, while that extension is on the call.</p>			
<p>Paging</p> <p>Users can dial *399 to relay voice message to predefined set of extensions. To page single extension users have to dial *400 followed by number of extension they would like to page. Some phones require additional setup in order for speakerphone to activate automatically when device is paged.</p>			
<p>Groups Speakerphone Page</p> <p>Dial *600 followed by the number of paging group you would like to page in order to broadcast the message over speakerphone of extensions that are members of this paging group.</p>			
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<p>Call Forwarding</p> <p>Dial *71 on your extension to enable call forwarding rules predefined in extensions enhanced services. To disable call forwarding dial *72.</p>			
<p>Group Hunt</p> <p>Dial *510 on your extension to enable Group Hunt rules predefined in extensions enhanced services. To disable Group Hunt rules dial *511.</p>			

	Multi-Tenant	Business	Call Center
<p>Monitoring</p> <p>Users with Call Monitoring enabled, in extensions enhanced services, are able to listen active conversations by dialing *199 followed by the number of extension they would want to monitor, while that extension is on the call.</p>			
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<p>Group Hunt</p> <p>Dial *510 on your extension to enable Group Hunt rules predefined in extensions enhanced services. To disable Group Hunt rules dial *511.</p>			

	Multi-Tenant	Business	Call Center
<p>Caller ID</p> <p>You are able to block your Caller ID by entering *67. Blocking will be in effect until you use *68 to unblock caller ID. If you would like to temporarily block your caller ID, dial *81 to block it for next call only.</p>			
<p>Call with CallerID List Number</p> <p>If extension have a list of Allowed CallerIDs set, users can use access code *65 in order to use one of the available caller IDs to make temporary change of caller ID. Although this feature is meant to be used with Communicator we have still make it available for use over deskphone.</p>			
<p>Follow Me</p> <p>Dial *520 on your extension to enable Follow Me rules predefined in extensions enhanced services. To disable Follow Me rules dial *521.</p>			
<p>Call Parking</p> <p>If you would like to park call to available parking slots dial *700 while on call. System will play notifications to what parking slot number your call was parked. Default parking slot range spans starts at 701 and ends at 720. This can be changed from Settings -> Access Codes page.</p>			
<p>Direct Call Parking</p> <p>Voice mail box is accessed by dialing *123 on phone connected to user's extension. In addition, to access voicemail box from other extensions on activeSWITCH, users can dial *124 and then authorize with personal extension number and PIN.</p>			
<p>Enhanced Call Parking</p> <p>While on active call you can dial '#800'. The call will be parked and Announce Extension will ring for set number of seconds. After that period call will be directed to Timeout Extension. Timeout, Announce Extension and Timeout extension must be set under Settings -> Servers/Tenants -> Master Tenant/TenantName -> Enhanced Call Parking (section).</p>			
<p>Music on Hold</p> <p>To perform system test for default music on hold class, dial *388 from your extension. If everything is ok you should be able to hear your Moh class playing without any issues.</p>			
<p>Echo Audio Read</p> <p>Users can dial '*398' and talk into the phone. Everything they say will be played back to them to allow them to check server response time.</p>			

Record Greetings	Multi-Tenant	Business	Call Center
Dial *301 on your extension to record greeting messages from your phone. Greeting messages recorded this way can be found in Sound files section under letter G and will be named greeting-DATE-TIME. Rename them to required format to use them with other activeSWITCH elements.			
Operation Times			
Use *401 on your extension to open your systems operation times or *402 to close it. Extension must have Operation Time option enabled in extensions Enhanced Services.			
Reset Operation Times			
Users can dial *403 to reset Operation Time rules once they had to open them in order to allow calls to come in after closed time. In order to use this feature, Operation times must be closed first using *402.			
Hot Desking			
Users can dial *555 in order to log in or log out of their hot desking extension.			

DTMF ACCESS CODES

SIP T.38 Support	Multi-Tenant	Business	Call Center
activeSWITCH supports T.38 standard for faxing over SIP.			
Sending Faxes			
activeSWITCH supports sending of FAXes using Communicator desktop app.			
Receiving Faxes (E-mail)			
Fax to E-mail option on activeSWITCH allow you to receive faxes in digital form and to automatically send them to specified e-mail address. Received FAXes will stay preserved on the server as well. In addition, it is possible to connect FAX machine to ATA device in order to receive FAXes in conventional manner.			
Viewing Faxes in TIFF / PDF Format			
In FAX section of activeSWITCH GUI you can see a list of FAXes received through Fax to E-mail feature. You can download them in TIFF or PDF format and view them on your computer.			
FAX Cover Page Customisation			
activeSWITCH allows you to set general FAX settings for FAX cover page which will be applied on every fax that is sent from activeSWITCH. Additional options are available in Communicator desktop client.			

Sending Faxes Between activeSWITCH Instances (Remote FAX Functionality)

This options allows you to configure activeSWITCH to transfer all incoming faxes to remote system.

Multi-Tenant	Business	Call Center

GUI GLOBAL SETTINGS

activeSWITCH graphical interface allows you to configure and supervise your PBX faster, easier, and much more efficient than any other product on the market.

Global Administrators

Besides main administrative accounts activeSWITCH GUI allows creation of additional administrator accounts so users do not have to share single account.

Multi-Tenant	Business	Call Center

Site / Tenant Administrators

To give customers management over settings on rented tenants administrator can create lower level administrator accounts with tenant level administrative privileges.

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Action Logs

Action Logs feature will provide information on what changes are made, who made them and when, it can also help you detect unauthorized access by storing information of IP addresses from which connection to your activeSWITCH was established.

--	--	--

Date/Time Format Settings

activeSWITCH GUI allows you to Set/Change date time format settings according to your location.

--	--	--

Language Settings (Internationalisation Support)

activeSWITCH GUI is already translated to several languages but in case your language is not available, Xnix World will provide you with translation files which will allow you to translate activeSWITCH GUI to your preferred language.

--	--	--

HTTP API

activeSWITCH API is service that provides easy access to activeSWITCH features and data over HTTP.

--	--	--

IP Address Restrictions (Blacklist/Whitelist)

It is possible to restrict access to activeSWITCH GUI by either adding IP addresses to a blacklist to restrict their access or creating whitelist which will only allow access to specified IP addresses only.

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LDAP Integration	Multi-Tenant	Business	Call Center
activeSWITCH now allows LDAP integration, allowing users with Active Directory or openLDAP account to authenticate to activeSWITCH using their LDAP credentials.			
Branding	Multi-Tenant	Business	Call Center
Branding allows you to customise activeSWITCH GUI with your company logos and/or colors.			
Sessions	Multi-Tenant	Business	Call Center
To prevent unauthorized access to activeSWITCH web interface we created automatic account suspension feature. By default, accounts will be suspended after 5 unsuccessful login attempts in 1 minute but users can change these values to match their preferences. After account is suspended it will have to be unlocked by administrator.			

BRANDING

	Multi-Tenant	Business	Call Center
Simple Branding	Multi-Tenant	Business	Call Center
Simple branding feature allows users to easily upload custom logo and change interface colors from activeSWITCH GUI by simply clicking the mouse.			
Custom CSS Branding	Multi-Tenant	Business	Call Center
Advanced users are able to modify CSS files to visually adapt activeSWITCH GUI to their preference.			
Custom Login logo	Multi-Tenant	Business	Call Center
Your company logo can be uploaded to replace default Xinix World logo displayed on the activeSWITCH login page.			
Product Name Branding	Multi-Tenant	Business	Call Center
Xinix World is offering an option to change activeSWITCH name to match our customers preferences. For more information please contact your account manager.			

GUI TOOLS

In-browser Asterisk CLI

To make it easier for our customers that do not have as much experience working in a terminal environment, activeSWITCH 5 has an integrated Asterisk CLI monitor in its interface. The Asterisk CLI is accessible on main administrative accounts on activeSWITCH and does not require a root password to access it. While this may sound like a potential security issue, we have prevented problems by allowing the execution of monitoring commands only when using the in-browser Asterisk CLI. Apart from permissions being limited, you will be able to use debugging and other monitoring features the same as if you were logged in to the Asterisk CLI from the shell.

SMTP Log

E-mail notifications are a useful tool for activeSWITCH administrators as well as end users. By providing automatic reports on system status and issues or automatically emailing access details when new users are created, administrators will be relieved of the additional workload. At the same time, the end user experience is improved through the use of different e-mail notifications. In 5.0 we made things even better with a SMTP Log that is built-in to the activeSWITCH interface, allowing easy debugging in cases where e-mails are not delivered. To see the issue, simply navigate to Reports → SMTP Log, from the Home tab of activeSWITCH settings.

SUPPORTED BROWSERS (GUI)

	Multi-Tenant	Business	Call Center
Internet Explorer 10+ activeSWITCH GUI supports Internet Explorer version 10 and later	✓	✓	✓
Safari activeSWITCH GUI supports Safari web browser	✓	✓	✓
Google Chrome activeSWITCH GUI supports Google Chrome web browser	✓	✓	✓
Firefox activeSWITCH GUI supports Firefox web browser	✓	✓	✓

HTTP API

In general terms, API is a set of clearly defined methods of communication between software components, or in our case between activeSWITCH and custom solutions developed for working with activeSWITCH.

	Multi-Tenant	Business	Call Center
Extensions You can add, edit, configure and delete or list activeSWITCH extensions through API queries. In addition to these options it is possible to manage extension billing through API.			
Trunks API queries can be used to list Trunks available on activeSWITCH.			
DIDs It is possible to add, edit, delete or list activeSWITCH DIDs through API queries.			
DID Groups API queries can be used to add, edit, delete or list DID groups on activeSWITCH 5.0 MT			
Ring Groups It is possible to add, edit, delete or list activeSWITCH Ring groups through API queries.			
IVRs It is possible to add, edit, delete or list activeSWITCH IVRs through API queries.			
CDRs It is possible to download CDRs and get information on billing amounts through API requests.			
Routes It is possible to list available activeSWITCH Routes using API queries.			
Servers On Bussines and Call Center edition you can use API queries to get server configuration details.			
Tenants On MT edition It is possible to add, edit, delete or list activeSWITCH Tenants through API queries			
Service Plans API queries can be used to list available service plans and list prices for available destination groups.			

Destinations

API queries can be used to list available destinations and destination groups.

Multi-Tenant	Business	Call Center

SETUP WIZARD

Timezone Configuration

In this part of setup wizard administrator is able to set up or change default time zone on activeSWITCH

Multi-Tenant	Business	Call Center

Administrator Password

activeSWITCH setup wizard will allow you to create/change main administrator username and password.

--	--	--

Licensing

Licensing section allows administrator to apply new or reapply updated activeSWITCH license when needed.

--	--	--

Services control

From Services control section administrator can stop, start or restart server services like PBX service, activeSWITCH, HTTP service, Database service etc.

--	--	--

SMTP Configuration

Configure your activeSWITCH with mail account in order to send out notification e-mails to users and administrators.

--	--	--

G.729 Codec and License Installation

G.729 section of activeSWITCH setup wizard allows you to easily apply G.729 codec licenses.

--	--	--

Updates and Upgrades

You can easily update or upgrade your activeSWITCH server from Updates section. This feature only allows update between minor versions like 4.1 to 4.1.2 while major versions upgrades, 4.0 to 5.0 for example, can only be performed by trained Xilinx World staff members.

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Backup

Manually initiate activeSWITCH backup or set up a backup to run daily by selecting option in Backup section. It is possible to exclude Recordings, Voicemails, CLIR files and/or Log files in order to preserve space.

--	--	--

QoS

If you are experiencing call quality issues because of high network load, you can set tag VoIP packets based on your preferred QoS settings.

--	--	--

SSL Certificate Integration with Let's Encrypt

With Let's Encrypt integration in activeSWITCH 5 our users will not have to worry about when their SSL certificate is about to expire as activeSWITCH and Let's Encrypt service will renew the certificate every 90 days automatically without any need for user interaction.

Let's Encrypt is a free, automated, and open Certificate Authority used for setting up an HTTPS server and having it automatically obtain a browser-trusted certificate, without any human intervention (<https://letsencrypt.org/>).

This means the customer will need to install the certificate only once and it will be automatically renewed once it is about to expire.

Multi-Tenant



Business



Call Center



AUTO PROVISIONING

HTTP/HTTPS Provisioning with Authentication

activeSWITCH supports HTTP/HTTPS provisioning with Polycom, Yealink, Cisco SPA, Panasonic and Obihai devices.

TFTP Provisioning

activeSWITCH supports TFTP provisioning on all devices.

Multi-Tenant



Business



Call Center



SUPPORTED DEVICES

Wide range of supported UADs is advantage activeSWITCH is providing for its users. With support for all major brands in the industry we also offer support for range of devices not as widely supported on other platforms.

Phones: Aastra

Supported Aastra models: 480i, 53i, 55i, 57i, 9112i, 9133i.

Phones: Alcatel

Supported Alcatel models: IP100, IP150, IP200, IP300, IP600, IP800, IP1020, IP2015.

Multi-Tenant



Business



Call Center



	Multi-Tenant	Business	Call Center
<p>Phones: Grandstream</p> <p>Supported Grandstream models: BT-102, BT-101, GXP-2000, GXP-2124, GXP-2160, GXW-4004.</p>			
<p>Phones: Cisco</p> <p>Supported Cisco models: 7940, 7941G, 7942G, 7945G, 7960, 7961G, 7962G, 7965G, 7971G, 7975G, 8851, 7821.</p> <p><i>WARNING: Cisco 79xx devices, other than 7940 and 7960, will not be able to work if activeSWITCH is not in the same LAN</i></p>			
<p>Phones: Cisco SPA</p> <p>Supported Cisco SPA models: SPA301, SPA901, SPA501G, SPA502G, SPA504G, SPA508G, SPA509G, SPA525G2</p>			
<p>Phones: Denwa</p> <p>Supported Denwa models: DW-210P, DW-310P, DW-610P.</p>			
<p>Phones: Fanvil</p> <p>Supported Fanvil models: X4, H3, H5, X2P, X3G, X3S, X4G, X5S, X6.</p>			
<p>Phones: Hanlong</p> <p>Supported Hanlong models: UC902P, UC903, UC923, UC924 UC926</p>			
<p>Phones: Htek</p> <p>Supported Htek models: UC802P, UC803P, UC804P, UC806P, UC840P, UC842, UC860P, UC862, UC802P, UC803P, UC804P, UC806P, UC840P, UC842, UC860P, UC862, UC912P, UC912G, UC924E, UC926E.</p>			
<p>Phones: Huawei</p> <p>Supported Huawei models: eSpace 7910, eSpace 7950</p>			
<p>Phones: Mitel</p> <p>Supported Mitel models: 6867i</p>			
<p>Phones: Panasonic</p> <p>Supported Panasonic models: KX-HDV130, KX-UT113, KX-UT123, KX-UT133, KX-UT136, KX-TGP550, KX-UTG300B.</p>			
<p>Phones: Linksys</p> <p>Supported Linksys models: SPA-941, SPA-942, SPA-962</p>			

	Multi-Tenant	Business	Call Center
Phones: Obihai Supported Obihai models: OBI110, OBI202, OBI302, OBI504, OBI508, OBI1022, OBI1032, OBI1062	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phones: Polycom Supported Polycom models: IP301, IP320, IP321, IP330, IP331, IP334, IP335, IP450, IP501, IP550, IP560, IP601, IP650, IP670, IP5000, VVX101, VVX 201, VVX 300, VVX310, VVX400, VVX410, VVX500, VVX600, VVX1500.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phones: Snom Supported Snom models: 320, 360, 190.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phones: Vtech Supported Vtech models: VCS754 VSP600 VSP715, VSP726, VSP736, VCS754 VSP600 VSP715, VSP726, VSP736, VSP716A, VSP726A and VSP736A.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phones: Yealink Supported Yealink models: T18P, T19P, T20P, T21PE2, T22P, T23G, T26P, T27P, T28P, T29G, T32P, T38P, T41, T41S, T42G, T42S, T46G, T48G, T48S, T49G, T58V, W52P, W56P, CP860, T60P, T65P, CP920, CP960, T40G, T52S, T64S, T56A, W60B.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ATAs: Grandstream Supported Grandstream ATA models: HT-286, HT-386, HT-486, HT-488, HT-496, HT-502, HT-503, HT-701, HT-702, HT-704, HT-814, GXP1625, GXP1628.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ATAs: Cisco Supported Cisco ATA models: SPA112, 6851, 8841.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ATAs: Linksys Supported Linksys ATA models: PAP2.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ATAs: Obihai Supported Obihai ATA models: OBI302, OBI110, OBI202, OBI300, OBI302, OBI504, OBI508.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ATAs: Sipura Supported Sipura ATA models: SPA-841, SPA-1000, SPA-2000, SPA-3000.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ATAs: Gigaset Supported Gigaset ATA models: N720, Maxwell Basic, Maxwell 2, Maxwell 3.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

CNAM INTEGRATION

CNAM Lookup

When phone calls are made, there are usually two user-facing identifiable pieces of information: a phone number and a Caller ID Name. CNAM can be used to display the calling party's name alongside the phone number, to help users easily identify a caller.

There are numerous CNAM lookup services which allow you to pay a small fee to lookup the CNAM of a specified caller and activeSWITCH now allows you to integrate with them.

	Multi-Tenant	Business	Call Center
	✔	✔	✔

ARCHIVING STORAGE

Archiving Storage with FTP, Amazon S3 and Dropbox

activeSWITCH 5.0 includes the archiving storage feature that can be used to keep your recordings, voicemails, and FAXes on a remote location. You can choose between three options for remote storage: Amazon S3, FTP server, or Dropbox. You can either keep these files on both your activeSWITCH server and the remote server for backup purposes, or set files to be removed after the upload to preserve space on activeSWITCH.

Bandwidth Control

To prevent Archiving Storage data upload to make a negative impact to your network performance activeSWITCH enables you to easily restrict maximum upload speed, by entering the number of KB/s which will be used for upload to archiving storage servers. Data is by default synced once a week.

Remove Files

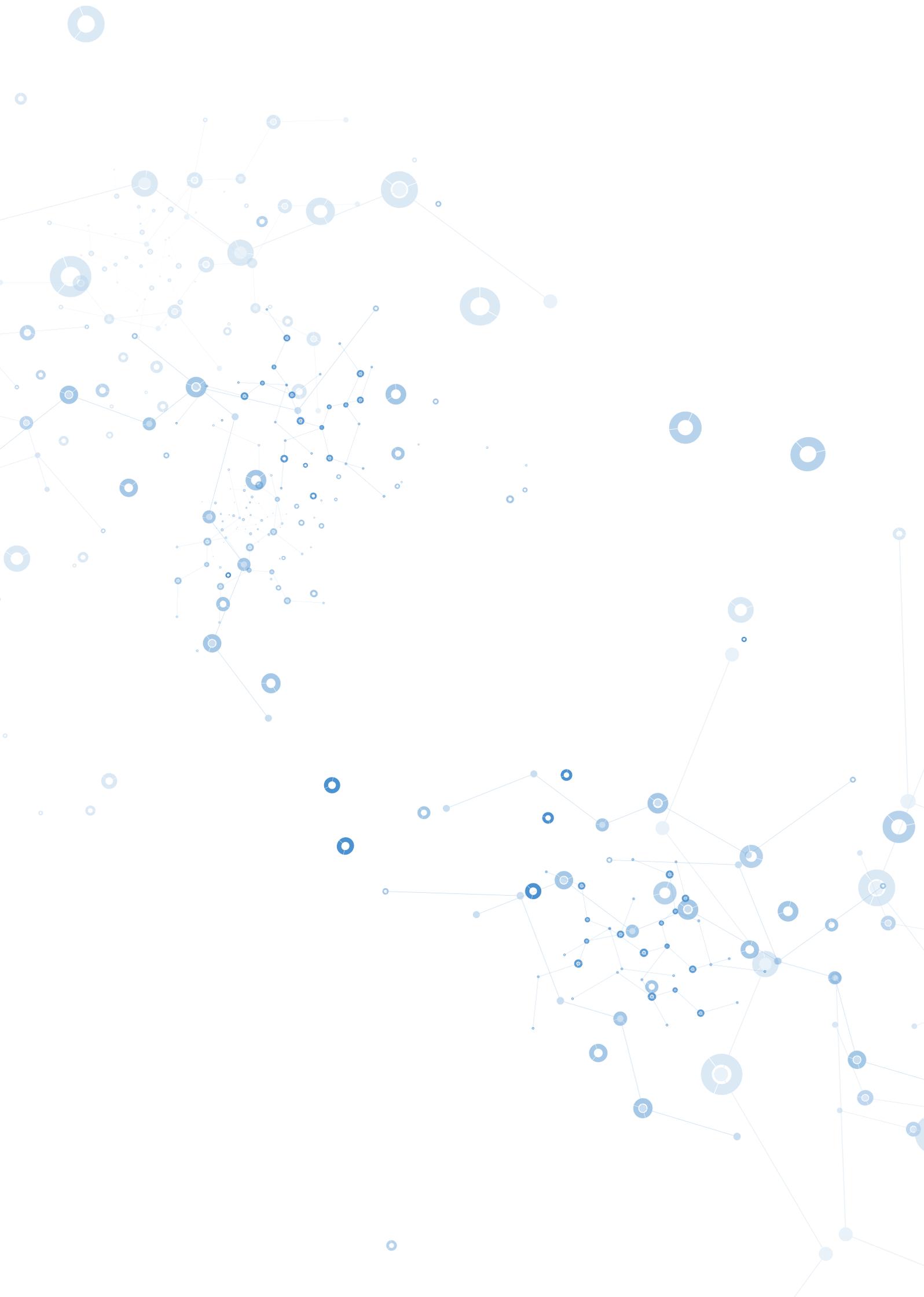
When enabled, Remove files option will delete the data on activeSWITCH after transfer to archiving storage server is successfully completed.

Reports Page

Reports page for Archiving Storage is located under Home -> System -> Storage in your activeSWITCH GUI. Here you will be able to see whether transfer was successful or failed, along with information on numbers of recordings, voicemail and FAXes that were uploaded to archiving storage location.

	Multi-Tenant	Business	Call Center
	✔	✔	✔
	✔	✔	✔
	✔	✔	✔

	Multi-Tenant	Business	Call Center
<p>Operator Extension</p> <p>During initial Setup Wizard, on Business/Call Center edition Operator Extension will be assigned to the extension that is created automatically once Setup Wizard is completed (i.e. extension 1000) but can later be changed to any other extension on your system. Operator extension is central location where all the calls will be routed if call is passed through the trunk to the activeSWITCH but its destination is wrong or does not exist. In the rare occurrence this might happen when you purchase range of DIDs from your provider, but do not create a matching DID on your activeSWITCH. In this scenario, your provider will forward the call to your system but because DID does not exist, call will be forwarded to Operator Extension instead of being dropped by activeSWITCH.</p>			





UNIFIED COMMUNICATIONS

Gain the advantage over your competition by combining Audio Conference, Instant Messaging, Video Call, Fax, Presence, Screen Pop, and more... all from one single interface!

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