iPBX
Feature List

iPBX powered by NSN

(iPBX)

⊙ Never miss a call

- Divert calls to another number or Voicemail when you're on the phone or away from your desk. Includes external and mobile numbers, as well as other phones on your network.
- Use Call Forwarding to set other numbers on your network to ring when your phone rings, or twin your phone with your mobile.
- Know when another caller is waiting to get through with Call Waiting, and use Call Park to put a caller on hold while you answer another call.

⊙ Never lose a contact

- Know when you have a message waiting with on-screen pop-ups, SMS text messages and email alerts.
- Respond immediately with Last Number Redial and Click-2- Talk.
- Easily manage all your contact lists with your personal and company Address Books.
- Never forget to make those important calls – use Events Diary to set reminders against your Address Book entries.

⊙ Don't feel tied to your desk

- Forward your calls to any internal phone, your mobile or external phone.
- Access Voicemail from any internal phone, your mobile or external phone, or on-line.
- Access your contacts from anywhere with your on-line Address Book.
- Let the whole team know with messages on shared Voicemail.

⊙ Promote your company image

- Help your customers' calls get through with Call Groups.
- Let your callers know they're connected with Music on Hold.
- Route your callers to the right people with Auto Attendant (Gold package option).
- Perfect and review your telephone responses with Call Recording (Gold package option).

⊙ Work efficiently

- Have all your internal and external numbers quickly to hand with Address Book – see who's calling and Click-2-Talk straight from your contacts.
- See when colleagues are free to take a call with Line Monitoring, and transfer calls to any internal or external number easily.
- Quick dial Short Codes for your everyday numbers.
- Protect your precious time with Do Not Disturb and Block Anonymous Calls.
- Bring a colleague in on a phone conversation with Three- way Call and forward important Voicemail messages easily to handsets or emails.
- Access your Fax messages on-line or by email.

iPBX Features

Our iPBX product is packed with clever features to help you make the most of your daily business communications.

You can easily configure preferences both for individual phones and for their phone network through your iPBX web portal. You can also set many of the most common features direct from the handsets.

⊙ Work securely

- Set passwords and pin numbers to secure your phones, voicemail and web-portal from unauthorised access.
- Set external or mobile Failover numbers to keep your communications open in the event of a power-cut, or local network failure.

⊙ You're always in control

The powerful administrative features make managing the phone network and monitoring costs and performance a quick and easy job:

- Update, add or remove users.
- Set up Call Groups, shared Voicemail boxes and Music on Hold.
- Create a shared company Address Book and an automatic internal telephone directory.
- Track and bar unauthorised calls.
- Block unwanted calls.
- Monitor your phones account and company Calls History, and create automatic Company Reports.

NSN connecting you now

5O™ Technology Fast 50 **2015** UK Winner

Connecting you now
to iPBX

iPBX Feature List
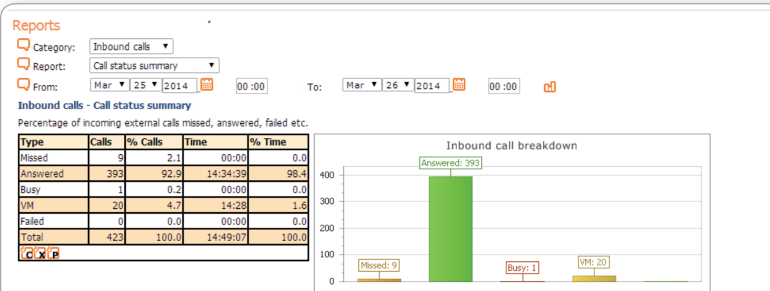
Call Reports and Management. Manage your telephony estate from the cloud.

Wherever you are in the world these days, to remain at your competitive edge, your customers expect you to be contactable, responsive and capable of delivering your best levels of service.

With our industry leading Hosted Telephone System (iPBX) you get a wide variety of reporting as standard in order for you to effectively manage your business and call flows. All data is also downloadable in raw format for detailed analysis

Reports

Category: Inbound calls
Report: Call status summary
From: Mar 25 2014 00:00   To: Mar 26 2014 00:00

Inbound calls - Call status summary
Percentage of incoming external calls missed, answered, failed etc.

Type	Calls	% Calls	Time	% Time
Missed	9	2.1	00:00	0.0
Answered	393	92.9	14:34:39	98.4
Busy	1	0.2	00:00	0.0
VM	20	4.7	14:28	1.6
Failed	0	0.0	00:00	0.0
Total	423	100.0	14:49:07	100.0

Inbound call breakdown

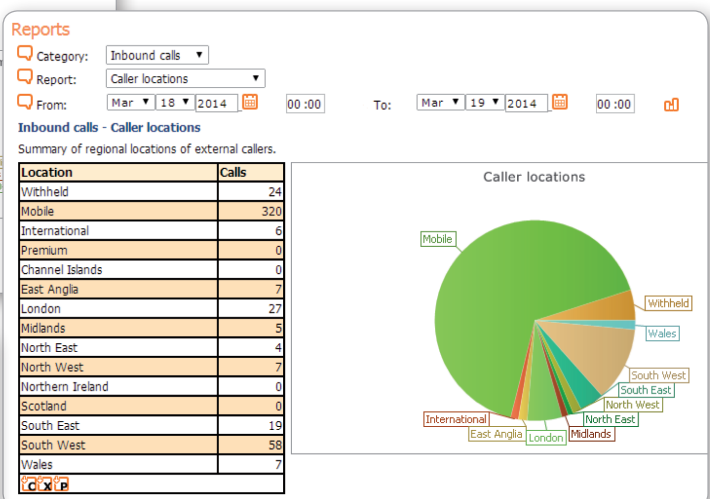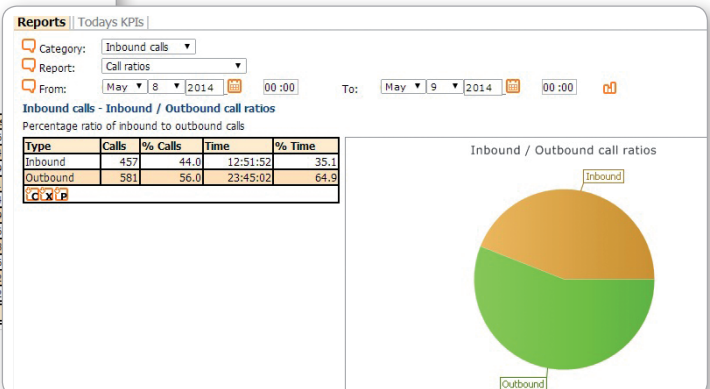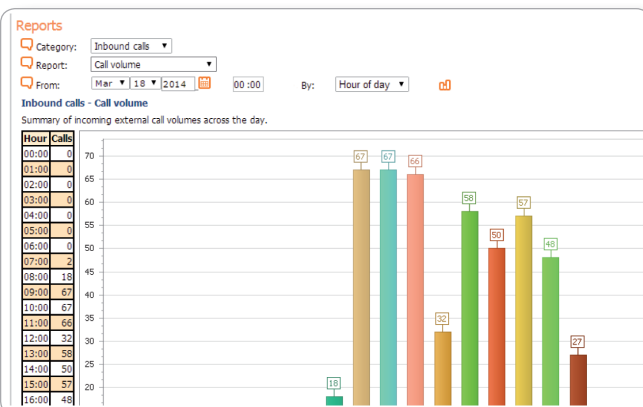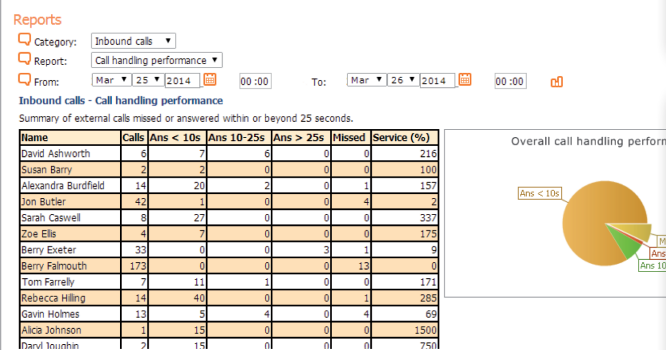### Quick view of my phones | Calls Summary

Choose the type of calls for which you wish to see the summary.
Call type: Made
Choose the time period across which you wish to see the summary of these calls.
Period for summary: Today
Press the button to get the summary SHOW

Calls made by phones today

Phone	Owner	Internal mins	Mobile mins	Premium mins	Int'l mins	118 mins	Other mins	Total mins
01483410819	Alexandra Burdfield	20:18	1:13:08	-	00:48	-	02:27	1:36
01326331441	Rebecca Hilling		1:01:50	-		-	12:37	1:14
01865598161	Zoe Ellis		20:56	-		-	49:03	1:09
01392347041	Marika Stephenson	00:04	14:29	-		-	47:05	1:01
01483600681	Gavin Holmes	02:02	50:05	-	02:19	-	00:33	54
01483410817	David Ashworth	00:02	19:15	-	12:27	-	17:39	49
01392347042	Daryl Joughin		13:01	-		-	33:22	46
01483410813	Paul Osullivan	00:32	22:16	-	03:30	-	12:19	38
01326331446	Dave Rowley	00:10	22:38	-		-	03:45	26
01326331447	Natasha Skinner		13:33	-		-	09:15	22
01202804712	Kate Foley		03:06	-		-	19:14	22

Reports | Todays KPIs

Category: Inbound calls
Report: Call ratios
From: May 8 2014 00:00   To: May 9 2014 00:00

Inbound calls - Inbound / Outbound call ratios
Percentage ratio of inbound to outbound calls

Type	Calls	% Calls	Time	% Time
Inbound	457	44.0	12:51:52	35.1
Outbound	581	56.0	23:45:02	64.9

Inbound / Outbound call ratios

Reports

Category: Inbound calls
Report: Call handling performance
From: Mar 25 2014 00:00   To: Mar 26 2014 00:00

Inbound calls - Call handling performance
Summary of external calls missed or answered within or beyond 25 seconds.

Name	Calls	Ans < 10s	Ans 10-25s	Ans > 25s	Missed	Service (%)
David Ashworth	6	7	6	0	0	216
Susan Barry	2	2	0	0	0	100
Alexandra Burdfield	14	20	2	0	1	157
Jon Butler	42	1	0	0	4	2
Sarah Caswell	8	27	0	0	0	337
Zoe Ellis	4	7	0	0	0	175
Berry Exeter	33	0	0	3	1	9
Berry Falmouth	173	0	0	0	13	0
Tom Farrelly	7	11	1	0	0	171
Rebecca Hilling	14	40	0	0	1	285
Gavin Holmes	13	5	4	0	4	69
Alicia Johnson	1	15	0	0	0	1500
Daryl Joughin	2	15	0	0	0	750

Overall call handling perform

Reports

Category: Inbound calls
Report: Caller locations
From: Mar 18 2014 00:00   To: Mar 19 2014 00:00

Inbound calls - Caller locations
Summary of regional locations of external callers.

Location	Calls
Withheld	24
Mobile	320
International	6
Premium	0
Channel Islands	0
East Anglia	7
London	27
Midlands	5
North East	4
North West	7
Northern Ireland	0
Scotland	0
South East	19
South West	58
Wales	7

Caller locations

Reports

Category: Inbound calls
Report: Call volume
From: Mar 18 2014 00:00   By: Hour of day

Inbound calls - Call volume
Summary of incoming external call volumes across the day.

Hour	Calls
00:00	0
01:00	0
02:00	0
03:00	0
04:00	0
05:00	0
06:00	0
07:00	2
08:00	18
09:00	67
10:00	67
11:00	66
12:00	32
13:00	58
14:00	50
15:00	57
16:00	48

iPBX Feature List

Live stats using our reporting and Wall Boarding - iPBX Glance.

Previously only accessible to those company's with the biggest budgets, we are delighted to deliver to the SME market call centre technology for the price of a licence upgrade. Our new 'Glance' solution puts you firmly in the driving seat with vital information always available at a 'Glance'.

Fidelity Group (SA Support) - Calls Overview   10:09:50

Total In	Total Ans	Total Lost	Total Out	Avg Duration	Queued Calls
36	36	0	21	03:05	0

Pos	Name	Total Calls	Total Duration	Avg Duration	Total In	Total Lost	Total Out
1	New Star	12	00:37:20	03:07	12	0	0
2	Fid Gro	11	00:15:19	01:24	11	0	0
3	Nick Shraga	9					
4	Zane Olivier	7					
5	Donnovan Smith	4					
6	Nathan Shraga	3					
7	Candice Gracie	3					
8	Jaundre Malgas	3					
9	James Shraga	2					
10	Jeremy De Agrela	2					
11	Cole Mordaunt	1					

Fidelity Group (SA Support) - Queued Calls   22:16:43

Total In	Total Queued	Avg Queue Time	Max Queue Time	Breaches	Timeouts	Queued Now
408	56	00:04:24	02:02:04 Nathan Shraga	0	8	0

Pos	Name	Total Queued	Total Queue Time	Avg Queue Time	Breaches	Timeouts	Queued Now
1	Zane Olivier	16	00:37:01	00:02:18	0	3	0
2	Jeremy De Agrela	15	00:48:30	00:03:14	0	3	0
3	Nick Shraga	9	00:18:29	00:02:03	0	1	0
4	Nathan Shraga	7	02:10:45	00:18:40	0	1	0
5	Jaundre Malgas	5	00:08:10	00:01:38	0	0	0
			:00	00:01:30	0	0	0
			:02	00:00:02	0	0	0
			:07	00:00:07	0	0	0
			:00	00:00:00	0	0	0

Fidelity Group (Sales) - Outbound Calls   22:17:08

Total Out	Avg Duration	Max Duration
75	00:01:32	00:09:58 Jenny Gore

Pos	Name	Total Out	Total Duration	Avg Duration	Max Duration
1	Linda Marley	34	00:58:03	00:01:42	00:07:58
2	Stuart Harris	19	00:26:22	00:01:23	00:08:52
3	Jenny Gore				
4	Sam Wiltshire				
5	Adam Ribeiro				

Fidelity Group (SA Support) - Inbound Calls   10:10:48

Total In	Total Ans	Max Ring Dur	Total Lost	Most Queued
39	39	00:40 Fid Gro	0	0

Pos	Name	Total In	Avg RD	Max RD	Total Duration	Avg Duration	Total Lost
1	New Star	13	00:11	00:16	00:38:38	02:58	0
2	Fid Gro	12	00:20	00:40	00:15:44	01:18	0
3	Nick Shraga	6	00:04	00:08	00:54:56	09:09	0
4	Zane Olivier	2	00:00	00:00	00:02:51	01:25	0
5	Nathan Shraga	2	00:04	00:08	00:07:35	03:47	0
6	Jeremy De Agrela	2	00:00	00:01	00:15:20	07:40	0
7	Jaundre Malgas	1	00:01	00:01	00:00:59	00:59	0
8	Donnovan Smith	1	00:00	00:00	00:01:18	01:18	0

BHW

iPBX Hardware

iPBX powered by NSN

Choose from a wide range of iPBX Devices.

1 Desk Phones

Cisco 504G	Cisco 525G2	Yealink T19P	Yealink T41P
Our most popular phone, Gigabit version available.	Bluetooth and wireless enabled, Colour screen.	Latest entry level IP phone.	New School 504 replacement! Gigabit version available.

Yealink T46G	Yealink T48G
High resolution TFT colour Screen, HD Voice.	Our most innovative device , BLF/ High Res Screen/Gigabit/HD Voice.

2 Cordless Dect Sets

Panasonic TG500	Panasonic Additional Dect TPA50	Yealink W52P
Most popular cordless phone.	For use with TGP500 phones.	HD voice cordless device.

iPBX
Hardware

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Choose from a wide range of iPBX Devices.

3 Hybrid

Panasonic TGP550

A deskphone and cordless unit in one.

4 Expansion Module

Cisco 500DS
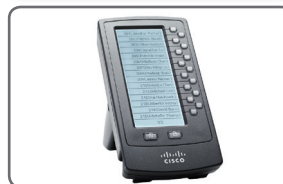
Compatible with SPA504 or 525G2.

Yealink EXP40

Only works on T46 and T48.

5 Sip Conference Units

Polycom IP5000

For small conference rooms and executive offices.

Polycom IP6000

Midsize Conference rooms, Expandable speakers available.

Polycom IP7000

Ideal for boardrooms, conference rooms, auditoriums and executive offices.

Polycom IP power units

For any devices on non POE network.

6 Analogue Adaptors

Cisco SPA112

Tried and tested 2 port analogue adaptor.

iPBX Hardware

Choose from a wide range of iPBX Devices.

7 Headsets

Plantronics M175C

Wired Headset, compatible with Cisco 504 and 525 only.

Plantronics HW251N

Monaural Wired Headset, compatible with all deskphones.

Plantronics HW261N

Binaural Wired Headset, compatible with all deskphones.

Plantronics 2.5mm Jack

Required when ordering HW251 & 261 headsets for use with Cisco 504 and 525.

Plantronics CS520

Wireless over the head style headset.

Plantronics CS540

Wireless over the ear style headset.

Plantronics HL10

Handset lifter, Required for some phones to work with the CS5xx models.

Plantronics Legend

Bluetooth Headset compatible with any bluetooth enabled devices and phones.

Plantronics MBPRO1

Bluetooth Headset compatible with any bluetooth enabled devices and phones.

Plantronics SC30

USB Headset for PC's and Laptops.

iPBX
Hardware

Choose from a wide range of iPBX Devices.

8 POE Switches

Cisco SF300 24 Port

Gives you the flexibility to manage and prioritise high-bandwidth traffic such as voice.

Cisco SF600 48 Port

Provides the ideal combination of affordability and capabilities for small businesses.

Netgear M4100 24 Port

Delivers the best combination of performance, security and convergence at a high-value price point.

Netgear M4100 48 Port

A scalable, future-proof approach to delivering network services for Wireless access points, IP phones and IP cameras infrastructures.