

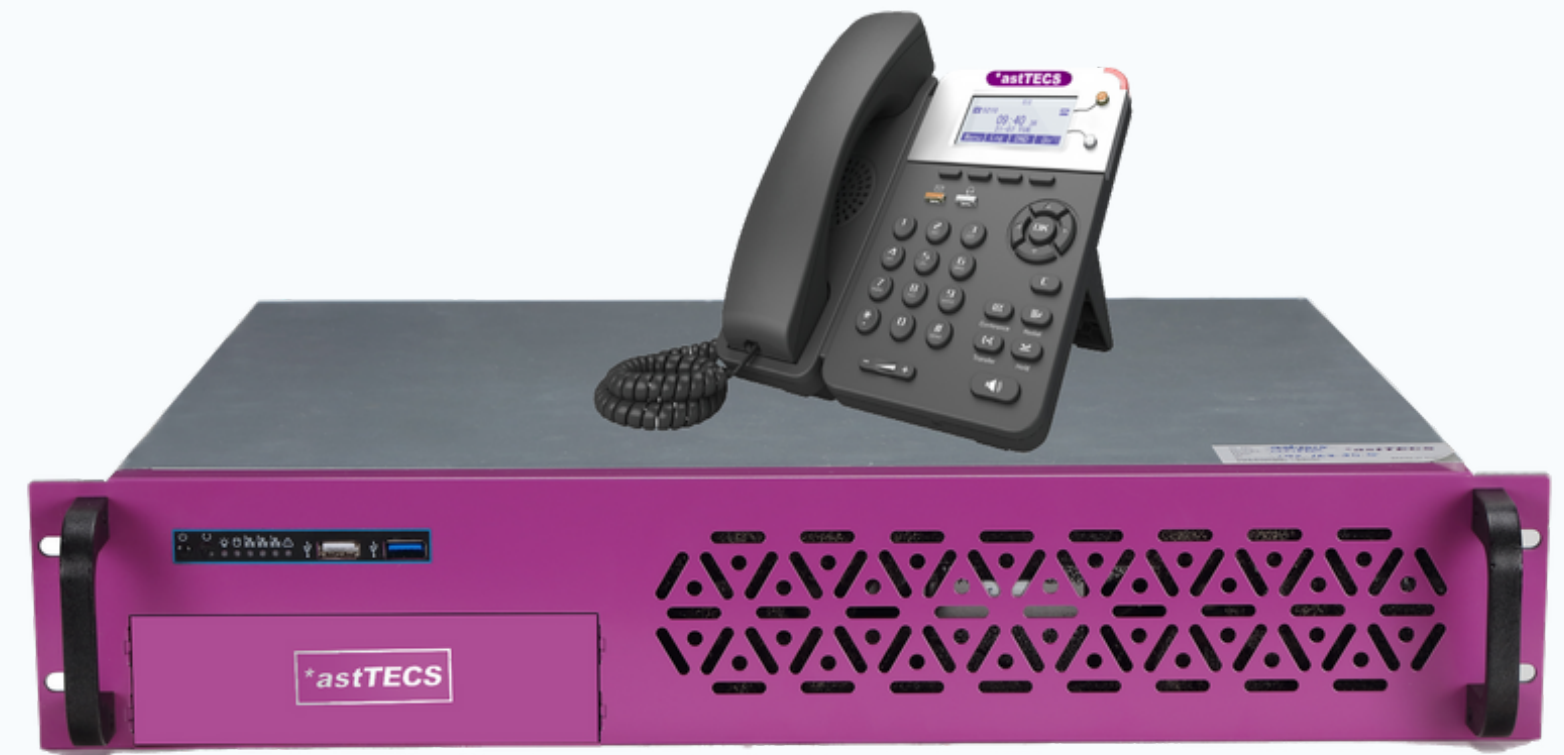
12 Interesting IP PBX Features that Adds Value to Your Business



INTRODUCTION:

*astTECS IPPBX is built on Open Source Asterisk platform which provides all the high end features that help an organization's communication simpler and more robust. Most of these features are inbuilt in our system while in proprietary PBX, it may not be available or charge separately as an add-on.

With *astTECS IP PBX, organization can add tremendous value to their business and improve team productivity.



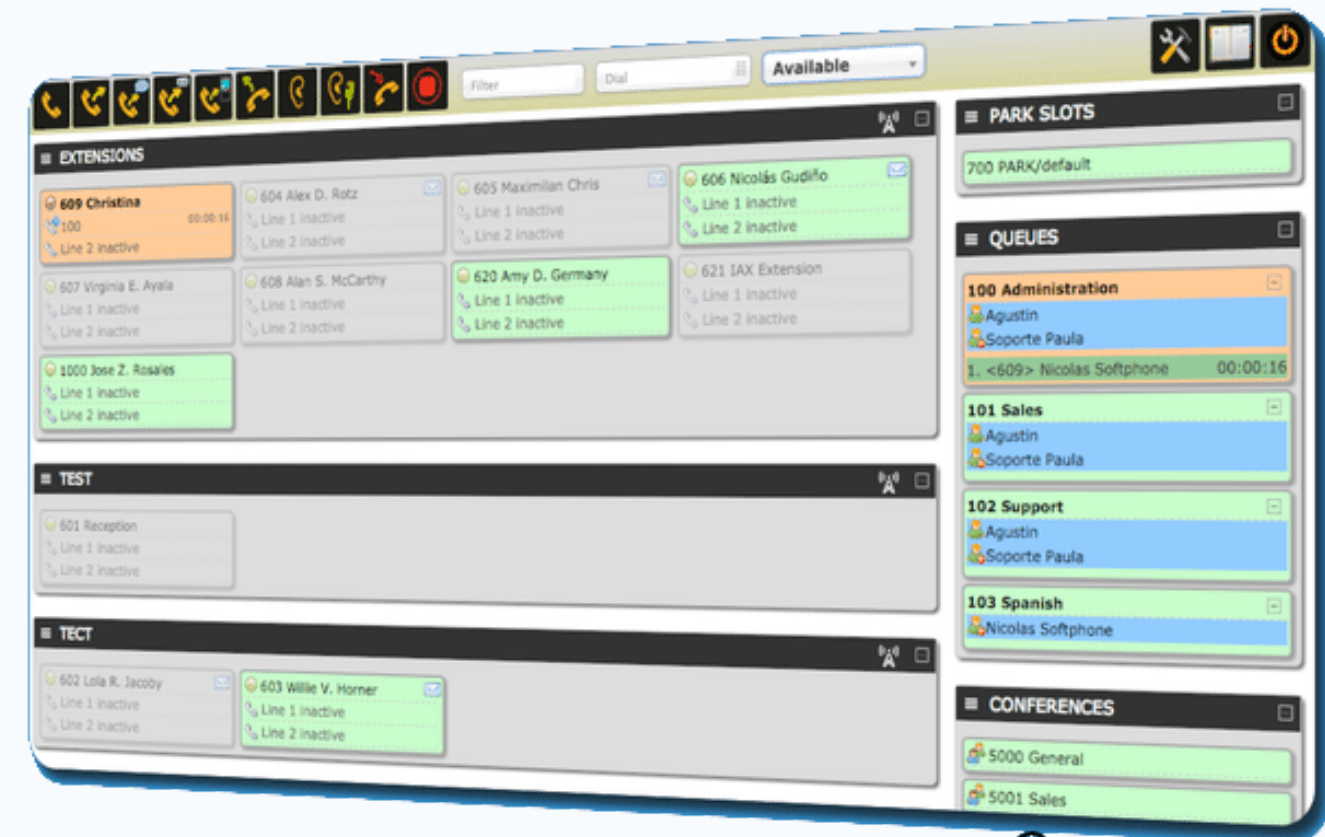
FEATURES

• WEB BASED RECEPTIONIST CONSOLE

The web based receptionist console FOP - Flash Operator Panel is an application intended to work as a switchboard for Asterisk. It shows the state of our IP PBX Server in real time via a web application. This application is ideal for assistants, receptionists, or call center supervisors and end-users.

Features to include:

- Extensions (busy, ringing or available)
- Trunks (digital, analog or IP (SIP/IAX))
- Conference rooms
- The state of calls such as talking time and caller ID
- The state of registration for IP extensions (SIP or IAX)
- Voicemail messages per extension
- Analog channels (extensions or lines/trunks)
- Queues and agents

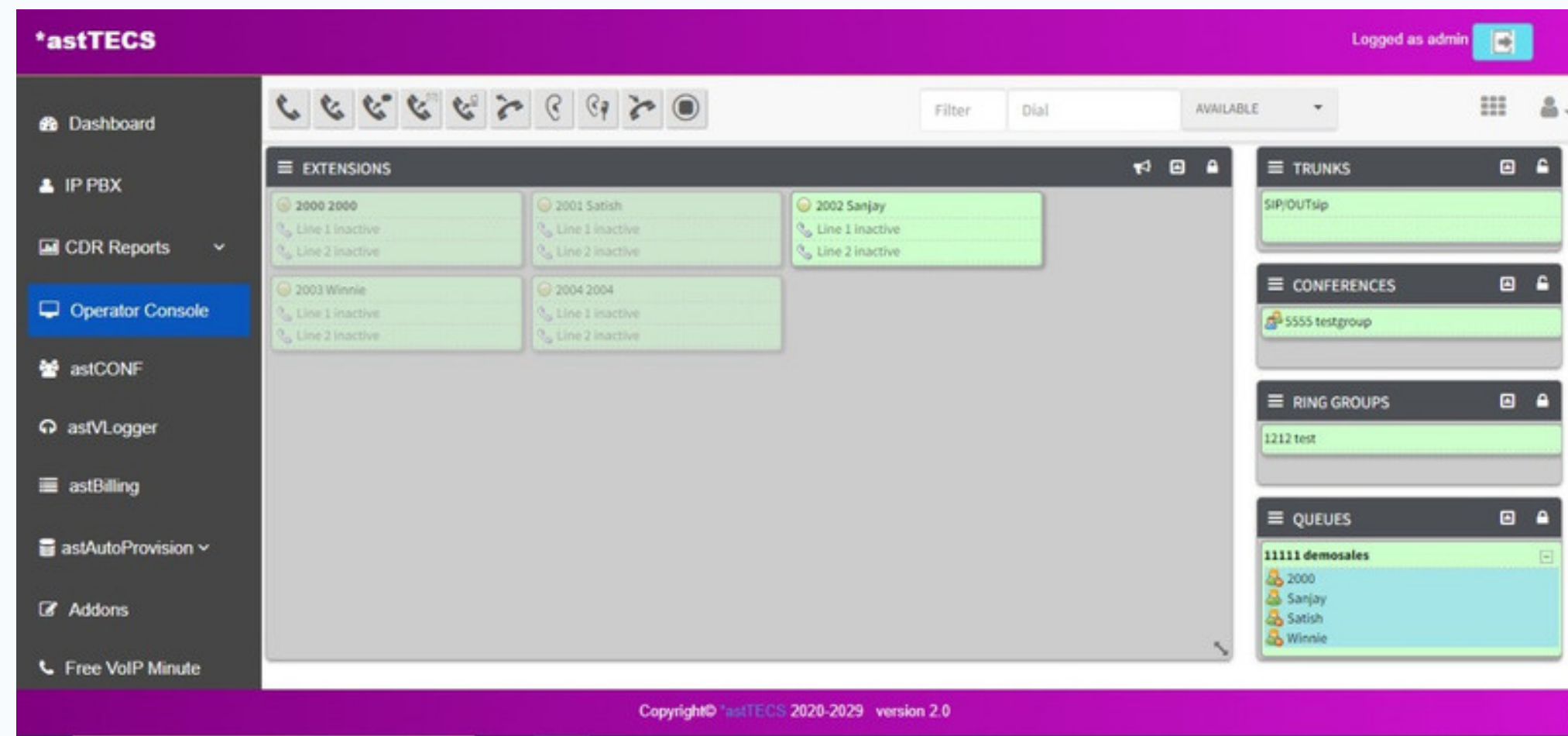


FEATURES

- **WEB BASED RECEPTIONIST CONSOLE**

The actions we can perform are as follows:

- Make Calls
- Answer Calls
- Process Call
- Conference, Transfer and Redial
- Multiple Directories
- Call Transfer
- Monitoring and Record Calls
- Click-to-call
- Review Call History Logs



FEATURES

- **INBUILT MEET-ME CONFERENCE**

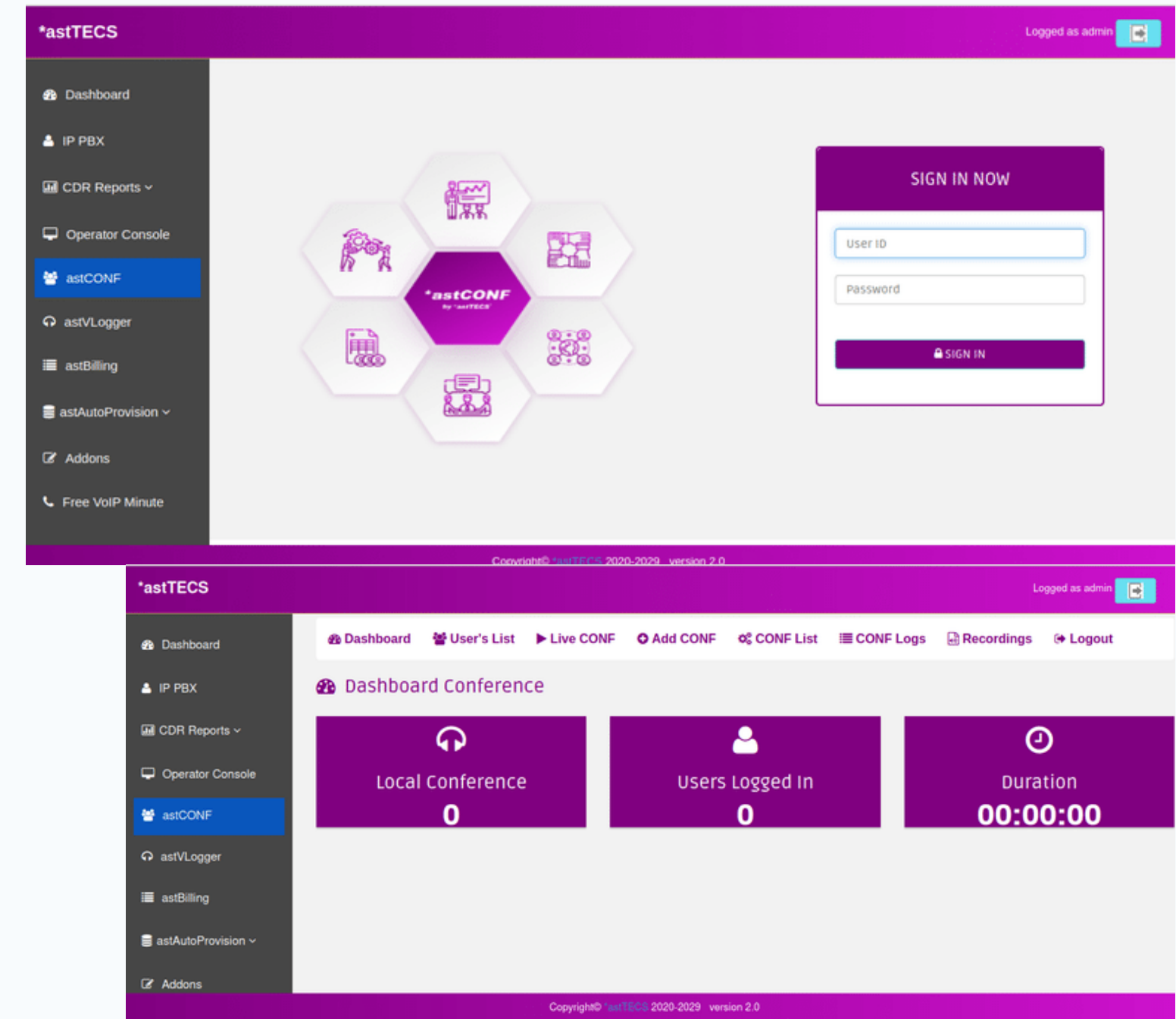
The inbuilt Meet-Me Conference feature empowers you to connect anyone, anytime with dedicated conference bridges.

Dial-in Conference -

Dial the phone number or extension assigned to the conference bridge, and enter the moderator PIN to join the conference

Dial-out Conference -

Instead of having employees from different offices and time zones make phone calls or dial into a meeting, *astTECS IP PBX can call all the participants simultaneously.



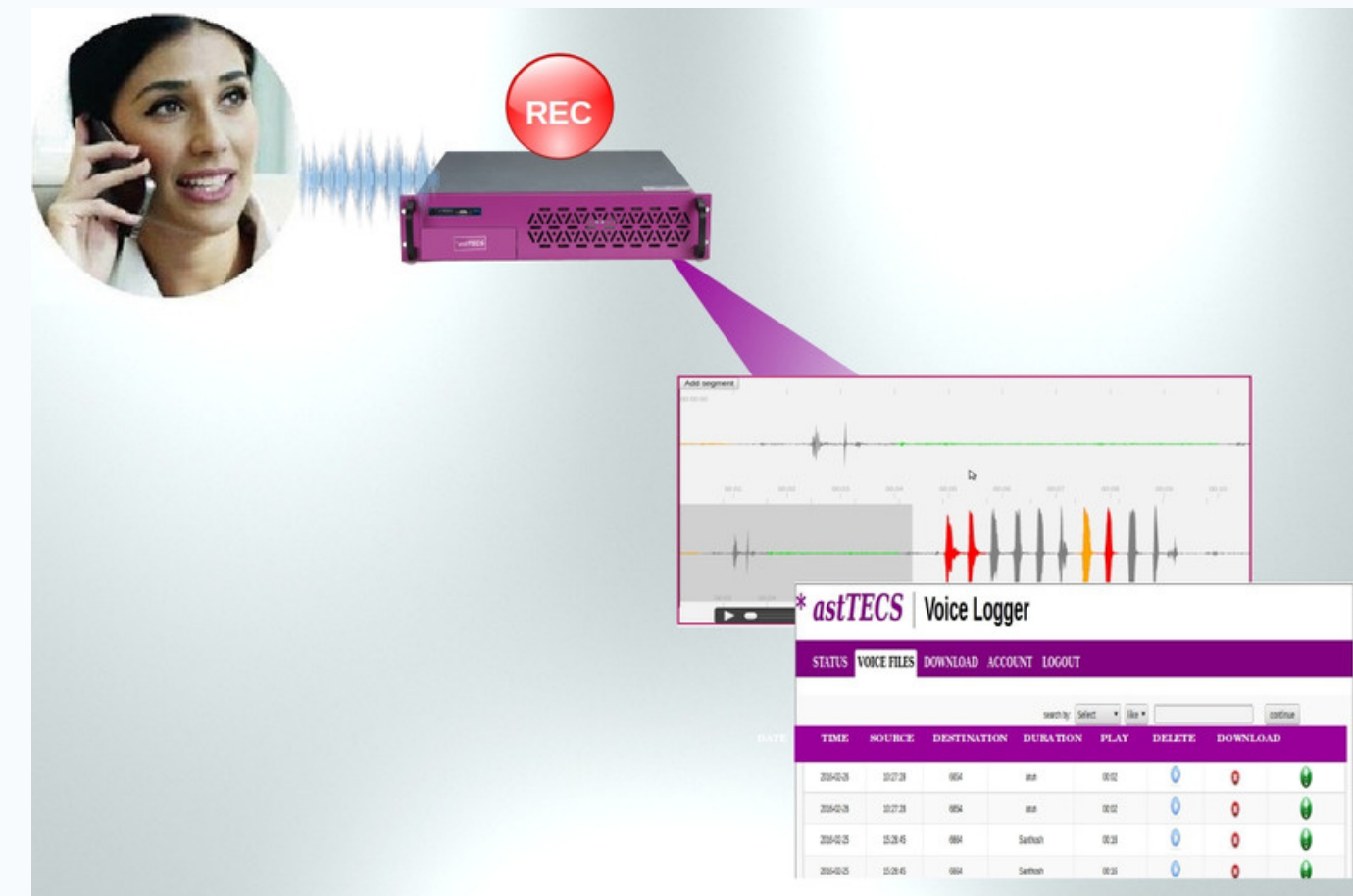
FEATURES

• INBUILT VOICE LOGGER

*astTECS voice logger is an ideal call recording solution for any business which ensures to improve better customer services.

*astTECS voice logger system supports ISDN PRI, IP, Analog line and mobile to record all the incoming and outgoing calls for quality monitoring, training, disputes resolution and regulatory compliances.

- 100% automatic call recording (both inbound & outbound)
- Interoperable with any PBX and IP PBX
- Multi-format recording files – WAV, GSM
- Search and download files based on date, time, source, destination and duration
- Web-based configuration management and reporting
- Download voice files remotely via web browser



FEATURES

- **INBUILT IVR (INTERACTIVE VOICE RESPONSE)**

Interactive voice response (IVR) systems originally enabled customers to interact with your brand through their telephone keypad, pressing numbers to route the call to the correct agent or department.

Why is an IVR essential for your business?

Sound professional: Greet your callers with a clear and concise IVR greeting.

Route calls with ease: Press 1 for Sales, 2 for Support etc. Give your customers the best experience

Smart call routing: Time-based and team-based call routing on the caller's input through your IVR system.

Reports and analytics: Agent-wise Reporting and Call analytics everyday on a real-time basis.

IVR Automation - for market surveys, appointment booking, bill payment, customer feedback.



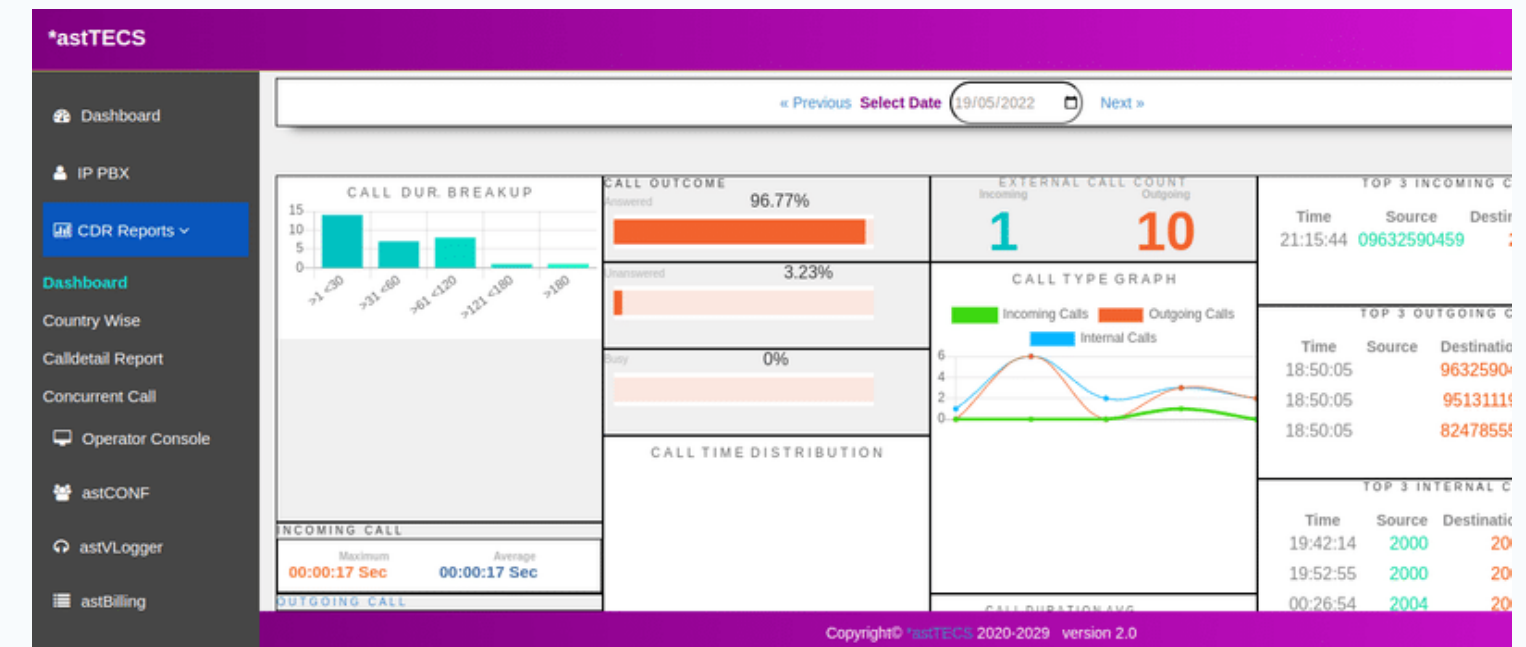
FEATURES

• INBUILT CDR REPORTS

Call detail Report provides data about incoming and outgoing calls made on the telephone system. This kind of information can later be used by businesses for reporting and billing purposes, providing them with answers about where, when, and how calls are made.

CDR Report typically includes:

- Date and time of a telephone call
- Call duration (in minutes)
- Information on the source and destination telephone numbers
- Type of a phone call – toll-free, inbound, outbound
- Cost of a call (per minute rate)



The screenshot shows the 'Call Detailed Report' interface for the date range 01/05/2022 to 01/06/2022, filtered for 'Internal Calls'. The table contains the following data:

Call Date	Call Time	Source	Destination	Duration	Disposition	Direction
2022-05-23	10:45:08	6655	2000	00:00:05	MISSED CALL	INTERNAL
2022-05-23	10:33:49	6655	2000	00:00:23	ANSWERED	INTERNAL
2022-05-23	10:33:39	6655	2000	00:00:39	ANSWERED	INTERNAL
2022-05-23	10:33:09	6655	2000	00:00:57	MISSED CALL	INTERNAL
2022-05-23	10:33:09	6655	2000	00:01:03	MISSED CALL	INTERNAL
2022-05-23	10:33:06	6655	2000	00:00:03	MISSED CALL	INTERNAL
2022-05-23	10:33:05	6655	2000	00:00:03	MISSED CALL	INTERNAL
2022-05-23	10:31:23	6655	2000	00:00:23	ANSWERED	INTERNAL
2022-05-23	10:30:57	6655	2000	00:00:42	MISSED CALL	INTERNAL

FEATURES

- **INBUILT VOICEMAIL**

This feature allows you to prompt a caller to leave a Voice message in the event that no one answers an incoming call.

You can also manage voicemail messages from the convenience of your email by enabling voicemail to email feature.

- **INBUILT LICENSES**

Since *astTECS is built on Open source technology, it doesn't require a license fee and quite affordable for every business and save upto 80% on telecom expenses.

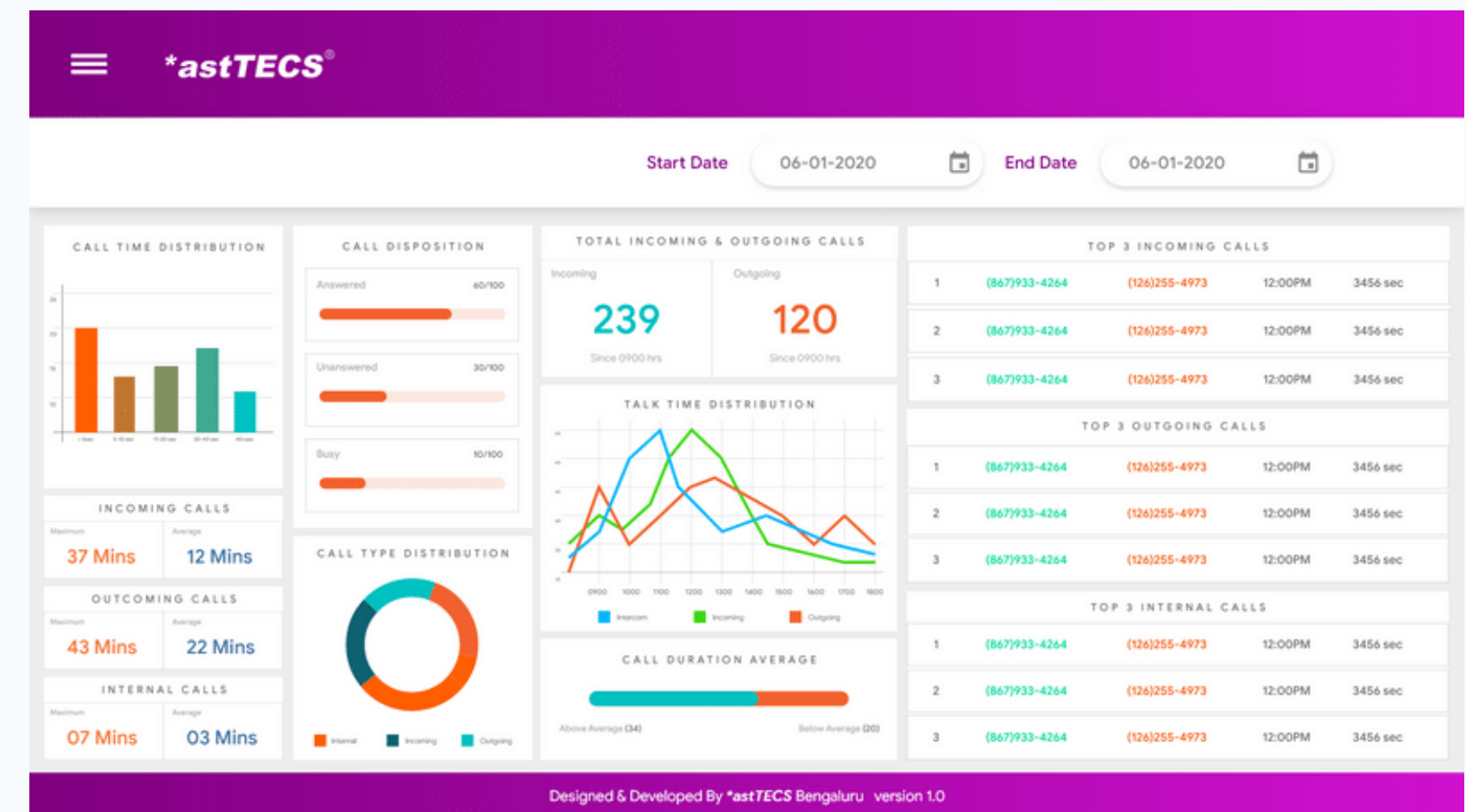
With the inbuilt licenses, IP PBX features are not restricted by user or extension count.



FEATURES

- **USER FRIENDLY DASHBOARDS**

Readily accessible from a web browser, astTECS PBX user interface facilitates easy system changes and maintenance.



REAL TIME DASHBOARDS

FEATURES

• ADD-ONS : CRM, WEB CALLING

If you prefer to use your own CRM, it's easy to set up automatic CRM pop-up, Click2call and many more. *astTECS IP PBX is easily integrated with most of enterprise grade CRM & ERP such as Zoho, Leadsquare, Salesforce, Zendesk, Vtiger etc.

Web Calling is the ability to make and receive calls using just your web browser integrated with astTECS IP PBX
Call any user (mobile or Landline) from anywhere click-through voice calls directly from the Web.



FEATURES

- **AUTO - PROVISIONING**

Auto provisioning enables users to activate phone service through a web interface without having to enter any configuration settings.

*astTECS makes it easy to deploy an entire enterprise-grade phone system, without any IT support or technical know-how.

The process of setting up office phones is simplified to one-click provisioning and makes deployment and ongoing management of phones fast and convenient.



FEATURES

• VOIP MINUTES FOR INTERNATIONAL CALLING

VOIP Minutes helps to save upto 91% on International Telephone bills. Our solution has the widest A-Z coverage with HD voice quality.

Our Offerings:

- VoIP Minutes
- DID Numbers
- Virtual Numbers
- Inbound channels
- International Toll-Free Numbers



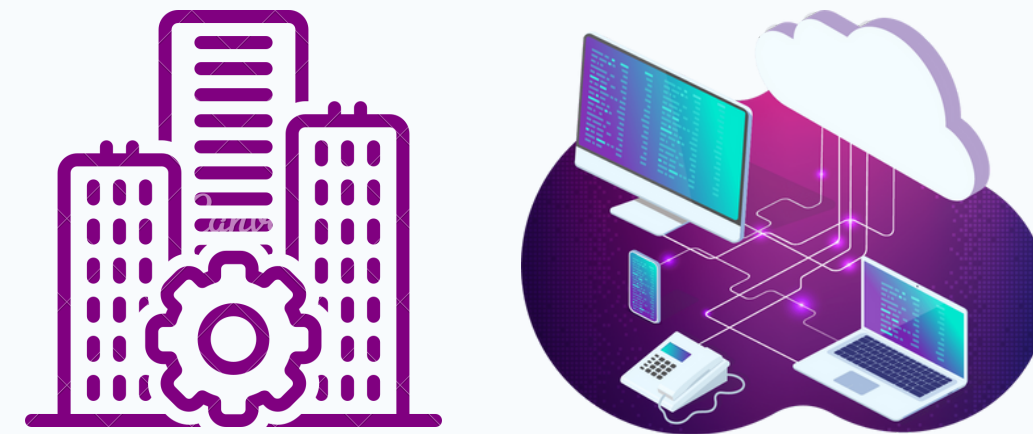
FEATURES

- **IN-HOUSE R&D:**



*astTECS has a dedicated and well experienced team which continuously works on new innovative Telecom solutions which helps organization to be flexible, streamline operations and competitive. We also do various customization on the products as per customer requirement with 24/7 Global support.

- **ONE STOP SHOP FOR –
HARDWARE/SOFTWARE / CLOUD
BASED OPTION**



*astTECS Telephony solution has multiple deployment options as per your business requirement:

- Premise / Cloud based
- Software installation
- Hybrid Solution

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, Cloud solution, Omni-channel solutions, VoIP Minutes, Voice Blasting Solution, PRI Gateway, IP Phones, PRI Cards, Headsets, CRM Solution, 24/7 Global Support

ACCREDITATIONS



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