*astTECS Unified Communication Solution Integrated with CISCO Systems

CISCO

*astTECS®

*astTECS Voice Logger Integration with CISCO PBX

Now, you don't have to worry about additional investment if you are willing to set up a call recording system with Cisco Unified Communication Manager. You can choose *astTECS Voice Logger solution which is fully compatible and can be integrated with CUCM.

How does it works?

In recording mode, CUCM (Cisco Unified Call Manager) establishes with *astTECS recording system and triggers Cisco IP phone to forward VoIP packets (RTP) directly to the *astTECS recording system.

*astTECS voice logger uses *astMP to CUCM to receive call information like extension number, CLI and CDR. Recording mode in the Cisco environment resolves many limitations cited in using the passive recording approach and is the best solution for large sites or customers who have multiple branches to record.

Features :

- 100% automatic call recording (both inbound & outbound)

- Web based configuration management and reporting

- VoIP or IP-based calls are easily supported by the call recording system when integrated with CUCM

- Extension Wise and Trunk Based Recording: Both types of recording are supported by the system whether its extension wise recording or trunk-based recording. Both the recordings have their applications, pros and cons but definitely, both are required for the efficient functioning of any call recording system.

Features :

- CDR Report: It provides complete CDR (call detail report)

- Web-based GUI enables clarity control for users, makes the platform more interactive and engaging, providing a seamless user journey.

- Extensions according to departments can be mapped to the recording software. It tells the agents what calls are being tapped and from which department. It also makes it easier to distinguish between external and internal calls.

- Supervisor Privilege: Extra privileges are allowed for managers or supervisors such as call barging, listening to recordings and tapping the calls.

Benefits :

- Voice Logger helps in recording the calls of your telemarketing callers, trading agents, and customer care and verification department for your business.

- Using Voice Logger you can solve the dispute and avoid communication gap with your customer.

- You can also reduce the high bills by avoiding misuse of the phone.

- *astTECS Voice Logger provide, list-call log with date-time, incoming-outgoing numbers, duration, and more information.

- *astTECS Voice Logger is cost effective and reliable solution. It can easily integrated with CUCM and provide a seamless experience.

ARCHITECHTURE
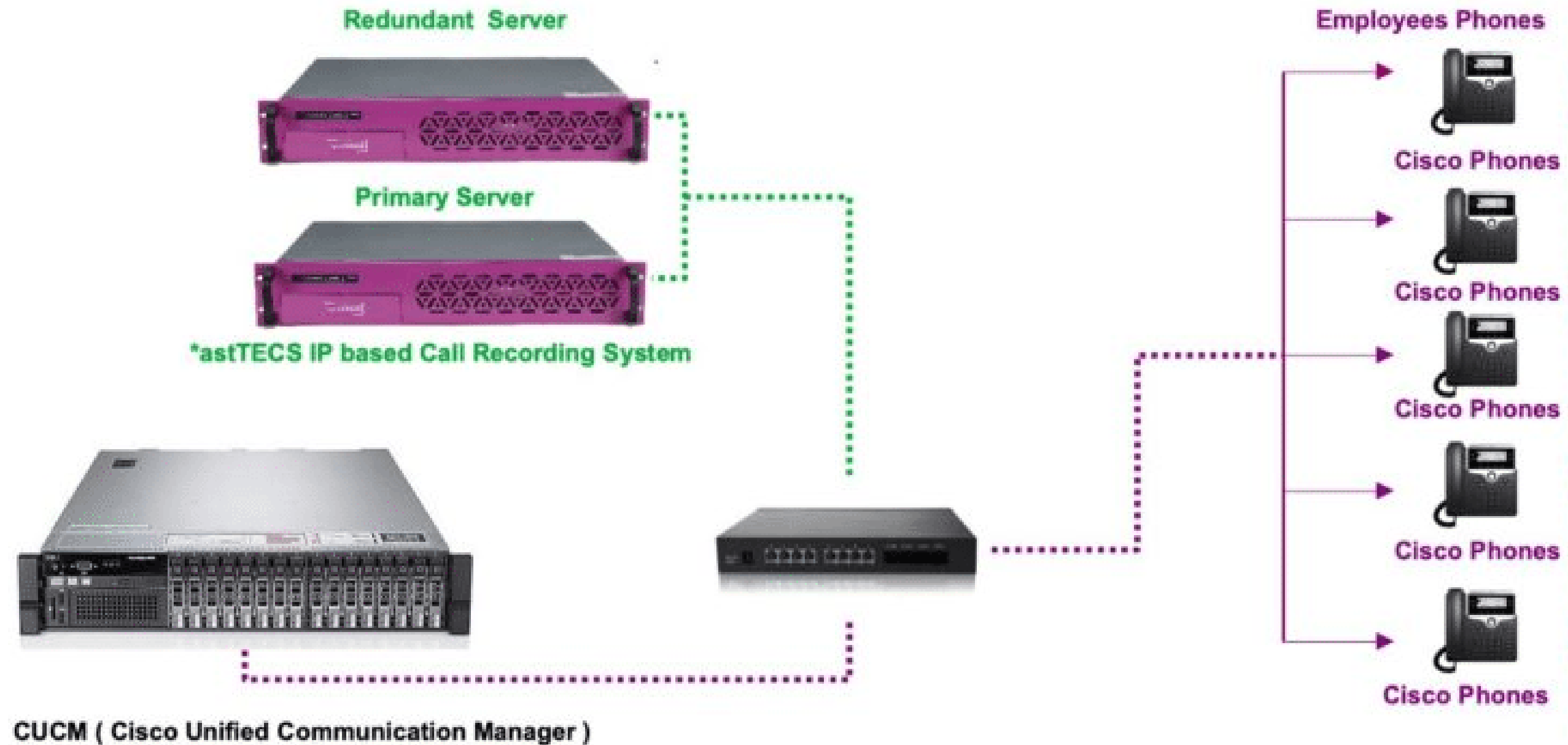
*astTECS IP PBX Integration with Cisco IP Phones

With recent advances in technology and looking at scenarios, e-commerce and online businesses are on the rise which means demand for better customer service and interaction is rising.

With this in mind, we have enhanced our Asterisk-based IP PBX integration capabilities and now, *astTECS IP PBX can be integrated with Cisco IP Phones with advanced features and capabilities.

Features:

- **Advanced Call Management:** Lets users to route, prioritize, hold, or block incoming calls.
- **Call Routing:** Incoming calls can be directed to the agents by the purpose of the call, customer type, issue type, ownership, agent performance and staff availability.
- **Call Transfer:** Incoming calls can be transferred to another agent or manager in case of any discrepancy or emergency.

*astTECS IP PBX Integration with Cisco IP Phones

Features:

- **Call Forwarding:** *astTECS IP PBX provides a smartphone with a wifi client feature that route the incoming calls to the mobile phones even if the agent not on their desk.

- **Call Waiting or Call Parking:** Call parking lets you enable call waiting until the right agent is available to take the call.

- **Call History:** Analyze call history via call logging features for business insights to make data-based decisions. The call log feature allows managers to view incoming and outgoing calls, call duration, number of callers, call time and date. Call logs can be filtered by date, time and type.

- **Call Redial:** Redial features allow agents to call the last dialled number or last received call by using shortcut keys. Agents can set reminders for a call back for followup, and important calls to customers.

*astTECS IP PBX Integration with Cisco IP Phones

*astTECS IP PBX can integrate with all SIP capable Cisco phones, following are few models which we have tested for compatibility :

- **CP – 7811**
- **CP – 7821**
- **CP – 7841**
- **CP – 7861**
- **CP – 7941**
- **CP – 7945**
- **CP – 7942**
- **CP – 8811**
- **CP – 8831**
- **CP – 8941 (Video Phone)**
- **CP- 8845 (Video Phone)**

*astTECS Asterisk based IP PBX Integration with Cisco PBX

*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

The debate whether the companies should adopt the Open Source or Proprietary products continues. For many businesses, it may not be easy to reach the right "product "decision, even though it could be making a huge difference in their company's growth.

Why Asterisk based IP PBX Integration with Cisco PBX?

*astTECS Asterisk based Open Source IP PBX integration is a smart choice to improve business communication systems.

It provides a reliable and advanced solution for call centers by improving the call management system.

Integrating with open source IP PBX is cost-effective, and quick to get started with providing a unique customer experience.

Benefits
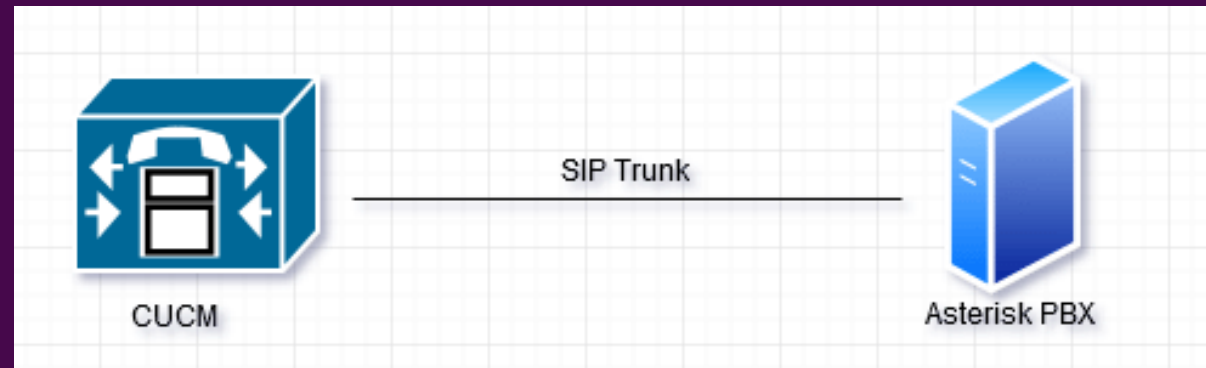
Cost: Licensing cost is the major reason why companies shy away from Proprietary products. Be informed that, most of the Open Source software and products are free to download but there can be optimization & configuring costs involved.

Interoperability: Open Source gives freedom of integrating products with external applications. This helps the companies to expand their products and scope of service.

Updated Technology: Don't take the Open Source platforms to be just a piece of code these platforms are always updated to be embraced by the latest technologies.

No vendor lock-in: When a user turns towards Open Source, they free themselves from the linkage of Proprietary software products, their prices & priorities.

*astTECS Asterisk based IP PBX Integration with Cisco PBX

Open Source & Proprietary products have their limitations and advantages. The right choice of software depends on the business needs of your organization.

Difference Between Open Source And Proprietary Solution		
Features	**Open Source**	**Proprietary**
License Free	X	Charges in INR / $
Source Code Access	Code Access	No Code Access
Vendor Lock-in	X	√
Updated Technology	√	X
Customer service	√	√
Cost	Low	High
Adaptability	√	√
Customization	√	X
Security	√	√

*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

Why *astTECS ?

24/7 Technical Support

ISO Certified

TEC Certified

Open Source & License free

Integration with Third -Party Apps

Industry Specific Customized Solutions

12+ Years of successful client Association

ABOUT US

*astTECS is a leading brand in end to end unified communications, offering wide range of cutting edge enterprise telecom products based on open source technology. Headquartered in Bengaluru, India.

PRODUCTS & SERVICES

IP PBX, Call Center Dialer, IVR Solution, Voice Logger, VoIP Minutes, Voice Blasting Solution, PRI Gateway, IP Phones, PRI Cards, Headsets, CRM Solution, 24/7 Support

ACCREDITATIONS

ISO 9001:2015 CERTIFIED COMPANY · TEC Certified · RED HERRING GLOBAL 100 WINNER · FCC Federal Communications Commission