IP CONVERGENCE
Leverage your network

SIP Enterprise Telephone System

VoxIP

Unified Voicemail Ready

VoxIP VOIP system has unified messaging by default for no extra cost to our customers.

Added Services Available

Fax servers, conference bridges, call recording, enhanced call parking, internal MCU's, ACD's, hotel services, these are just a few of the software add-ons for the VoxIP system.

Multiple Group Capabilities

The VoxIP system allows for the customer to customer inbound group strategies to meet their needs. From simple hunt groups to full blown call center ACD's. Allow for our VOIP experts to demonstrate how powerful the VoxIP system can be for your call center. Plus superior desktop capabilties in manger to agent monitoring, call recording, barge-ins etc. VoxIP is your enteprise ready ACD platform.

Multiple Tenant Ready

The VoxIP system comes default to provide multi tenant environments

Benefits

Industry's Most Powerful VOIP System
System is powered by Linux operating system, hardened just for VOIP services.

Certified On 20 Telephone Manufacturers
From Yealink, Grandstream, SNOM, Polycom,etc. Customize your deskset to your specific needs per department or personel.

SMB To Fortune 1000, Expandability
System is ready for any sized customer. Our operating system allows for any sized customer to take advantage of our features.

- Unlimited Device Expandability

- SIP Standards For Wide Selection Of TelephoneEnd Devices

- Unified Voicemail Capabilities

- IP Video Telephony Ready

- Integrated Or External SIP Hardware Gateways

- Analog, Digital, SIP Or Google Voice Trunks

- Web Manageable

- Expanded Emergency Services for K12 and Universities

IP Convergence

www.ipcnv.com (833) 320-8324 ipc@ipcnv.com

Features List

IVR/Auto Attendant
Full IVR/Auto Attendant for Incoming calls. IVR/AA has ability for customized messaging, dial number configuration and upgradeable voice recognition services. IVR greetings can be recorded from any telephone logged into the system.

Voicemail
System comes with full voicemail system and allows for emailing voicemail if configurable. System also allows for off-site notification as well. No per voicemail box licensing.

Hunt/Ring Groups
System has the ability to configure 7 different ring strategies for your group calling. System also is configured to provide voicemail box or route call to other hunt group or off-site to external destination.

ACD(Automatic Call Distribution)/Queues
System can be configure to support ACD queues for better call routing, prompted music on hold and call center services. Fully monitored through ACD software and agents can log into multiple queues simultaneously. Queue statistics, IVR breakout options and call monitoring of all agents.

Call Recording
System can be configured to provide call recording for any calls from any direction internally or externally. Calls are stored as wave an can be retrieved through web interface.

Callback Services
Allows for external callers to call predefined extension and then initiates call to you and back to their original number. Process to save employees or customers the fee of contacting you.

Web Callback
Allows for callers on your webpage to enter number and then receive call from your company. System contacts internal extension and then calls external number.

Features List Cont'

Conference Bridge
The system comes with a full conference bridge server if licensed for professional conference bridges. Many conference bridge services can be running at the same time.

Fax Server
System comes with a fax server if licensed for customer to receive incoming faxes to a specific DID. Faxes are received and created as a PDF file then emailed to designated email address. System also has web interface for users to create a fax and send it using the VoxIP system

Find Me Follow/VmX
System has the use the administrator controlled find me follow services or allow the user to use the VmX services. Both allow for extra destinations to be called for connecting to searched party.

Directory
System can be configure to support a single company directory or multi-tenant directories on the same VoxIP system. Directories are for dial by name applications.

Paging
System supports paging to any SIP enabled device. System will page over SIP telephones and SIP gateways to analog amplifiers. SIP gateway is additional hardware required for connecting to analog or older systems.

Park
Calls can be parked at a virtual system and retrieved from any telephone. System can be upgraded to add paging services such as pre-recorded messages, paging over system if park timeout occurs and multiple park groups for multi location on the same VoxIP system.

Wake Up Calls
Used in the hospitality industry for morning calls for guests. System can be configured for specific logins to access this feature only, usually for desk reception staff.