

# iSystem

## Voice Server

The iSystem is an enterprise class, state of the art communication solution that integrates voice, video and data into a single, robust, reliable platform. Built on standard telephony protocols, the iSystem hosts a variety of solutions that are catered to specific requirements of every business and seamlessly bridges the gaps in enterprise communication needs.

The Voice Server is the core of any iSystem solution which houses the application software. The setup and configuration of the iSystem is done through a web portal which directly translates the voice extension network to business and telephony rules.



### FEATURES

- Call Detail Records
- Call Monitoring
- Interactive Voice Response
- Call Transfers
- Automated Attendant
- 3 way Calling
- Call queuing
- Database Integration
- Call Routing
- Customizable Voice Menus
- Predictive Dialer
- Trunking
- Web Based Admin
- Voice Mail
- SMS Capability
- Flexible Extension Logic

### ENTERPRISE CLASS

- Roaming Extensions
- Conference Bridging
- Near Zero Communication Costs
- Secure Communications
- Intelligent Reporting
- High Quality of Service
- Video Support
- Superior Audio/Video Compression

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### SOLUTION OFFERING

- Site inspection and requirement gathering
- Setup, installation and configuration of iSystem server and phones
- Proactive monitoring for software updates, maintenance patches and new features for the servers and desktop phones
- Customized client support portal that includes management console, monitoring tools and knowledge base
- Web and telephony support for operational and technical support issues
- Warranty on the hardware in case of equipment failure
- Consulting for Computer-Telephony-Interfacing

SPECIFICATIONS	7500	8500	9500
Number of Extensions	20	50	250
Number of Simultaneous Calls	10	25	100
Conference Bridges	1	2	Multiple
Scalability	X	✓	✓
CODECs	Soft CODEC	Soft CODEC	CODEC Card
Point to Point Video	✓	✓	✓
PRI Support	X	✓	✓
SIP Trunking	✓	✓	✓
Rock Mountable	X	X	✓

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