

Business edition

Business Edition

PBXware Business Edition provides the business class features required by today's demanding communications needs that all businesses face.

In addition to the standard features of all New Generation IPPBXs, Bicom System's Business Edition includes comprehensive enhanced services, telephony applications, system administration, end user applications, customization, reliability and setup and configuration features in a truly scalable manner.

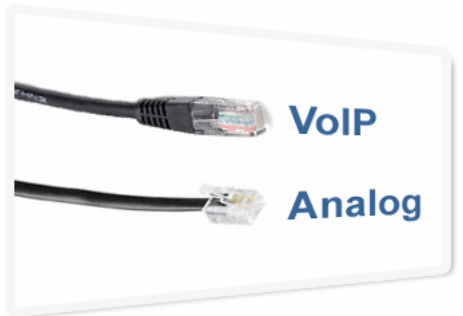


Bicom

SYSTEMS

VoIP/Analog Phones

PBXware supports VoIP and traditional PSTN telephony technologies.



PSTN, ISDN PRI/BRI

- Digium
- Sangoma



Call Centre Communicator

- VoIP Soft Phone
- Instant Messaging Client
- Operator Panel
- Conference Administration
- Call Centre Communicator
- Fax Send/Receive
- MS Windows Desktop Application



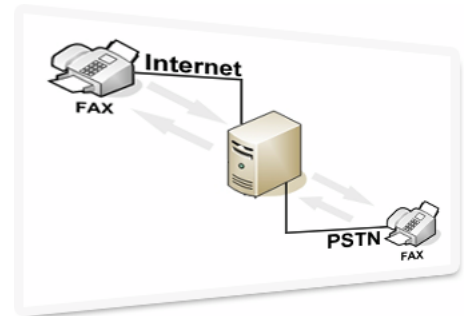
Comprehensive User Features

- | | |
|---------------------------|------------------------|
| • Group Hunt | • Listen to Recordings |
| • Call Forwarding | • Call Monitoring |
| • Call Park | • Phone Callback |
| • Instant Recording | • Overhead Paging |
| • Call Pickup | • Paging/Intercom |
| • Call Filters & Blocking | • Hot Desking |
| • Speakerphone Page | • Remote Access |
| • Directory / BLF List | • Personal IVR |
| • Monitoring Conferences | |



Fax Over IP (FoIP)

Fax Over IP and traditional PSTN faxing allows exchanging fax calls between two fax machines, connected to a network (Internet) or/and to a traditional phone line.



Call Recording And Barging

Real time call monitoring allows authorized user to monitor and listen calls of one or more users/agents in real time. It is very useful when needing insight on the quality of the information given by call agents for example.



Unified Messaging Support

- Voicemail
- Instant Messaging Chat,
- Faxing (PSTN, FoIP, FoE)
- SMS



Call Routing Support (LCR)

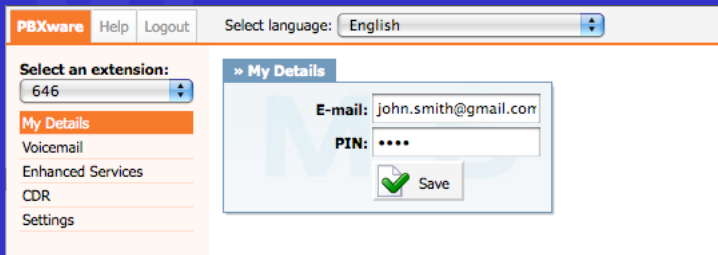
Define a preferred VoIP or PSTN provider for specific destinations.

USA	Primary	Secondary
Destination Group		
Special Service	Wpeer.RS	Epeer-in.R:
48 States	Wpeer.RS	Epeer-in.R:
Toll Free	Wpeer.RS	Epeer-in.R:
Alaska	Wpeer.RS	Epeer-in.R:
Hawai	Wpeer.RS	Epeer-in.R:

Web User Self Care

This features management and administration of:

User E-mail address and PIN



Voicemail

MSG	Caller	Date	Duration	Type
<input type="checkbox"/>	0000 "John Smith" <696>	Thu Jul 30 14:48:57 2009	00:07	wav49 (9.9k)
<input type="checkbox"/>	0001 "David Pedroni" <696>	Thu Jul 30 14:50:00 2009	00:06	wav49 (9.26k)
<input type="checkbox"/>	0002 "Ivan Nordheim" <696>	Thu Jul 30 14:51:19 2009	00:06	wav49 (8.56k)
<input type="checkbox"/>	0003 "Kevin Graham" <696>	Thu Jul 30 14:51:59 2009	00:13	wav49 (19.86k)

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Enhanced Services

» Enhanced Services (sorted by priority)	
01 Caller ID	Edit
02 Call Pickup	Edit
03 Instant Recording [*159]	Edit
04 Remote Access	Edit

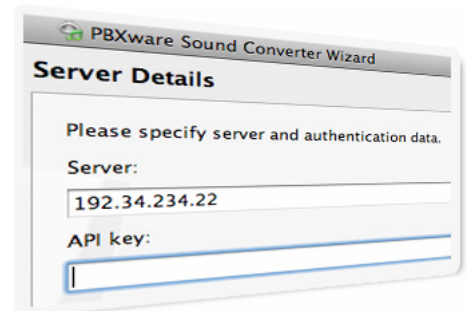
CDR (Call Details Records)

From	To	Date/Time	Duration	Status
Volt Johntra (646)	421684	30 Jul 2009 11:46:41	00:00:38	Not Answered
Volt Johntra (646)	8869	30 Jul 2009 10:30:19	00:00:01	Failed
Volt Johntra (646)	Volt Johntra (646)	29 Jul 2009 15:27:33	00:00:00	Answered
Volt Johntra (646)	8899	28 Jul 2009 15:55:40	00:00:01	Failed
Volt Johntra (646)	065024477	28 Jul 2009 08:55:06	00:00:35	Answered
Volt Johntra (646)	065024477	28 Jul 2009 08:53:42	00:00:17	Not Answered
Volt Johntra (646)	061189817	28 Jul 2009 07:54:36	00:01:31	Answered
Volt Johntra (646)	061189817	28 Jul 2009 07:46:48	00:00:43	Not Answered
Volt Johntra (646)	032440070	27 Jul 2009 16:53:26	00:00:48	Answered
Volt Johntra (646)	032444520	27 Jul 2009 15:51:59	00:00:36	Answered
Volt Johntra (646)	032444520	27 Jul 2009 15:47:03	00:00:07	Not Answered

End User Applications

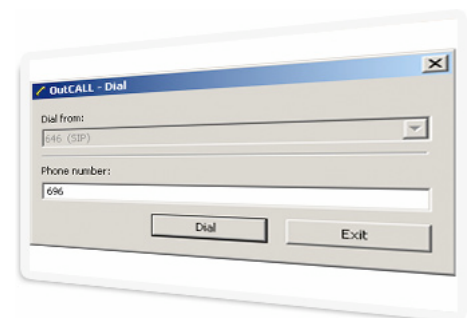
Sound Converter

- Sound Converter Wizard
- Audio formats supported
.gms, .ulaw, .alaw and .sln
- Files Automatically Upload



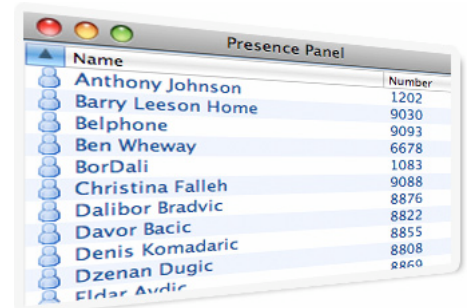
outCALL

- MS Outlook Integration
- Click To Call
- Real-Time Popup Call Notification
- Unlimited Language Support



Presence Panel

- Monitor Extensions
- Extension Status
- Click To Call
- Color Coded



Softphone / Webphone

- Live Interaction
- Calling Using PC and VoIP



Lower Costs

PBXware supports PSTN and/or VoIP technologies which together with included least cost routing lowers total communication costs.

Easy Moves

Should the system need to be moved to another physical location, there is no need for rewiring since the system will use the existing data network.

Higher Productivity

Remote working features, remote access, remote extensions are included resulting in the higher productivity for your employees.

Reduced Maintenance Costs

PBXware includes simple to use yet very an advanced web administration interface. It allows your organization to delegate system administration to appropriate personnel. This in turn reduces system maintenance costs.

Scalable Proven Solution

PBXware has now many thousands of installs that have helped build a thoroughly tested product

Wide range of supported handsets!

PBXware supports a wide variety of handsets : Snom, Sipura, Grandstream, Cisco, Lynksys, Polycom & Aastra are some of the manufactures supported. Each handset has its own set-up guide, full install guide and most are auto provisioned.

Legacy Compatibility

PBXware supports traditional PSTN technology making legacy integration possible.



Standard Features

Tenant(s)/Resellers(s)	1
Multiple Languages	●
Standard or E164 Routing mode	●
Conferences Permissions	●
Remote Mobile/Cell Extension	●
Astmanproxy/Asterisk manager	●
CDR Search	●
Extension(s)	1000
PSTN/VoIP Trunks	∞
IVR Auto Attendants	∞
Conferencing	∞
Enhanced ACD Queues	
Music On Hold	●
FAX over IP (FoIP)	●
Instant Messaging Server	●
Networking and Branch Support	●
Least Cost Routing	●
Ring Groups	●
Call Recording	∞
Call Monitor	∞
Fax Files Removal	●
Queue statistic enhance filtering	●
OSC Destinations	●
OSC Enhanced Services availability	●
Channel(s) Limit Warning	●
IVR/Queues Custom Ring Tones	●
Monitor E-mail Template	●
Call Recordings Auto Mailing	●
RAM Disk	●
Operation Times Access Code	●
Queues Operation Times	●
Fax Exists Icon	●
MOH Download	●
Reboot Snom Phones	●
Caller ID From Group Hunt Over Trunk	●
CALLER ID = DNIS	●

Standard Features

Operation Times ON/OFF	●
Monitor Announcement	●
Extension Notes	●
DID Do Not Show	●
Extension Search By Default	●
Search Extension By MAC	●
Trunk Number	●
Support For Modal Dialogs	●
HTTP Only Mode	●
DID To ES/CID	●
Check if outgoing number	●
System Wide/Per Extension On/Off	●
User Label	●
Polycom Phone Directory	●

Delivery Method(s)

CD	●
Tarball	●
Appliances	●
SERVERware	●

Call Centre Applications

AQMON	
ACMON	
AgentCOM	
Queues Callback	
Call Agents	
Skills Based Routing	
Queue and Agent Statistics	
Real Time Queue - Agents Monitoring	

Billing

CDRs	●
Real Time Telephony Billing	○

LEGEND

Yes	●	Optional	○
Unlimited	∞	Not Available	

System Administration

Web Browser Administration	●
Role Based Administration	●
Multi Site Administration	●

Setup And Configuration

Unlimited Expandability	●
System Setup Wizard	●
Phones Auto Configuration/Provisioning	●
Trunks Auto Configuration	●
Service Providers Templates	●

Enhanced Services

Follow Me	●
Group Hunt	●
Call Forwarding	●
Do Not Disturb	●
Caller ID	●
Last Caller	●
Call Park	●
Instant Recording	●
Call Pickup	●
Call Filters & Blocking	●
Speakerphone Page	●
Directory/BFL List	●
Speed Dial	●
Monitor Queues	●
Web Callback	●
Delete Recordings	●
Listen To Recordings	●
Call Monitoring	●
Phone Callback	●
Monitoring Conferences	●
Overhead Paging	●
Paging/Intercom	●
Remote Access	●
Personal IVR	●
Online User Directory	●

Customization & Reliability

Services Monitoring	●
System Backup	●
Powerful Reporting	●
Custom Extensions	●

Voicemail

Enhanced Voicemail	●
Operator / Exit Digit	●
Unified Messaging	●
Time Zones Support	●
Voicemail Groups	●

Product / Customer Support

Firmware Updates	●
Customer Support	
<i>Standard</i>	●
<i>Enhanced</i>	●
<i>Emergency</i>	●
Comprehensive Documentation	●

Desktop / Web User Applications

gloCOM	●
Sound Converter	●
outCALL	○
User Self Care	●

CRM / CTI Integration On Request

SugarCRM	●
Sales Force	●

LEGEND

Yes	●	Optional	○
Unlimited	∞	Not Available	



Vision Statement

We Unify Communications

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

PBXware

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