Abraxas IP Telephone System

A complete Telephone System, the system which is designed for the future.

The Abraxas IP Telephone System is an efficient integrated Telephone System, which is available to everybody for its attractive price and using up to date technology benefits communication. The system benefits the user by having large numbers of functions and offers great reliability. When using the Abraxas IP Telephone System together with Abraxas software you are able to achieve solutions for effective business communication both within companies and a contact centre. We offer you different uses of the system - appropriate for new projects, large companies and small companies.

More Information

For more information about Abraxas IP telephone system, please contact us on phone number
00386 1 426 60 03, or visit our web side www.abraxas.si/voip.
Please see more information about Abraxas IT solutions on our web page www.abraxas.si.

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Reduction of operation expenses and investment repayment

The Abraxas IP Telephone System is a solution for telephony in companies of any size. It is an inexpensive way of both making simple mutual connection between different locations and establishing modern telephony network between newly opened offices.

This system makes the three different Telephone Systems (PSTN, ISDN and VOIP) compatible.

The Abraxas Telephone system is suitable for all systems and can be used independently or in addition to an existing Telephone System.

Moving to an integrated system DATA – SOUND – VIDEO is made simple and inexpensive with the Abraxas Telephone System which can also be upgraded and used as an extension to any existing system.

Using a united network for data, sound and video exchange ensures lower introduction costs and less support

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required for the Telephone System which can be in a contact centre, in an office, or new locations.

The system offers you many contemporary functions, which are not available within classical telephony or are only available by additional purchasing. Contemporary functions available are call recording, waiting lines, interactive voice response (IVR), voice mail, call conferencing, questionnaire options, advanced answering machine and integration with other applications.

Users can log on to the Telephone System, independently from their office, just like they do with a computer. The user is available on the VoIP hardphone, SIP or GSM mobile phone, VoIP softphone and on the applications which are used on his computer (MSN Messenger, etc). These components are connected with the Abraxas IP PBX by a united LAN network. The main intention of this system is that you are available on one telephone number wherever you are and no matter how you are connected to the network.

and are preventing system shutdown because of a hardware failure.

A varying amount of ISDN BRI and ISDN PRI can be built into the system in addition to using analogue cards (for further information please se the technical specification on our web page www.abraxas.si/voip). Up to 1200 telephone lines can be joined to the system.

These two models are different, model 2950 is intended to be held in a rack and model 2900 is free-standing. Model 2900 can be held in the rack by a "tower to rack" kit. Despite its compact shape, models 2900 and 2950 offer large storage capacity for call recording and enough space for a new superstructure.

Model 1900 and 1950

For all those who need large efficiency but not so many telephone lines, recording capacity, the highest level of security, availability and back up, we offer model 1900 and model 1950. You can also build in ISDN BRI, ISDN PRI and analog cards (for further information please se the technical specification on our web page www.abraxas.si/voip). Model 1950 is designed to be held in a rack and model 1900 is a free-standing model with option to build in a rack later.

Models 1900, 1950, 2900 and 2950 can be clustered together. The capacity is unlimited.

Model 620

For users who need efficient Telephone Systems but in a limited space, model 620 is available. This model is designed for users who do not need a raised level of security, reliability and extra capacity for call recording. This model offers full functionality of an

Integration with Abraxas software

ISDN
PSTN
VoIP

Abraxas IP PBX
queues,
IVR,
voicemail,
...

SIP mobile devices

analogue devices
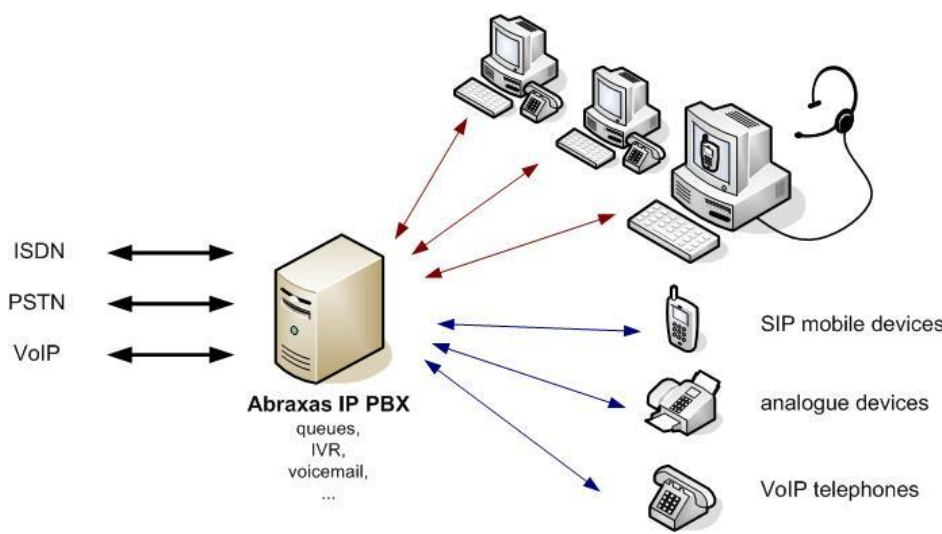
VoIP telephones

You can see the full list of features, which is regularly updated on our web page www.abraxas.si/voip.

Integrated Telephone System Abraxas IP

Abraxas IP Telephone System is based on high quality Dell servers, which ensure working power, reliability and more users and sources at the same time.

We offer you different types and configurations of Telephone System, which vary due to their capacity, safety, reliability and price.

Model 2900 and 2950

These two models are intended for the most complex users. The most efficient components assure that every phone call comes to you, no matter how busy the network is. Redundant components ensure that the system works reliably

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integrated Telephone System.

For further information check our web site www.abraxas.si/voip.

Program equipment and extras

The Abraxas IP Telephone System includes programming equipment (Abraxas IP Software) with configuration, which includes configured incoming lines, internal numbers, agents from a contact centre, a queuing system, call routing, recording calls on disk with 1 TB capacity, network card for data transfer and data protection in a case of disk damage – RAID 5.

The Telephone System can be configured based on your needs.

Integration with Abraxas Software

Module CTI (Computer Telephony integration), which is included in the standard Abraxas IP configuration makes it possible for the system to integrate with either other Abraxas or other third party software. In addition to this you are able to have connections with other Telephone Systems, both external and Abraxas applications therefore changes are

made bearing in mind needs may change in the future.

The main advantage with the Abraxas IP Telephone System is its modular design which makes increased functionalism, based on your needs, possible. The system enables flexible usage, which were previously unpredictable or expensive in classic systems.

Abraxas Dialog

In addition to the PBX functionality that the Abraxas IP Telephone System offers the user may also undertake polling with the Abraxas Dialog software (which is part of the Abraxas IP Telephone System). Therefore operators can efficiently perform polling which can assist in making future business decisions.

The software enables the user to define the set of questions prior to calls which can then be used whilst the operator is having the conversation with the client.

By using the polling facility the business is able to gain information regarding client satisfaction about the services, their suggestions on how to improve things, discuss any special offers available to ensure that any additional business opportunities are maximized.

The exact order and type of questions can be pre-defined. If the operator

decides to undertake a poll the system selects a client and leads the operator through the questionnaire procedure. The agent asks the client the questions, which are displayed on the screen, and notes down the questions in the underlying database.

You can undertake the questionnaire with clients who call you directly or using existing client details available on your spreadsheets.

A simple questionnaire is possible with the software available. The system calls a client from the database, asks them one or more questions and enters the client's answers in the database.

The Abraxas dialogue makes it possible to define the questionnaire using a sample menu (IVR).

Abraxas TopPhone

Abraxas TopPhone is a program module, which makes it possible for a direct connection between the Abraxas IP Telephone System and the user's computer. A simple user interface, which takes up little space, shows the telephone number or name of the person that calls and provides the opportunity to record another phone number for contacting. The computer screen contains the buttons you need

to transfer or disconnect the calls.

TopPhone can be operated using just a computer and headsets. By using a computer and headsets, classical telephones can be replaced.

Therefore avoiding the difficulties encountered with the unpredictable nature and volume of calls at a call centre where additional telephones may usually be required, as the business will only be required to plug in additional headsets.

Connection with different Telephone Systems (Gateway)

The Abraxas IP Telephone System can be used in addition to other Telephone Systems. A classical or ISDN telephone exchange can connect into the IP telephony without changing the existing system. This recognizes IP numbers of telephones, which you are calling, and by using IP numbers you can call for free by using an internet connection. An additional Wi-Fi connection with system makes it possible to combine GSM and Wi-Fi networks. If you are out of range of the Wi-Fi network, you use a GSM network. As soon Wi-Fi is back in range the system will switch to the Wi-Fi network and makes it possible for cheaper calls.

Wi-Fi network phoning is possible, if you are in range of the Wi-Fi network and by using a mobile phone.

Recording of conversations

The system's basic function makes it possible to record a conversation and can be used in addition to an existing system. An extra program module (which can be purchased separately) makes it possible to manage the recorded conversations.

IVR systems

The integrated Telephone System can be used as a very efficient answering machine, which has many functions, with the help of IVR (Interactive Voice Response). The answering machine is available in a basic format or offers more complex functionality such as being able to see client's bank account,

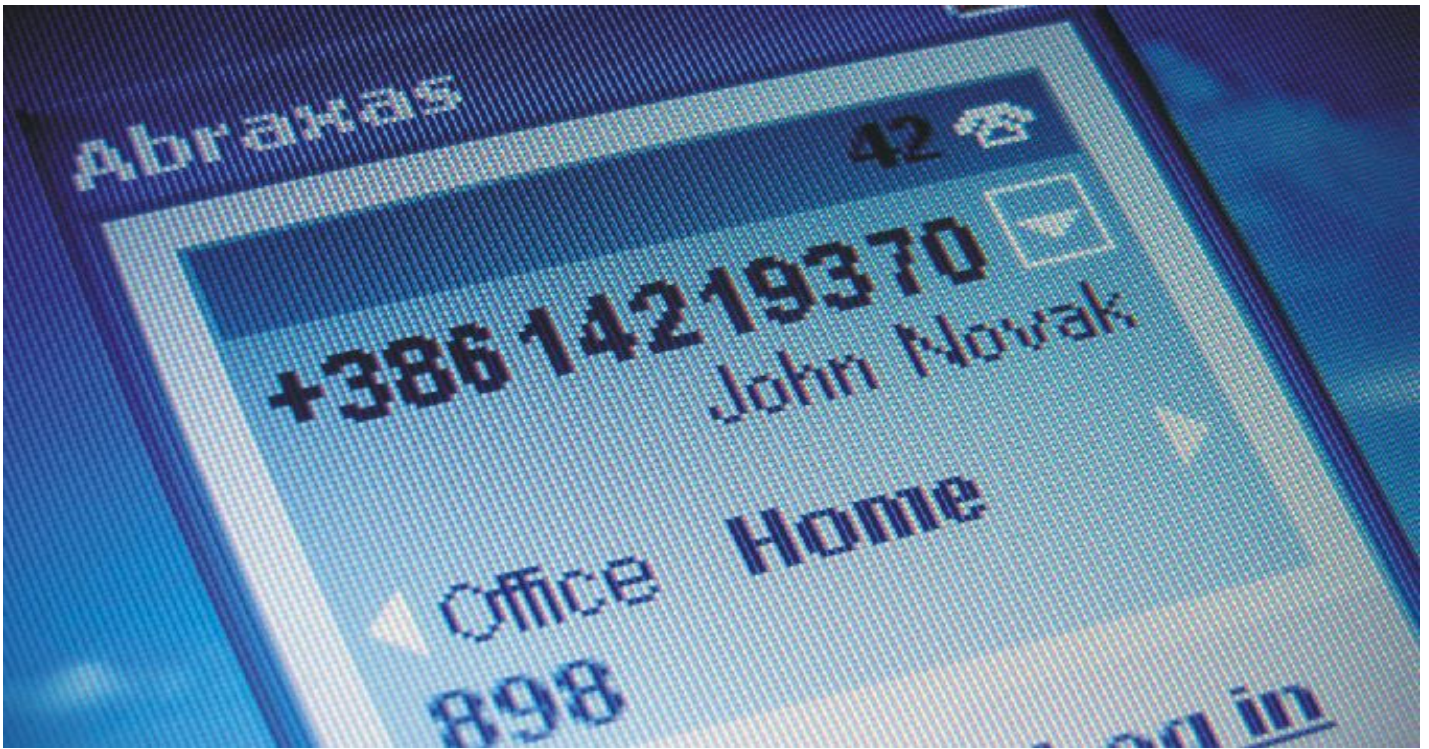## Abraxas IP Telephone System

1. Connecting PSTN, ISDN and VoIP Telephone Systems

2. Call transfer

3. Call parking

4. Caller's ID

5. Conference calls

6. Voice mail

7. Support for faxes

8. Call recording

9. Interactive voice response (IVR)

10. Call queues

11. Uniting of different locations

12. Hiding caller's ID

13. Quality of Service, which makes optimal quality of sound possible

14. Integration with Abraxas program equipment and other applications

15. TopPhone

16. Telephone voting

17. Polls

18. Advanced answering machine

19. Being available on a single telephone number regardless of your physical location

20. Range of different models for different needs

21. A great number of extras, which makes an excellent all round system

More Information

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make an appointment to see a doctor, view timetables of arrivals and departures. In addition to this it is also possible to access a variety of information such as the weather forecast, horoscopes, or official exchange rates.

Abraxas IP Telephone System makes it possible to perform telephone voting. The system automatically receives voter's call and records the result.

The system receives fax messages, which can be distributed by e-mail.

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ABRAXAS

Ultimate solution

Beside Abraxas IP Telephone System, we offer you extras, which make the solution complete.

VoIP telephones

We have selected reliable, efficient and long-term VoIP telephones, which offer the best in both price and quality.

We offer both Polycom and Aastra telephones.

Uninterruptible power supply (UPS) 1500 VA

With this device we guarantee a supply of electricity power to the telephone exchange with 20 telephones connected for an hour. We offer you UPS with a higher capacity for longer independence.

Walboard

Wallboard is intended for call centers and shows the main information regarding an agent's efficiency and the number of people who are waiting in queues.

Network switches

We offer you efficient Ethernet switches, which are used to connect telephone exchanges, telephones and extras. The switches offer you reliability and quality of telephony (QoS Support for VoIP), supplying telephones over the network.

Headsets

Abraxas CTI Server makes it possible to use softphone on the operator's computer without using an actual telephone.

To enable you to use this we offer different models of headsets available at competitive prices.

About Abraxas

Company Abraxas d.o.o. was established in 1990 with the intention of making high quality IT solutions for companies.

Our IT solutions are used in 25 European states. Our long-term competitive position is being held with quality solutions, competitive prices and with our customer's confidence.

In addition to It solutions like Turizem, CRM, Boniteta, IP telephone system and other (please see more details on our web page www.abraxas.si) we also make information turn –key solutions.

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