



Swift IP

Features Descriptions

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Swift IP

Premises Networks offers a complete IP based telephony system, Swift IP. Swift IP is built on a patented IP-based telephony core which offers all tools needed for a modern telecommunication.

Swift IP is primarily targeted for service provider and operators, enabling the delivery of advanced business telephony services including comprehensive contact center features.

Swift IP can either be delivered to customers as an IP centrex telephony service via service providers or installed at the customer site as customer-placed equipment.

About this document

This document gives a description of the Swift IP features and describes current product versions. The information in the document may be changed without further notice. Premises Networks Management PLC reserves the right to freely change content and functions in its products.

1 FEATURES DESCRIPTIONS

System Features	
Direct Dialing Out (DDO)	If permitted by local PTT regulations.
Direct In Dialing (DID)	If permitted by local PTT regulations.
A-number presentation	The service provides the called party with the possibility of receiving identification of the calling party.
Attendant only	When an incoming call is received, the system will route the incoming call to operator only. If the operator is busy or unable to answer the call, the system will keep ringing operator and let callers hear ringing tone until the call is answered.
Attendant, then call management	When an incoming call is received, the system will route the incoming call to operator first. If the operator does not answer the call within the time-out defined, the system will follow operators setting for call management to send the call to defined destination.
Automatic time synchronization with Microsoft platform	Synchronizes with the time information received from Microsoft Platform to enable automatic change of summer/winter time (daylight saving time).
Centralized power feeding for telephones and or analog adaptors	Power feeding via standard LAN switches. Applies to selected hardware.
Dial Tone Limit (DTL)	When users pick up the hand set, the system will send a dial tone instantly and the user can start dialing up any numbers to make a call. If the user does not enter any digit within the defined time, the system will send a busy tone to the user.
Extension setup	Create different extension types and setup extension-related parameters. The extensions you can create in Swift IP, include user, group, administrator, etc.
SNMP support	The server, client components as well as gateways support SNMP.
Virtual numbers	Up to 1000 logical extension numbers in unlimited number of groups, to support hot-desking, recognition of incoming call type, fax server applications, etc.
Calling groups	Web based group ringing. All users in the group can pick up calls to the group through their web portal. (Available Q2 2006)
Flexible numbering plan	Up to eight digits with number translation.
SIP signaling proxy	Standard based SIP signaling controller. Combines advanced SIP registrar, proxy and back-to-back user agent (B2BUA) servers.
ISDN Interface	PRA support for selected hardware.
Language support	The documentation and system is available in several languages such as Swedish, English and Polish. New languages are easily added.

Multi tenant support	Allows a number of companies to share one Swift IP system on the same hardware.
Multiple number at a physical extension	More than one extension number can be assigned to a single physical extension.
Night service	Re-routing of calls during specified hours.
Power failure circuit	Battery backup locally. Applies to selected hardware.
Single cabling network infrastructure	Send voice traffic over existing data infrastructure.
Terminal portability	The ability for user to transfer their terminal apparatus (e.g. a telephone) within a network segment without any loss of interoperability. Terminal portability works for standard SIP terminals.
Tone (DTMF) and pulse dialing	DTMF recognition, on internal and external calls.
Unrestricted service	Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.
Intercept (calls to wrong number)	Routes calls made to a non-working line to an announcement prompt.
Ad hoc conference	Phone based multi part conference.

Networking

Internet networking	Call via internet connections.
Single system multiple site networking	Networking with multiple sites on a single server system.
Voice networking via VPN	Voice Networking via VPN set up.
Home networking	Networking with multiple Home Workers on a single server system, based on broad-band connections (DSL).
Multiple gateways	Support for multiple gateways in different locations.
Web based management of calling profiles	The users can manage their communication profiles through an intuitive web portal.
Web based management of presence information	The users can manage their presence information through an intuitive web portal.
Web based directory search	The users can search the directory via web portal irrespective of location.
Web based directory calling	The users can place calls from the directory via web portal irrespective of location, "call-by-name".

Application Interfaces

Call control API	We have published API for customized call control.
Soft-phone plug-in API	Soft-phone functionality can be expanded and adapted through an easy to use programming interface.
Standard report generator	Standard report generator with an extensive range of reports.
Open statistics database	The statistics database is open and can be used for customized reporting and other applications.
CDR database	Extensive, flexible Call Detail Records are logged to the database.

Extension Features

Mobile Manager (Mobile Extension)	Mobile Manager (also known as Mobile Extension) enables users on the move to use their mobile phones or any other telephone device as if they were full-featured extensions of the enterprise PBX. Through the Swift IP Web Portal, the user has full flexibility to direct his extension to any internal, external or mobile telephone, allowing a true “one phone” service.
A-number presentation	The service provides the called party with the possibility of receiving identification of the calling party.
Fax extension	Extensions can handle incoming faxes (analog or T.38 adaptor needed).
Free seating	Allows the user to use any terminal in the system.
SIP terminal support	Support of a wide variety of SIP-standard IP devices.
Hands-free	Loudspeaker and microphone for conversation without handset (telephone dependent).
Last number dialed repeat	Dial last number or numbers. (telephone dependent).
Personal extension	User oriented system approach with personal extension numbers.
Re-routing on busy	The presence system can re-route calls to internal or external number, voice-mail or attendant.
Re-routing on no answer	The presence system can re-route calls to internal or external number, voice-mail or attendant.
Re-routing on not logged in	The presence system can re-route calls to internal or external number, voice-mail or attendant, when user not logged in on soft phone.
Re-routing on service level (ACD)	The presence system can re-route calls to internal or external number, voice-mail or attendant.
Telephone extension	All hardware has a unique extension which can be associated with a personal extension.
Transfer	A call can be transferred to an internal or external number, voice mail or attendant.
Unconditional call forward	The presence system can re-route calls to internal or external number, voice-mail or attendant.

Soft-phone Features

Blind transfer	Transfer a call to a specified extension or outside number. If the line does not answer, the call does not return to the user. The call is transferred without consultation.
Transfer with consultation	A user can transfer a call after consultation.
Caller ID (name and number)	Displays the caller's name and telephone number, enabling you to greet the caller by name.
Dial by name	Dial directly from directory on name basis.
Directory search	Search in 36 different directory fields.
DTMF keypad	Send DTMF via soft-phone.
Free seating	Allows the user to use any terminal in the system whether you are a regular user or a switchboard attendant.
Mute	Mute the microphone.
Outgoing call history	All outgoing calls are stored in a list. The user can initiate calls directly from the list.
Personal ring tone	Choose any wave signal as ring tone.
Toggle	Toggle between two parties during consultation.
Toolbar mode	Soft-phone can be used as toolbar, so most of the PC screen can be used for other applications.

Directory Features

All directory fields searchable (38 fields)	Attendants and users can search in all 36 directory fields.
Direct directory dial	Dial by name directly from the directory.
Global directory search	Make a global directory search throughout the network.
Internal telephone directory	Central directory of internal contacts.
External telephone directory	Central directory of external contacts.
Multiple directory field search	Search in multiple search fields to narrow the search and find the person faster.
Open directory fields	There are 6 open fields where the user can specify which search fields to use.
Personalized directory search	Customize the directory search field based on personal preferences.
Personalized directory search save	Save the customized directory search profile.
Scalable directory	Database supported directory for large scale installations.

Search by keyword	Search by keyword such as department, room, work description, etc.
Personal directory	Individual personal directory / phone book for all extension users.
MS Outlook integrated call control	Telephone features Integrated with MS Outlook provide direct calling from Outlooks contact book.
MS Outlook directory export	Contacts from MS Outlook can be exported to the web portal personal directory.
Presence Features	
Absence categories	Up to 15 different presence/absence categories included for each user.
Additional absence information	Add a unique presence/absence description in addition to the predefined categories.
Follow me	Users can request that their incoming calls are transferred to a designated internal or external number.
Re-occurring presence Information	Set reoccurring presence/absence information or events, per day, week or month.
Re-routing at absence	The presence system can re-route calls to internal or external number, voice mail or attendant.
Scheduled presence information	Schedule absences or presence information for future events.
Web based managing of presence information	The users can manage their presence information through an intuitive web portal.
MS Outlook integrated presence	Presence features integrated with MS Outlook calendar provide direct setting of presence/absence information and call re-routing during a calendar event. (Available Q2 2006).
Voice Mail Features	
Access personal mailbox	By accessing your personal voice mailbox, you can listen to voice messages, change personal greetings and other settings. You can also access your mailbox from remote.
Leave messages directly	Send an incoming call to a designated voice mailbox to leave messages directly. It allows callers to leave messages to target voice mailbox without having to go through the time for phone ringing.
Message auto saving	If a received message has been listened to, but not deleted, then the system will automatically save the message.
Messages date and time stamp	A retrievable announcement to track a recorded message recording date and time.
Personal greeting / absence Information	A personal greeting can be recorded in the voice messaging system. All types of telephone can be used to leave voice information for callers while the user is absent (Calling in and changing VM message).

On-site/off-site notification and retrieval

Voice mail message indication via E-mail with message as attachment.

Attendant Features

Blind transfer	An attendant can transfer a call directly without consultation.
Bypass call diversion and follow me	The switchboard attendant can bypass call forwarding by directly calling a telephone extension.
Call distribution	Calls are queued and answered as they are received.
Calling reason display	Displays the reason why a call has been forwarded.
Central presence change	Attendant can add and change information for any user within the presence system.
Contact center and attendant alternation	An attendant can also be working as a contact center agent simultaneously.
Dial by name	Attendants can dial by name in directory system.
Directory functions	Attendants have full directory support.
Extension status	Allows the attendant to monitor the status of the extension user without sending away the call.
Flexible call alerting	With this feature, an attendant can be alerted to a call requiring attention by an alert tone that is sent through the headset, rather than the speaker. To reduce room noise, buzzing through the speaker can be eliminated during regular hours.
Force-in on diverted extension.	Call directly to telephone extension.
Identification	The attendant has A-number identification of each user in the system as well of call from outside the system.
Inter-attendant calls and transfers	This feature allows an attendant to call, speak to, and transfer a call to another attendant.
Multiple attendants	This feature allows up to multiple attendants to be used as a message center for large number of users.
Presence system	Attendant has full supervision within the presence system.
Queue indication	Real time indication of queue status via queue pulse.
Quick keys	Quick keys for all attendant functions.
Transfer with consultation	An attendant can transfer a call after consultation.
Wrap-Up	No calls are sent to attendant during optional wrap-up time.

Administration Functions

Analog adaptor administration	Centralized administration of analog adaptors, adaptor vendor specific.
IP Telephone administration	Centralized administration of IP telephones, phone vendor specific.
Personal extension administration	A personal extension is virtual and always connected to a person which allows for easy central administration as well as administration of the user themselves.
Telephone extension administration	All hardware has a unique extension which can be associated with a personal extension and can easily be centrally administered.
Administration of voice mail	Administration of voice mail boxes in same way as extensions.
Tenant self administration	Tenant administration of users, directories and extensions
Distributed web administration	Web-portal to administrate extensions and personal number users. Can be used by attendants, line managers, secretaries and end users.
Multi-tenant administration	Service provider management interface to administrate tenants in a multi-tenant environment.

System Management Features

Alarm event log	Faults and problem alarms are logged in the standard Windows event log.
Automatic restart	After the server has a power loss it will automatically restart.
Codec select	The system can use several standard codecs (both voice and video).
DHCP support	Swift IP has full DHCP support.
Dial plan configuration	Swift IP has a dial plan configurator to help in setting up new dial plans.
Extension status monitoring	Swift IP has real-time extension status monitoring.
Manual back up	To prevent any data damage caused from unexpected event, the system allows administrator to backup configuration data when it is necessary. This service can run during system operation.
Remote configuration, service and maintenance	Via web based interfaces and standard Windows tools the system can be remotely managed. This includes system changes and upgrades, monitoring fault analysis and correction.
SNMP support	Vital system components can be managed and monitored through SNMP.
Single point of entry for extensions data	Centralized database where all data can be managed.

Contact Center System Features

Multimedia capability	Use any IP-enabled media like voice, voice over IP, e-mail, fax, electronic forms, letters, document chat and co-browsing. Some medias require optional feature-pack, external hardware and adaptation.
API:s for customization	We have a number of published API:s for customization and adaptation to specific customer needs features can be developed.
Agent controlled wrap up time	This feature enables the agents to control clerical time; an interval between an agent completing one call and receiving the next one. The wrap up time is measured by the system.
Automatic wrap up time	This feature enables the agents to have a predetermined interval between the agent completing one call and receiving the next one. There can be different time intervals for different skill groups.
Voice mail support	Voice mail is integrated in the system and calls can be rerouted to voice mail based on call routing rule settings.
Screen pop	Plug-in based interface for screen pop support for both inbound and outbound calls.
Knowledge base support	Web based FAQ-support.
Multi tenant support	If very high levels of security are required the Swift IP system has multi tenant support where the customers have separated databases.

Contact Center Agent Features

GUI based telephony	GUI based telephony.
Notification of new contact – pop-up and audio	Pop up window and audio notification of new contact, notification of phone calls and E-mails and optionally for fax and other media.
Agent viewer	View agent status, logged in or not.
Agent presence system	Agents have a presence system for personal presence/absence information.
Free seating	Allows the user to use any terminal in the system weather you are a regular user, agent or a switchboard attendant.
Personal ring tone	Choose any wave signal as ring tone.
DTMF keypad	Send DTMF tones from the soft-phone.
Toggle	Toggle between two active calls.
Consultation call	Make a consultation call to an external or internal number.
Transfer with consultation	A user can transfer a call after consultation.
Blind transfer	A user can transfer a call directly without consultation.
Toolbar soft-phone	Soft-phone can be used as toolbar, so most of the PC screen can be used for other applications.
Home agent support	Allows the user to work from home with full functionality via a VPN

	connection over broad band (DSL)
Agent instant messaging	Send instant messages to colleagues and supervisors.
Redial last 10 numbers	Up to 10 latest dialed numbers are stored for easy redial.
Outbound call	Call outbound and register the call on the proper project.
Directory search	Search in up to 6 different fields of the total 38 fields in the internal directory.
Individual agent queue	Each agent has an individual queue where private calls and individual skill based routing calls are queued.
Agent availability real time queue information	Queue pulse to see agent availability in real time.
Number in queue real time queue information	Queue pulse to see number in queue in real time.
Service level real time queue information	Queue pulse to see service levels in real time.
Greeting phrase script	Individual welcome and bye phrase help scripting per skill group.
Volume control	Microphone and speaker volume control set and reset to previous settings.
Talk time limit advise	Recommendation on call talk-time per skill group.
Queue time presentation	Presents the actual queue time for each contact.
Recording	Recording controlled by agent and centrally. (Available Q2 2006)
Mute function	Mute the microphone.

Contact Center Supervisor Features

Agent status view	Color codes for all agents on what state they are in and how long time the agents been in the latest state.
Historical statistics	See statistics below.
Remote supervisor	Use supervisor functions from a remote location on the network.
Supervisor instant messaging	Send instant messages to individual agents or groups.
Real Time Traffic Management (RTTM)	Central supervision and management of a large number of queues and agents.

Contact Center Inbound Contacts

Automatic Call Distribution (ACD)	Automatic Call Distribution from queues to agents.
Unlimited multiple queuing	Use as many queues as required; unlimited number of queues for intelligent routing.
Individual skill based routing	Allows each agent to have individual skill profiles for skill based routing settings.

Multimedia queuing	Queue any IP-enabled media in the same queue, e.g. Voice and E-mail, or optionally other media, in the same queue.
Priority routing	Priority routing allows special queues to be assigned priority status and routed ahead or after other queues.
Transparent network routing	Allows the allocation of all agents over distributed sites into one queue without overflow routing.
Multimedia routing	Route all IP-enabled media by the same rules.
Pre-routing	Choice of routing based on time and or customer choice.
Post-routing	Select the most suitable agent or least occupied agent.
Service level routing	Route your contacts based on service level, percentage of calls within a certain time.
Skill based routing	Route contacts based on skills.
Overflow routing	Overflow based on expected wait time, service level, queue length or agent logged out.
Expected wait time	Expected wait time estimates are announced to callers in queue.
Greeting message	Individual greeting message per queue.
Queue hour scheduling	Schedule queues for opening hours etc.
Re-routing on no answer	Re-routing to new skill group, queue, internal or external number, voice mail and attendant.
Routing on not logged in	Re-routing to new skill group, queue, internal or external number, voice mail and attendant.
Group routing	Re-routing a skill group to another skill group.
Wait time countdown	Announcement of number of calls in queue and expected wait time.

Contact Center IVR

DTMF based IVR	Make selections in the IVR with dial tone telephones.
IVR menus	Redirects and other actions based on DTMF menu choice.
IVR data entry	Data entry and verification through DTMF.

Contact Center Outbound Contacts/Dialers

Outbound dialing API:s	Call control and dialing API for customized dialing systems or external TM applications can control the Swift IP application.
Outbound billing codes	Outbound billing codes let the agent assign a call to a specified project to enable easy billing of the call.
Blended Inbound and Outbound traffic	Use inbound and outbound blending to optimize resource usage.

Database based dialing	Connect a database with customer telephone numbers to dial more effectively.
Preview dialing	See the contact before dialing out, the call is initiated by the agent.
Progressive dialer	Dial the contact automatically when an agent is available and present the contact before dialing out.
Results management	Tool where buttons can be created with sales and no sales, as an example, and the results is presented in a report.

Contact Center Statistics

Real time queue information	Supervisor real time statistics with time of latest state.
Customizable statistic groups	Virtual statistic groups to enable comparable data on arbitrary groupings of agents.
Multimedia contact statistics	Historical statistics transparent for all medias.
Integrated inbound and outbound statistics	Same statistics package for inbound and outbound calls.
Export of data	Export data to programs like Excel and Adobe.
Excel based statistics and reporting	Excel based statistics and reporting via data export.
Open statistics database	Ability to use the statistics database for adaptation, customized reports and other applications.
Customizable reports	Customizable reports via crystal reports.
Historical statistics	Extensive range of standard reports: <ul style="list-style-type: none"> - Abandoned Calls - Call Flows - Inbound calls - Outbound calls - Clerical time - Performance - Rejected calls - Overflow calls - Service Level reports - Agent activity - Agent efficiency - Contact Center utilization

Contact center Recording

Agent initiated recording	Agent initiated recording, to enable recording of contracts etc.
Automatic recording	Automatic recording of all voice contacts.
Recorded file administration	Web based tool where files easily can be found connected to agent, skill group, date, time of day and user defined action.
Recorded file conversion	Moves the recorded file to a specified server and converts the file to a specified format as Wave, MP3 etc.
Web based listen to recordings	Recorded files can be replayed over the internet.

Contact Center Admin Features

Single point access to create queues and skills	Single point access to create queues and skills.
Single point access to manage queues and skills	Single point access to manage queues and skills.
Assigner billing groups	Connect two or more skill groups to an assigner in order to facilitate statistics and billing.
Drag and drop support for agent data	Drag and drop support for agent data.