SCOPSERV
INTEGRATED SERVICES

SCOPTEL IP PBX

OUR OFFERING

The ScopTel IP PBX solution is a distributed software application that can be installed on both virtual and physical servers, thus offering a multitude of architectural designs from premise-based servers to a centralized data center (DC) hosted WAN environment. The application is distributed as an ISO which includes the customized Linux operating system

TOP BENEFITS

MANAGEBILITY

- Scalability
- Productivity
- Communication Flow
- Easy to deploy
- Easy to use
- Performance Management

COST MANAGEMENT

- Fax/Email
- Call Centre
- Scalability - very low cost when adding on users
- Existing Network
- Recording of calls

SEAMLESS INTEGRATION

Scopserv making connections integrating links between previously separate systems, applications, services or processes, applying this to improve and manage business processes as much as to the underlying process automation. In the past, PABX integration -- for example in enterprise application integration (EAI) – did not exist, has typically been tightly coupled, or "hardwired", making it difficult to modify in response to changing requirements. Thanks to the advent of Scopserv IP Solutions and the evolution of service-oriented architectures, more agile, loosely coupled forms of integration are now available.

- Integrate into existing network
- Uniformity Consolidation
- Other applications, such as SAP, CRM applications
- Payroll Applications
- Consolidation infrastructure Management

SCOPTEL IP PBX

Whatever your business needs; ScopTEL provides the best solution available. Managing communications systems and increasing productivity in a business is far from easy; high support costs, complex system integrations, expensive and locked-in basic service contracts as well as a sustained dependence on telephone companies and other industry giants. Plus, it can be impossible to keep the technology current without fork-lifting your entire investment.

ScopTEL, was created the expert Unified Communication Business platform. Included in this extremely feature rich collaboration environment, you will find an awesome Professional Contact Center with state-of-the-art Cradle to Grave Reporting and Recording solutions, ACD Wallboards, IVR, Unified Messaging, VoIP Gateway, Fax Server, Traffic Monitoring, Media Transcoding, Back up and VPN Services and so much more.

TOP FEATURES

Some of the basic functionalities you can expect

- Call waiting,
- Forwarding,
- Transfer
- Evolved IMAP E-Voicemail
- Fax to mail/Mail to fax
- Billing tools
- Virtual conference room
- Call recording
- Click to call
- Integration
- Vidéo call support
- Follow me management
- IVR
- Complete ACD functionalities - Queue management with intelligent call routing
- Virtual office functionalities (HotDesk)
- Customisable music on hold (MP3 files)
- Call by name
- Visual and audio message waiting indication
- Supervision (provides knowledge of who is online, who is available and call interception)
- CTI integrated directory
- TAPI Interface
- ShoutCast /SlimServer flow
- Distance log-in on a virtual office (hot desking)
- Multiple calendars for differential treatment of calls
- Management of multi-Companies, with programmable seal degree
- Interactive vocal server for automated navigation with numeric keypad (touch tone)
- Follow-me' function, for an intelligent management in the forwarding of incoming calls Integrated conference bridges, for an unlimited number of virtual conferences
- Automated and intelligent distribution of calls (ACD) with reports