



CUSTOM SOLUTIONS

You are only as good as your next deal and you never know what your next deal wants. So make sure you win every deal by having the little differences that make all the difference.



Custom Solutions at Xinix World

Xinix World is as committed to your success as you are. We routinely develop custom solutions to meet end user requirements or go above and beyond competing offers. If you are interested in a custom solution, just contact your Account Manager.



IMAP SYNCING

A slow Asterisk IMAP Voicemail is frustrating and wastes time. This is fixed with one-way syncing between the IMAP mailbox and the telephone system. Voicemails are stored on the file system and will be deleted as soon as they are removed from the email account.

REMOTE VOIP PBX

Businesses with multiple branches, companies with remote workers, enterprises with global presence, and many other kinds of organizations will benefit from using their VoIP PBX remotely. By linking the tenant and the remote IP PBX in a single dial plan, the user has remote IP PBX functionality similar to DUNDi.

SANGOMA D150

Traditionally, the Sangoma D150 codec module uses the Asterisk RTP stack and does 20ms transcoding. But by modifying the Asterisk RTP stack to send larger payloads without internal repacketization, we are able to make 60ms payloads possible.

ASTERISK CONFERENCING

In response to an Asterisk conferencing bug at a partner office in Chicago, we developed a custom conferencing solution. Our partner was unable to jump from Asterisk 1.8 to Asterisk 11. We developed a backport of functionality of ConfBridge in order to fix this issue.



PIN-BASED DIALING

Companies today report that security is one of their top concerns. One of the many ways we are able to help protect you is by preventing unauthorized calling. With this custom solution, once a handset is picked up, the telephone will automatically dial the access code and ask the user for the extension/PIN combination. After the call is done, the user extension will be billed.

CDR FOR UNANSWERED CALLS

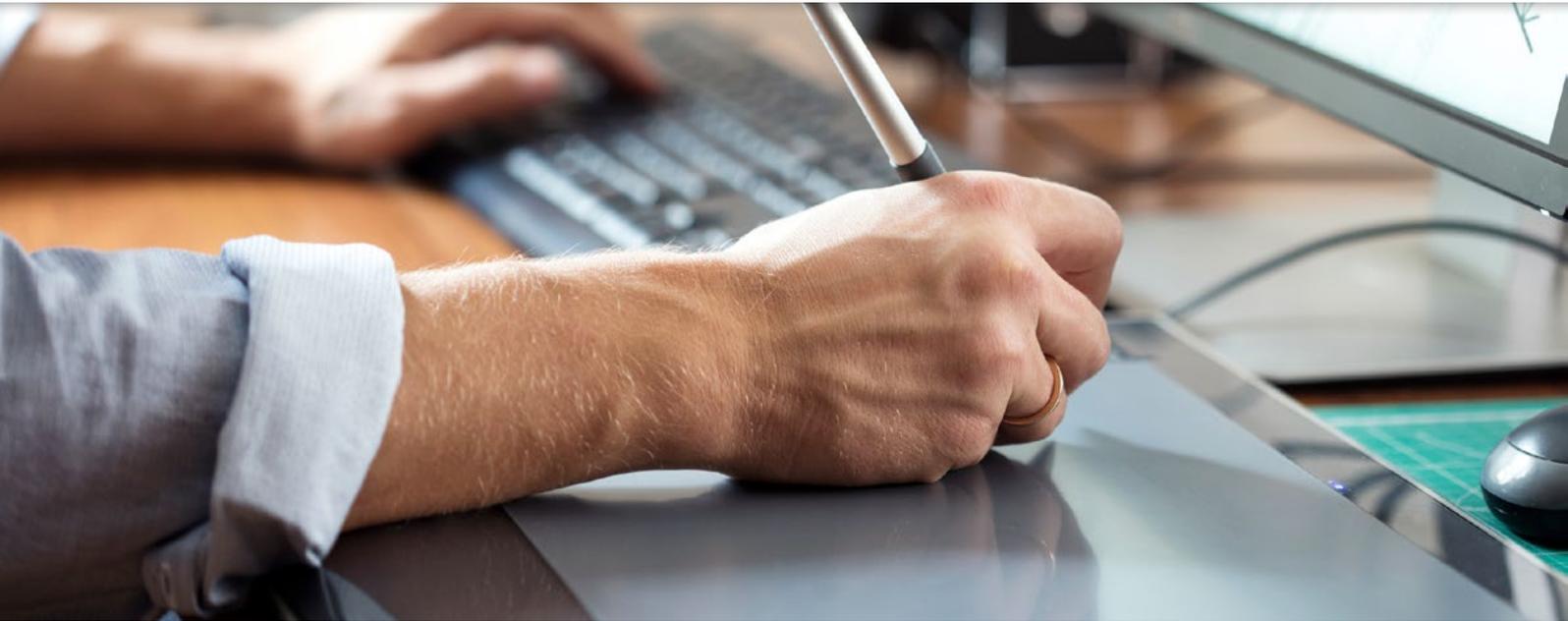
Companies that use a “Ring All” strategy on several extensions may experience excessive “unanswered calls” in the CDR which are distracting and take time to delete. We created a workaround to automatically eliminate the superfluous unanswered calls in situations where a “Ring All” strategy is in place.

AGENT BILF

Presence is one of most useful features of Unified Communications. The ability to check the real-time status of employees or coworkers is invaluable to productivity and collaboration for call centers and businesses. But if presence is not functioning correctly, it can waste time and resources. To avoid this, we created a custom solution to verify that presence is working correctly. A BILF button lets agents check their status to guarantee it is correct.

SPECIAL ROUTES

To increase convenience and flexibility, a Special Routes solution allows users to dial from the IP PBX in non-E164 format. For example, without this customer solution, typing a short code like 1517 for a local taxi service would go to the SIP provider rather than out through the PSTN line. This solution fixes that so special routes are allowed.



NATIONAL ANTHEM

In Sri Lanka businesses are required by law to play the national anthem at 11:00 AM every morning. A unique problem, Xinix World was happy to create a custom solution to make this as effortless as possible. Our workaround made that national anthem play automatically at 11:00 each day over their Polycom phones.

CUSTOM OPERATING HOURS

This custom solution enables different departments in one company to have different operating times. For example, a car dealership may be open from 9-5, but need to have a sales line open after 5:00. This solution makes it possible to set custom operating hours for each department (digit) on the IVR.

activeSWITCH REFRESH BUTTON

Originally, developed for internal use, the activeSWITCH refresh button is a quick and easy way to refresh a license without needing access to the root password. For example, a company technician could quickly make changes to Communicator without requiring an administrator.

PIZZA RING GROUP

A Pizza Delivery company needed a Group Hunt to call all their delivery staff. Delivery staff have mobile phones. This produced the difficulty that one staff's voicemail may answer the call, resulting in no one actually receiving the instruction and knowing to deliver the pizza. We provided a feature that the answering party would have to confirm the call by pressing "1" and, without that confirmation, activeSWITCH would continue to ring.