



Hosted PABX
revolutionising communications



Introducing the... Hosted PABX

WHAT IS VoIP?

Voice over Internet Protocol (or VoIP) is a technology that allows phone calls to be made over the internet instead of over fixed telephone lines. Many of the calls we make every day already use VoIP technology.

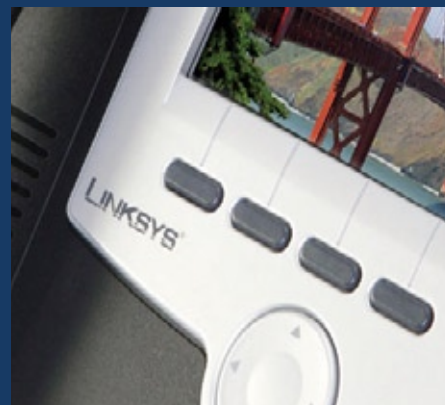
The quality of VoIP does vary. A cheap low quality VoIP company will generally deliver cheap low quality VoIP calls. Our Business Grade VoIP service is crisp, clear, and is at least as good as any fixed line service.

VoIP is easy to set up, and has much lower operating costs. For small business, our Hosted PABX solution provides business-grade features such as auto attendant, call parking and voicemail. You no longer need to purchase expensive and complicated equipment that hangs on your wall requiring constant maintenance.

The Call Flow system is so easy to use, you can even manage the system yourself, all from an easy to use web interface. Best of all, should you ever move office, simply take the handsets with you to the new location. Your phone system will be up within minutes, not days.

Benefits of Hosted Services

With the availability of fast, reliable internet, there is a growing global trend towards outsourced applications and hosted solutions. A hosted solution is where your application resides on a server in a secure data centre, which you then access using the internet, or a dedicated data connection. The main advantages of hosted services are large savings as you can "share" all the costs of buying, maintaining and upgrading expensive equipment.



Call Flow can now offer the same solution for your phone system!

The Call Flow Hosted Phone System

It has never been this easy to set up a new phone system. Simply plug your new IP phones into your existing data network and away you go.

Some of the benefits include:

Lower setup costs

The hosted system is usually up to 70% less expensive than a traditional phone system.

No ongoing maintenance

As the Call Flow system is housed in a secure, state-of-the-art Data Centre, you never have to pay for any of the ongoing maintenance and upgrade charges.

Feature rich

Your new Call Flow phone system will provide you with all the features you will ever need, as well as introduce you to some new features normally only available on the most expensive phone systems.

Flexibility

So long as you have internet, your new Call Flow handsets can operate from anywhere, just like they were plugged into your office.



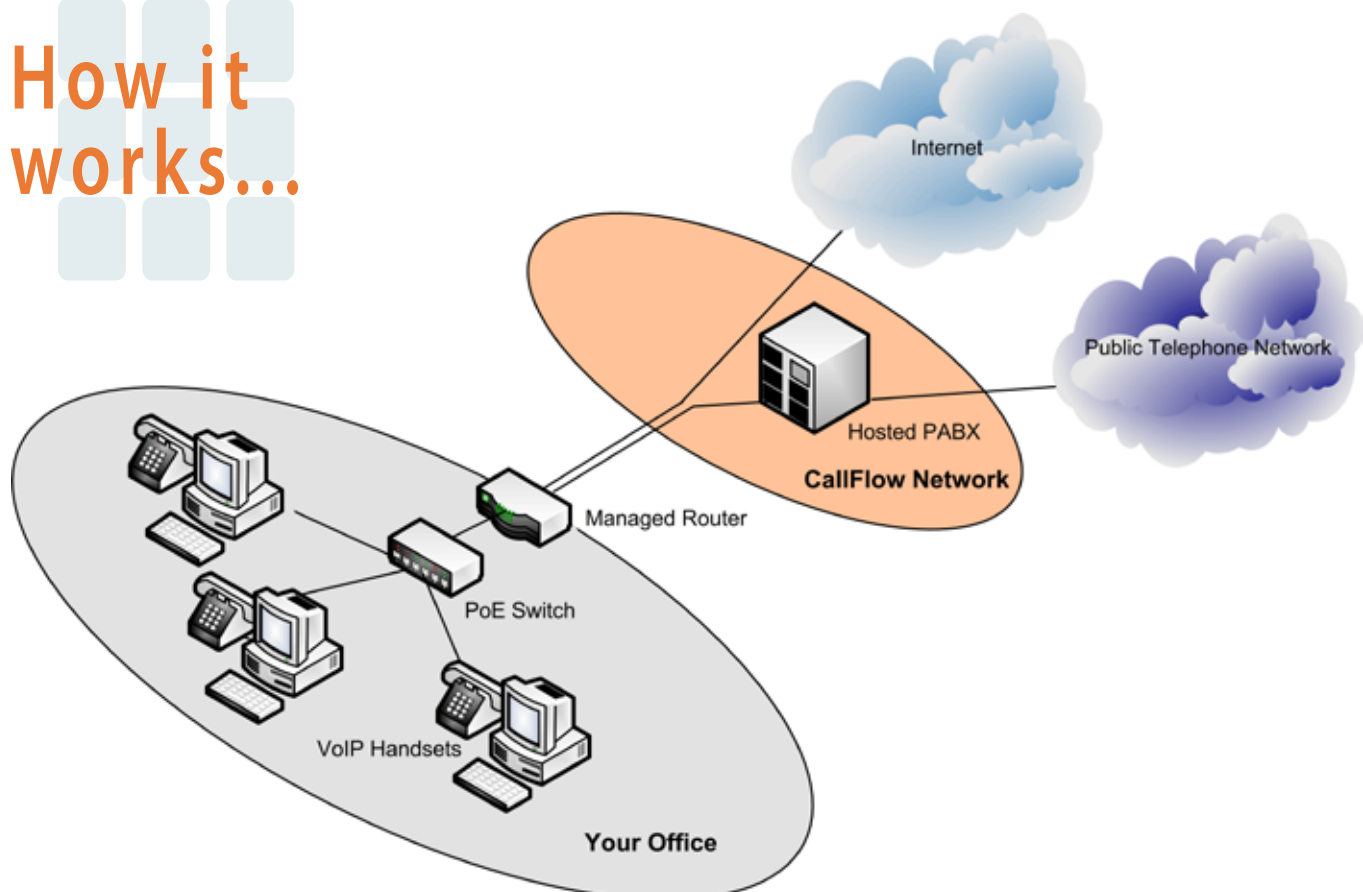
Redundancy

Should your internet or electricity ever go down, we can quickly transfer all calls to an alternate number, or even take your IP phones to another location.

Growth

Gone are the days of waiting for weeks for Telstra to upgrade your phone system or add a line or extension. With your new Call Flow system, simply contact your Call Flow representative who will send you out new phones, or remotely enable a new feature on the spot.

How it works...



Hosted Features



Presence support

Monitor the status of other extensions. Multi color LED buttons show what other extensions in the company are doing.



Incoming Call Rules

Filter incoming calls based on CallerID and time of call, using rules that can perform a set of predefined actions, like hangup and transfer to certain destinations.



Call Forward

When you're not at your desk be sure not to miss important calls. Forward call to another extension or even to your mobile phone.



Call Pickup

Pick up calls ringing at other extensions. Anyone can answer another employee's phone without leaving their desk.



Call Parking

The feature allows you to put multiple callers on hold and allow these callers to be picked up by somebody else.



Call Transfers

Calls can be seamlessly transferred between extensions or even to external landlines or mobile phones so you never miss that important call.



Record Conversations

Record important calls as part of service assurance or abuse prevention. Call recording can be event driven (the employee press on a button) or unconditional (setup by



Online Fax Center

Receive fax messages directly in your email client Inbox. Users can receive fax notifications or even fax messages as PDF files by email.



Voicemail

Never miss important messages when you're out of office. Recorded messages can be listened while out of office or even sent by email to the mailbox's owner as a .wav file.



Authorization to Reach Extension

Be sure that only important calls reach you. This feature ensures privacy by requesting the caller to provide a password in order to contact the desired extension.



Do Not Disturb

When you are busy, make sure that nobody can disturb you. This feature can be activated and deactivated from the handset.



Call Cascading

Make sure that somebody will take the call. By enabling this feature, the call gets forwarded to another extension if not answered within a specified amount of time.



Music on Hold Management

Music on hold playlists can be easily organized and customized using the web management interface.



Text2speech

Convert plain text to natural speech, even if the message is in a foreign language. This is a great enhancement to any IVR.



Dedicated Voicemail Number

A company can assign a special phone number the employees can call from a public phone number in order to check their voicemail messages.



Time Intervals Management

You can optimize the call costs by choosing the best route according to the defined time intervals. Schedule events that must happen on a certain period of the day,



Advanced Call Reporting

Monitor user's activity with detailed reports and statistics. A wide range of reporting tools are available for administrators and management.



IVR (Interactive Voice Response)

Create complex auto-attendant voice menus with multiple options and actions. Increase customer satisfaction without adding extra staff.



Advanced IVR Features

Build complex yet simple to use IVR's with a wide range of predefined actions. Text to speech, IVR test mode, IVR cloning, to name just a few of the features.



Call Queues

Call queues can answer multiple calls and distribute them to agents using sophisticated algorithms. Improve customer satisfaction and even guarantee SLA terms.



Call Queue Reports and Statistics

The detailed call queue reports and statistics including incoming calls report, answered / unanswered report, call distribution reports and more.



Call screening

The new call screening features are particularly interesting for call centers that want to filter calls by destination.



Ring All

When an extension is called, this triggers other extensions to ring. The first extension answering the call gets the connection.



Sound Files Management

Easily upload, delete and change sound files that are used by the PBX on prompts, messages, IVRs, etc.

Equipment Options



Power over Ethernet (PoE) Switch (SRW224P)

This switch provides network connectivity and power to the VoIP handsets. Depending on the configuration, you can also optionally connect PC's or other devices to the handsets, or directly to the switch. These switches are available in 8, 24 and 48 port configurations.



Standard VoIP Handset (SPA942)

Stylish and functional in design, the SPA942 VoIP telephone is ideal for a residence or business using our hosted IP telephony service. Standard features include four active lines, dual switched Ethernet ports, 802.3af PoE support, a high resolution graphical display, speakerphone, and a 2.5 mm head-set port. Each line can be independently configured to use a unique phone number (or extension), or can be configured to use a single shared number.



Colour VoIP Handset (SPA962) + Optional BLF Sidecar

The SPA962 VoIP telephone is a must for businesses requiring extra functionality such as Busy Lamp Support (with optional Sidecar). Standard features include six active lines, dual switched Ethernet ports, 802.3af PoE support, a high resolution color display, speakerphone, and a 2.5 mm head-set port. The power supply for the SPA962 is sold separately and will be required if PoE functionality is not implemented.



Wireless VoIP Handset (WIP330)

The WIP330 Wireless-G IP handset features a large, full-color high resolution LCD display with an intuitive user interface. The Handset stores the last 20 call history records and can save 250 phone book entries. Personalize your phone with a selection of ringtones that reflects your style.



VoIP Conference Phone (Soundstation IP 4000)

Designed for offices or small to medium sized conference rooms, the SoundStation IP 4000 provides remarkable room coverage. You can speak naturally from up to 10-feet away from a microphone and still be heard clearly on the far end of the call. The optional extension microphones offer an increased pickup for larger rooms. Plus, with gated microphone technology, echo and background noise is almost entirely eliminated.



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