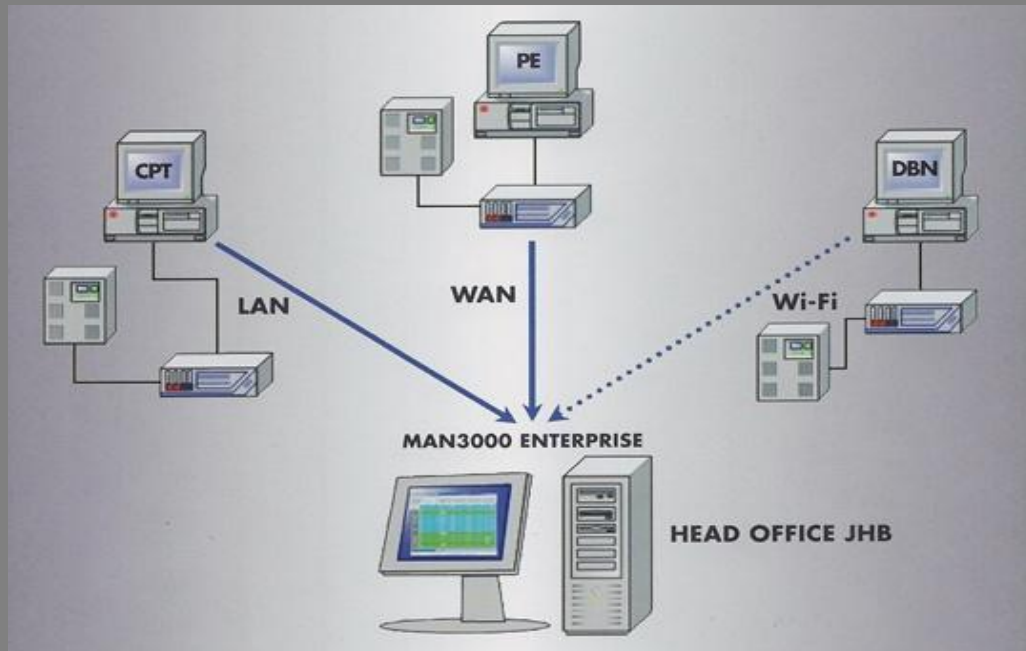


LEAST COST ROUTING

MAN3000 Enterprise



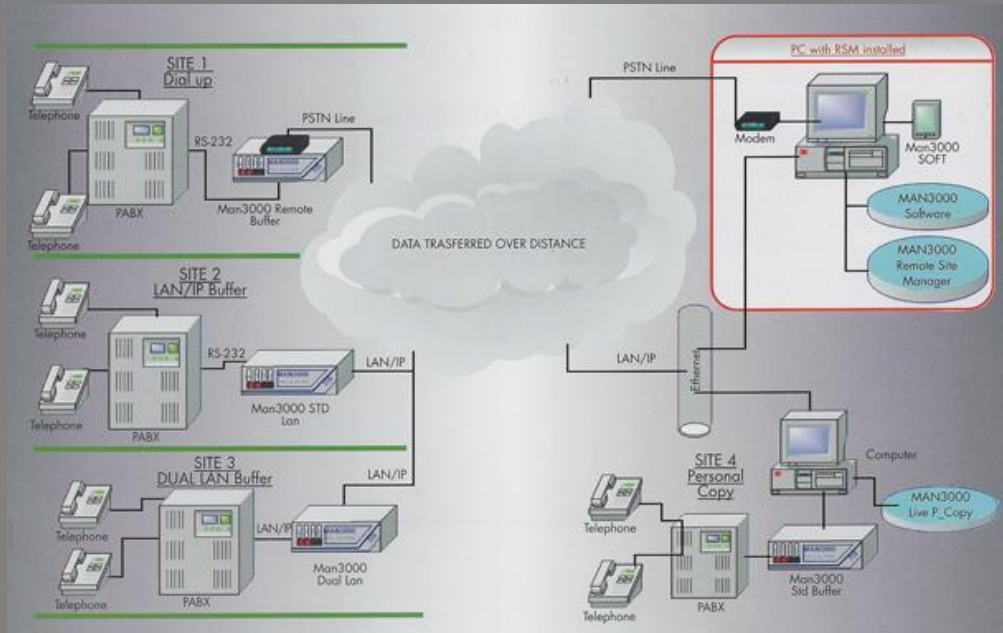
Overview

- Combines Call records from Multiple Man3000 Sites to a MAN3000 ENTERPRISE Database.
- One single Database for Networked Sites.
- Multiple Cost Tables available for Accurate Billing.

Features:

- Personal Copies can be setup from Man3000 Enterprise.
- Each Enterprise Personal copy can have an exact copy of the database with **all extensions** monitored.
- Or you can filter by **only selected extensions** to be monitored for each Enterprise Personal Copy.

Site Manager



The Remote Site Manager is a set of Software programs designed to retrieve call record information from multiple destinations using different communication protocols.

IP PBX

- Call recording with a Web interface to search recordings
- Voicemail and Voicemail-to-Email functionality
- Flexible IVR configurable by a Web Interface.
- Voice synthesis support
- Extension Batch Tool to create large numbers of extensions using CSV files.
- Integrated Echo Canceller
- Phone provisioner, configurable via a Web Interface. Allows configuration of a large number of IP phones in a short time for supported phones.
- Support for video phones
- Hardware detection interface allowing quick & easy setup of a range of popular telephony hardware.
- Integrated DHCP server to dynamically assign IPs to the IP-Phones
- Operator panel. Monitor PBX activity via a graphical interface and perform call transfers and parkings by a simple drag-n-drop. * Call parking allowing calls to be picked up at any extension.
- Call Detail (CDRs) report within you can search calls based on different criteria as date, extension number, etc
- Billing report from which you can filter by destination, source
- Report of channels used by technology (SIP, ZAP, IAX, Local, H323)
- Support for call queues including static and dynamic agents
- Conference Center. Allows setup of temporary scheduled conferences or static conference rooms via Web Interface * Support the following protocols: SIP, IAX, H323, MGCP, SKINNY, etc
- Supported codecs: ADPCM, G.711 (A-Law & μ -Law), G.722, G.723.1 (pass through), G.726, G.729 (through a commercial license), GSM, iLBC
- Support for analog interfaces as FXS/FXO (PSTN/POTS)
- Support for digital interfaces as E1/T1/J1 through protocols as PRI/BRI/R2

- Support for bluetooth interfaces through cell phones (chan_mobile)
- Caller ID supported.
- Multiple Trunk support.
- Incoming and outgoing routes with support dial pattern matching which gives flexibility
- Follow-me support
- Support for ring groups
- Support for paging and intercom for supported IP Phones
- Support for call routing based on Time Conditions
- Support for PIN sets
- Direct Inward System Access (DISA) - Direct access to the PBX via External Line
- Callback * Web based file editor to manually edit the Asterisk configuration files
- Web based interface to the Asterisk console called the CLI

General

- Online and contextual embedded help, integrated to the administrative Web interface.
- Elastix is translated to 20 languages
- System resources monitor
- Network configurator
- The server can be shutdown from the Web
- Access control to the Web interface based on the ACL concept
- Interface to manage updates
- Backup/Restore
- Skins support
- Server date/time/timezone configurable from the Web

FAX

- Fax server based on HylaFax
- The fax functionality is administrable via Web
- Fax visor integrated. The faxes can be downloaded from the Web in PDF format *
- Fax-to-email application
- The email template (from fax-to-email) can be customized
- Access control for fax clientes (white list)
- Can be integrated with the WinprintHylafax plugin. This applications allows to print any document to a virtual fax from a Windows application.

Instant Messaging

- Instant Messaging (IM) server based on the Openfire project and integrated with Asterisk. It is based on the Jabber protocol which allows for compatibility with many Jabber clients.
- A call can be started from the IM client if you use the Spark client and have installed the Asterisk-IM plugin.
- The IM server can be configured from the Web from a friendly interface
- Supports groups of IM users
- Supports connection with other IM gateways like MSN, Yahoo Messenger, GTalk, ICQ, etc. This allows the user to connect to several networks from the same IM client
- Report of user sessions * Support for plugins to extend functionality
- LDAP support
- Support server-to-server connections to share users between two servers

Email

- Email server with multi-domain support
- Based in Postfix for high email volume
- Administrable via Web
- Interface to configure the Relay networks
- Web based email client based on the Roundcube project
- Support for quotas (the quotas are configurable via Web)

Collaboration

- Calendar integrated with the PBX with support for automatic voice notifications. That means that a call is generated when a notification is triggered
- Phone Book with click-to-dial capabilities
- Two CRM products integrated to the interface (vTigerCRM and SugarCRM)

Extras

- A2Billing integrated into the product to manage calling cards
- A complete CRM based on the vTigerCRM project
- Open Source version of SugarCRM integrated

Call center module

Seanteq's distribution includes a call center module with a predictive dialer, released entirely as [Free /Libre Software]. This module can be installed from the same web-based Elastix interface through a module loader.

The call center module can handle incoming and outgoing campaigns. Some features are:

- Open Source Predictive dialer
- Support for Do-Not-Call List
- Support for incoming and outgoing campaigns
- Forms can be associated to a campaign and designed through an Web wizard
- A "script" can be associated to a campaign
- Agent console
- Support for various types of breaks
- Advanced Reports

Support for telephony hardware

Seanteq has a good support for telephony hardware. It includes drivers for the major manufacturers like:

- OpenVox
- Digium
- Sangoma
- Rhino Equipment
- Xorcom
- Yeastar