



Swift IP Features Overview

System

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|--|---|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> A-number presentation <input checked="" type="checkbox"/> Attendant only <input checked="" type="checkbox"/> Automatic time synchronization with Microsoft platform <input checked="" type="checkbox"/> Centralized power feeding for telephones and or analog adaptors <input checked="" type="checkbox"/> Dial tone limit (DTL) <input checked="" type="checkbox"/> Direct Dialing Out (DDO) <input checked="" type="checkbox"/> Direct In Dialing (DID) <input checked="" type="checkbox"/> Extension setup <input checked="" type="checkbox"/> Flexible numbering plan <input checked="" type="checkbox"/> ISDN interface | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Multi tenant support <input checked="" type="checkbox"/> Multiple numbers at a physical extension <input checked="" type="checkbox"/> Night service <input checked="" type="checkbox"/> Power failure circuit <input checked="" type="checkbox"/> Report generator and call statistics <input checked="" type="checkbox"/> Single cabling network infrastructure <input checked="" type="checkbox"/> Terminal portability <input checked="" type="checkbox"/> Tone (DTMF) and pulse dialing SNMP support <input checked="" type="checkbox"/> SIP signaling proxy <input checked="" type="checkbox"/> Virtual numbers |
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Networking

- | | |
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| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Multiple gateways <input checked="" type="checkbox"/> Single system multiple sites networking <input checked="" type="checkbox"/> Voice networking via VPN | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Web based directory search <input checked="" type="checkbox"/> Web based managing of calling profiles <input checked="" type="checkbox"/> Web based managing of presence information |
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Application Interfaces

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| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> API's for customisation <input checked="" type="checkbox"/> Call control API <input checked="" type="checkbox"/> Open statistics database | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Outbound dialing API's <input checked="" type="checkbox"/> Soft-phone plug-in API <input checked="" type="checkbox"/> Standard report generator |
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Extension

- | | |
|---|--|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> A-number presentation <input checked="" type="checkbox"/> Fax extension <input checked="" type="checkbox"/> Forward on busy <input checked="" type="checkbox"/> Forward on no answer <input checked="" type="checkbox"/> Forward on not logged in <input checked="" type="checkbox"/> Free seating <input checked="" type="checkbox"/> Hands-free | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Last number dialed repeat <input checked="" type="checkbox"/> Personal extension <input checked="" type="checkbox"/> SIP terminal support <input checked="" type="checkbox"/> Telephone extension <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Unconditional call forward |
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Soft-Phone

- Blind Transfer
- Caller ID (name and number)
- Dial by name
- Directory search
- DTMF Keypad
- Free seating

- Mute
- Outgoing call history
- Personal ring tone
- Toggle
- Toolbar mode
- Transfer with consultation

Directory

- All directory fields searchable (38 fields)
- Direct directory dial
- External telephone directory
- Global directory search
- Internal telephone directory
- MS Outlook integration call control

- Multiple directory field search
- Open directory fields
- Personal directory
- Personalised directory
- Personalised directory search save
- Scalable directory

Presence

- Absence categories
- Additional absence information
- Follow me
- MS Outlook integration presence

- Re-occurring presence information
- Re-routing on absence
- Scheduled presence information
- Web based managing of calling profiles

Voice Mail

- Access personal mailbox
- Leave messages directly
- Message auto saving

- Messages date/time/length stamp
- On-site/off-site notification and retrieval
- Personal greeting / absence information

Attendant

- Blind transfer
- Bypass call diversion and follow me
- Call distribution
- Calling reason display
- Central presence change
- Contact center and attendant alternation
- Dial by name
- Directory functions
- Extension status
- Flexible call alerting

- Force-in on diverted extension
- Identification
- Inter-attendant calls and transfers
- Multiple attendants
- Presence system
- Queue indication
- Quick keys
- Transfer with consultation
- Wrap-up

Administration Functions

- Administration of voice mail
- Analog adaptor administration
- Distributed Web administration
- IP telephone administration

- Multi-tenant administration
- Personal extension administration
- Telephone extension administration

System Management

- Alarm event log
- Automatic restart
- Codec select
- DHCP support
- Dial plan configuration

- Manual back up
- Remote configuration, service and maintenance
- Single point of entry for extensions data
- SNMP support

Contact Center System

- Agent controlled wrap up time
- Automatic wrap up Time
- Knowledge base support
- Multi tenant support

- Multimedia capability
- Screen pop
- Voice mail support

Contact Center Agent

- Agent availability real time queue information
- Agent instant messaging
- Agent presence system
- Agent viewer
- Blind transfer
- Consultation call
- Directory search
- DTMF keypad
- Free seating
- Greeting phrase script
- GUI based telephony
- Home agent support
- Individual agent queue
- Mute function

- Notification of new contact – Pop-up and audio
- Number in queue real time queue information
- Outbound call
- Personal ring tone
- Queue time presentation
- Quick keys
- Redial last 10 numbers
- Service level real time queue information
- Talk time limit advise
- Toggle
- Toolbar soft-phone
- Transfer with consultation
- Volume control

Contact Center Supervisor

- Agent status view
- Historical statistics
- Real Time Traffic Management (RTTM)

- Remote supervisor
- Supervisor instant messaging

Contact Center Inbound Contacts

- Automatic Call Distribution (ACD)
- Expected wait time
- Forward on no answer
- Forward on not logged in
- Forward on service level
- Greeting message
- Group forwarding
- Multimedia queuing
- Multimedia routing

- Networked call distribution
- Overflow routing
- Post-routing
- Pre-routing
- Priority routing
- Queue hour scheduling
- Skill based routing
- Unlimited multiple queuing
- Wait time countdown

Contact Center IVR

- DTMF based IVR
- IVR data entry

- IVR menus

Contact Center Outbound Contacts/Dialers

- Blended Inbound
- Database based dialing
- Outbound billing codes
- Outbound traffic

- Preview dialing
- Progressive dialer
- Results management

Contact Center Statistic

- Customisable reports
- Customisable statistic groups
- Excel based statistics and reporting
- Export of data

- Integrated inbound and outbound statistics
- Historical statistics
- Multimedia contact statistics
- Real time queue information

Contact Center Administration

- Assigner billing groups
- Drag and drop support for agent data

- Single point access to create and manage queues and skills

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