



SOLUTION FOR PROFESSIONAL OFFICES

Professionals perform a substantial proportion of their business on the phone. That is why efficient and effective call management, accounting, and billing for each and every client are mission-critical business requirements. Also, for many professionals, recording and archiving all calls in a secure and confidential environment is more than a nice-to-have feature – it is essential.

CALL BILLING MANAGEMENT SOLUTION

When you bill your time, every minute counts. That is why telephone call billing is a must-have feature for professionals. Our sustainable VoIP solution for professionals helps you track and record all inbound and outbound calls for accounting and billing purposes.

TECHNICAL COMPONENT

Our solution uses the Asterisk VoIP platform, the most widely sold open-source platform in the world. Telephony is incorporated into your computer network, and system management is handled through a user-friendly web interface.

BENEFITS

Our sustainable VoIP solution for professionals is a enterprise-class integrated communication system that provides you with state-of-the-art features, whatever the size of your office and the number of lines you need. The “Find me, Follow me” feature, for instance, ensures that you never miss an important call wherever you may be. This advanced feature allows you to forward your calls – based on the caller’s identity – to your cell phone, home office or voice mail when you are away from the office.

The “Discretion and confidentiality” feature allows you to specify call-forwarding rules for each client. You can choose to put your calls through the IVR system, your receptionist, your administrative assistant or directly to your extension.

The “Detailed billing” feature tracks all inbound or outbound calls, recording the time of the call, waiting time, and duration of the call, no matter where or how the call was received – even if it is forwarded to your cell phone or your home. This powerful feature also tracks long-distance calls for optimal billing.

Password-protected call recording and archiving is a feature that allows you to capture all calls fully for future reference. Calls can be recorded even when you receive them on your cell phone. This is a flexible solution that allows you to record all calls systematically or record only some calls selectively. In addition, the secure archiving feature allows you to define who has access to recorded calls.

Thanks to our solution, we can provide each department and organization with an IVR and personalized voice mailboxes – making voice-mail management a cinch. And because our solution uses an open source platform, there are no licence fees at purchase, nor any annual fees for voice messaging, contrary to most commercial VoIP systems such as Avaya, Cisco and Mitel.

Payback in just a few months

With this solution, you can optimize your call billing by tracking all phone calls and categorizing them by client, by file or account, and by caller. It also allows you to optimize the number of phone lines you need. For many of our clients the investment is recovered in just a few months.

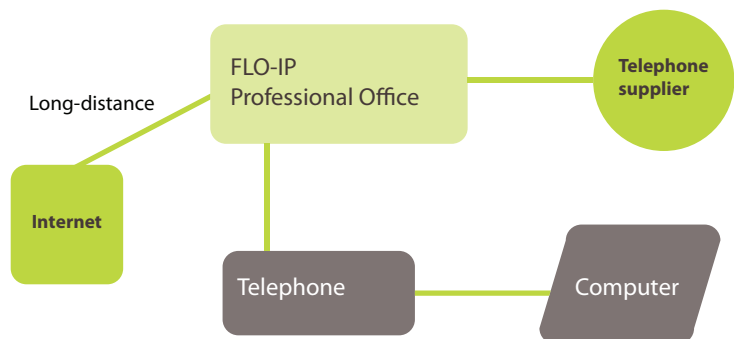
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Our sustainable VoIP solution for professional offices allows for detailed accounting and attribution of every call received or made.

SOLUTION COMPONENTS

| | |
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| IP telephones | AASTRA  |
| Servers | HP |
| Operating system | Linux |
| Telephone server (PBX) | Asterisk |
| Electronic components | Intel |
| Echo-cancellation module | Octasic  |
| Analog and digital cards | Sangoma  |
| Gateway | Mediatrix  |
| Networks | Bell, Vidéotron, Netelligent, Satelcom |

Canadian suppliers 



BASIC FUNCTIONS

Incoming call management

- Call forwarding
- "Star" services
- Call transfer
- Hold
- Call waiting
- Redial when line is free
- Call display

Outgoing call management

- Speed dialling
- Direct internal dialling

ADVANCED FUNCTIONS

- Call management, "Find me, follow me" function (office, cellular, home, etc.)
- Unified messaging

Specific solution features

- Management of call routing rules
- Complete and/or selective recording of calls
- Call history by station in a user-controlled Web environment (multilingual)
- Archiving of recordings in a secure environment
- Multi-platform functions (calls, voice messages, text messages, emails, etc.)
- Detailed billing with automatic counter
- Protocol conversion allowing for use of analog devices
- Virtual fax machine using fax software