



INFORMATION PROCESSING CORPORATION

Product Overview

SecurePBX

A complete solution for your corporate communications needs. VOIP, legacy lines, fax and applications can combine to leverage your business communications.

- Call Center
 - Inbound
 - Outbound
- CTI
- Combine existing lines and Internet calling to reduce costs
- Remote Office Management
- Cost Effective
- Customized for your needs!



Executive Summary

Information Processing Corporation has worked over two years to provide businesses with a flexible communications platform that capitalizes on today's VOIP and CTI technology. The Secure PBX offers the features one would expect of a large proprietary PBX system such as Voicemail, Conference Bridging, Call Queuing, Call Center capabilities as well as other features that enable applications to integrate into the corporate communications system.

Our integration of a full featured Intrusion Prevention System and a Firewall insures the security of your communications environment. You will not have to worry about hackers penetrating your system and hijacking it to make long distance or international calls. This feature also protects the PBX from other types of intrusions and viruses.

Voice over IP (VoIP) provides companies with inexpensive long distance rates using Internet telephony providers. This can save companies a great deal of money – however – many comparative solutions do not have the ability to link multiple remote sites together to provide a single environment. We do! Our solution allows remote sites to operate off either a secure network connection to a central SecurePBX or operate off a remote SecurePBX that is securely connected to the central SecurePBX. In either configuration calls from one site to any other site in the environment uses VOIP and has no associated charges. Even conference bridges can use this to further reduce communications cost. An added feature with SecurePBX is that all calls from one site to another are secure. A PKI (Private Key) VPN is used that encrypts all traffic so no one can monitor your calls.

The strength of any PBX is how it provides functionality to its users on a day to day basis. There are several major questions that must be answered:

- What features does it have?
- What features do we need?
- Can we support it internally?
- Do we want a fully hosted solution?
- How flexible is it?

The following descriptions provide more detail into the features, benefits and functionality of the SecurePBX.

Feature Descriptions

Conference Bridges

Create conference bridges for executives and managers and groups. Each has their own ID and usages reports can be generated. This time and cost saving feature is a real benefit for companies with multiple locations. Internal conferences do not go through the carrier so it is free!

Soft phones

Soft phone (computer based telephone) usage provides more than just a cost benefit; it can enable your organization to use "at home" workers. This can save money on an hourly basis as well as using more part time staff to reduce the costs of benefits. It is a major cost savings and convenience when using soft phones in call center environments.

Agent Prompting/Announcement

This feature allows the agent to be prompted on the source of the call. This is important for agents that are members of multiple queues. Example: "This call is from Product A Service Request in Spanish". This enables the agent to answer the phone in Spanish versus English, and be able to select the correct application for the call.

Support of existing PRI/Analog lines

Many times companies believe that they have to wait for the expiration of their existing service contracts to go to VoIP. They patch the existing systems for years. That is not the case with SecurePBX. Attach the existing lines you currently have to SecurePBX. These lines can be used for Least Cost routing as well as backup. You can still benefit from VoIP for site to site calling and long distance, plus you have all the other great features of Secure PBX like conference bridges, call center operations, remote office support, etc.

Security

One of the problems with other VoIP solutions is that hackers can hijack the system to make calls. This is resolved with SecurePBX! SecurePBX comes with an integrated Intrusion Protection System and Firewall to stop this and any other malicious activity from entering the network.

Least Cost Routing

You can choose to keep your existing lines, all or part, and use those in addition to VoIP. They can be used as backup in case your data network has problems, or just be used for local routing. If you have multiple sites then other sites can also use those local lines for calls in that area, thus effectively implementing "Least Cost Routing".

Follow Me

This feature allows you to set a second number to ring after "n" number of rings at your primary number. This is different from the "forward" feature in that it does ring the primary number first.

Multiple 800 numbers

Create an IVR prompt for each. Create one for customer service, one for collections, one for main office, etc. There is no physical limit except disk space. You can even handle remote offices using a number for their local area and set up an IVR for their office.

Voice Mail

Voice mail can be set up for any/all extensions on the PBX. They can also be set up to be used for queue roll over. Voice mail can be delivered via phone or email. When delivering via email you can specify to keep or delete the voice mail. You can also obtain your voice mail over the internet using a browser.

Remote Administration

SecurePBX provides a secure (SSL) Internet/Intranet browser based administration portal for both remote and local administration of the system. You will not need an administrator for each site. Modifications can be made to all extensions, voice mail, queues, menus, etc. from a single location.

Remote Calling (DISA)

DISA (Direct Inward System Access) allows someone calling in from outside the telephone switch (PBX) to obtain an "internal" system dial tone and dial calls as if from one of the extensions attached to the telephone switch.

Creating IVR Scripts

The IVR scripts which interact with the callers can be created and maintained through the Administration system. This allows you to make changes and new recordings as business demands. These scripts can be connected to queues that you have already created and then you can start answering phone calls.

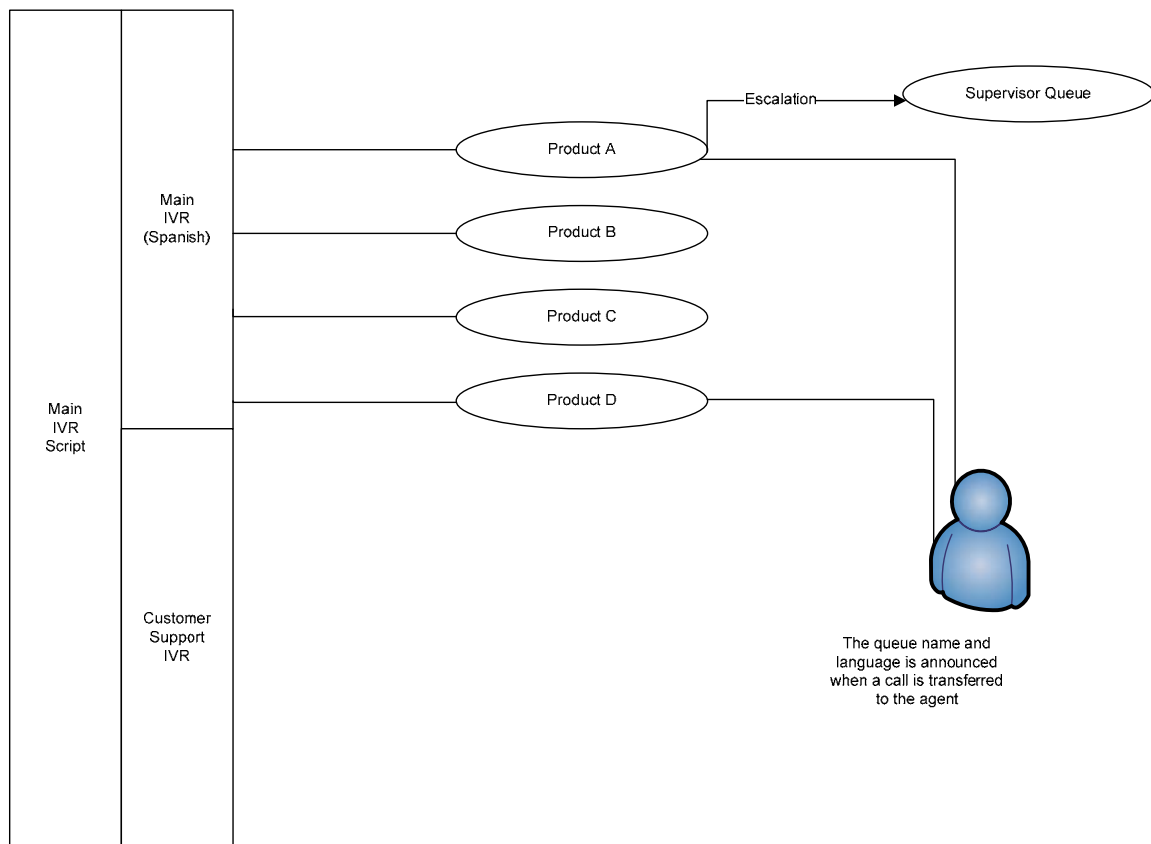


Figure 1 - Scripts and Queues

Automated Call Distribution

One of the strengths of SecurePBX is the ability to create call distribution queues, accessed by user usage of the IVR or automated decisions based upon call saturation and availability of agents. You can specify time limits for a queue and have calls escalate to another queue. You can also have calls roll over to voice mail.

Calls can also be routed by the number they call or the number they are calling from. This allows specific IVR's to be developed for customers, departments or remote sites.

Internet Calling

Connect your computer to your PBX anywhere you have an Internet connection and place and receive calls, just like you were in the office. You actually use your office extension. This enables you to bypass expensive hotel phone rates and place calls while waiting at the airport or at home placing business calls.

Smart phones or PDA's with wireless connections can provision with an extension off of the SecurePBX. This allows users to integrate these devices into the corporate communications environment.

Restricted Outbound Dialing

Outbound calling can be restricted by PIN code. This can be applied to only long distance or international numbers, or applied to any outside access.

On-hold Music

Various music clips or advertisements can be recorded from any WAV or MP3 file and selectively or randomly be played to customers on hold based on criteria you select. An example would be "sold on hold" recordings, or your own favorite songs.

Personnel Directory

The phone directory for your business can be searched by spelling the first and/or last name of the employee using the keypad.

Call Reporting

Standard reporting of call usage covers most needs. All call details are logged to an SQL database for easy retrieval for custom reports using simple Queries. A multitude of reporting and analysis can be accomplished using stand queries and reporting tools. Call records are kept online until the administrator chooses to remove them.

Skill Based Routing

Creating Ring Groups or Queues is easy as naming the group, adding extensions and selecting options on how the extensions are processed and the escalation procedures. You can make specific rings groups for special skills, language or applications.

Call Recording

Calls can be selectively recorded digitally to disk by individual or groups and stamped with selected criteria for indexing and easy retrieval and play back. This is especially useful for call centers and any customer service calls.

Flexibility

Every day we have our customers ask us “can it do this?” Well, yes! We can make modifications to the system. New features, reports, screens, and yes even develop new systems or provide interfaces for existing systems.

Phone Provisioning

Provisioning of phones can be done centrally or at the remote sites. All that is needed is the MAC address of the phone and Administration rights on the SecurePBX. Once the MAC address, phone type and an extension is configured into the PBX the phone can be connected to the network and be used.

Remap Feature codes

In many cases you can configure SecurePBX to use the same feature codes (ex: Transfers, send to voicemail, etc.) that your current PBX uses. This dramatically reduces the training time for users.

Detect and Receive Faxes

Faxes can be detected automatically on the main phone number or you can set up specific numbers or extensions for inbound faxes. Faxes can then be emailed to a defined address for viewing and printing.

Other Features:

- View conversation recordings and playback via web
- Control calls and transfer in real-time via web
- Native support of SIP, IAX, and ZAP clients (other endpoints are supported through custom extensions)
- Supports all current trunk technologies
- Design sophisticated call groups
- Share administrative duties
- Backup and Restore your system
- Web based command line access or SSH access