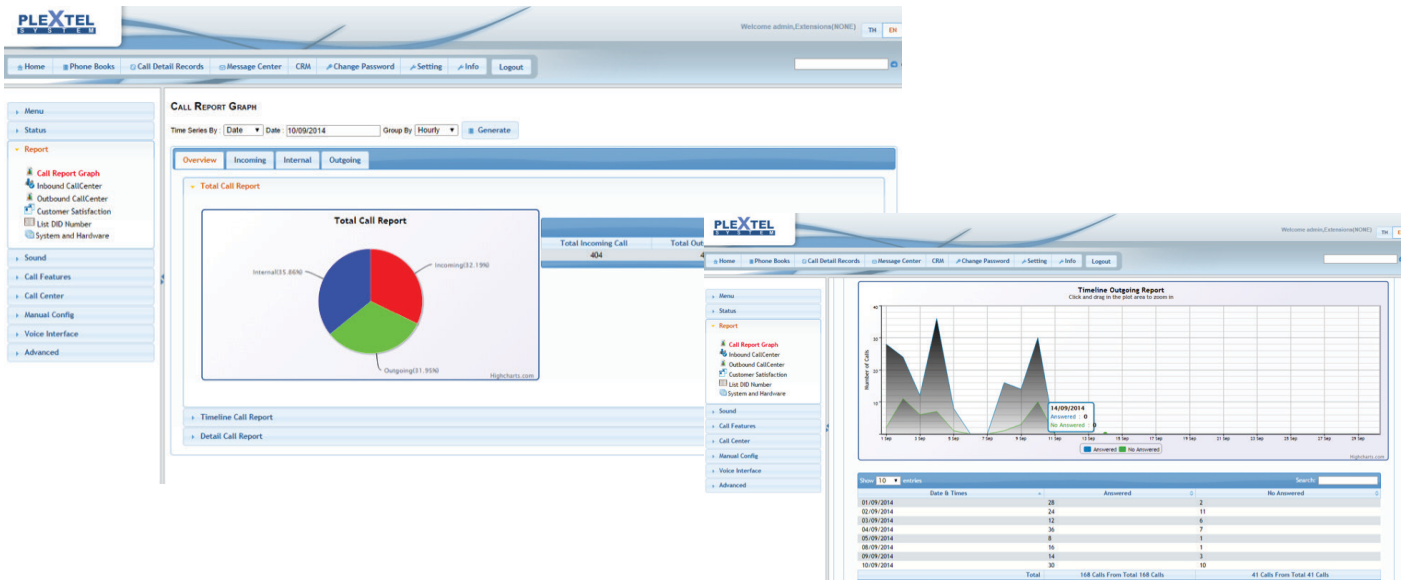# Plextel Communication-Server System

All Plextel Communication Server, are advanced and full-featured IP-PBX & CallCenter system, which shared the same great flexible Features never been found in others PBX system !

Agent Manager - Plextel Client

Incomming Call	Outgoing Call
IN Status: Idle LastCall: 00:00:00	ABANDON, OUT,2020-05-21

CONNECT

Call ID: | Talk Time: 00:00:00 | Outgoing Call IP-Phone: Yealink | SatscoreNumber ∨ | forward

Pause | Answer | Hold/Unhold | Call Pickup | Transfer | ServiceName ∨ | | Call | Logout
Status | Hangup | Mute/Unmute | Exten Pickup | Conf | Ext : | Send | Status

▼ X

Queue Status - Plextel Client   — □ ×

Waiting Call: 0   Select Queue : IN ∨   **Online: 1**

QueueName	CallerID	WaitTime

Strategy	HoldTime	ServiceLevel
rrmemory	00h:00m:00s	0.00

Completed	Abandoned	Total
0	0	0

Status	Agent ID	Agent Name	Location	Details
Idle	102	102	SIP/1002	

Not in use(Idle) In use(Active) Invalid Ringing Pause Hold Wraping Wraping more than 3 minutes

---
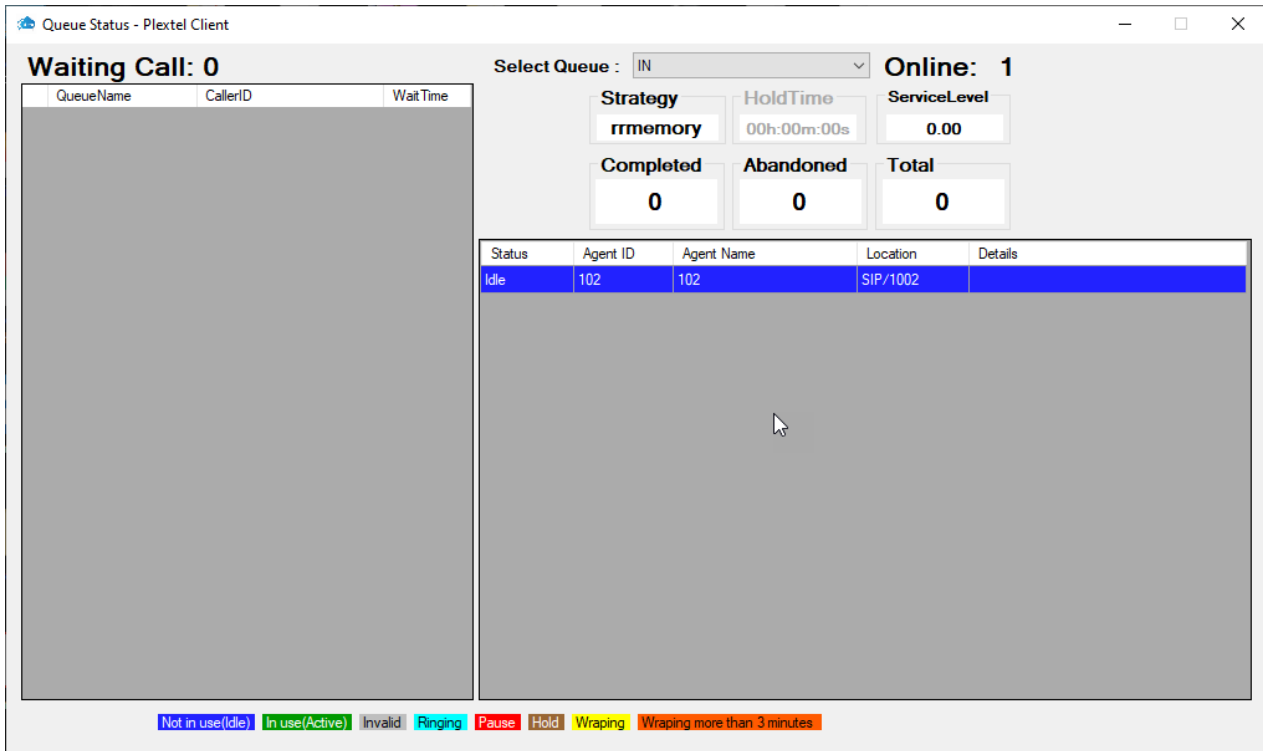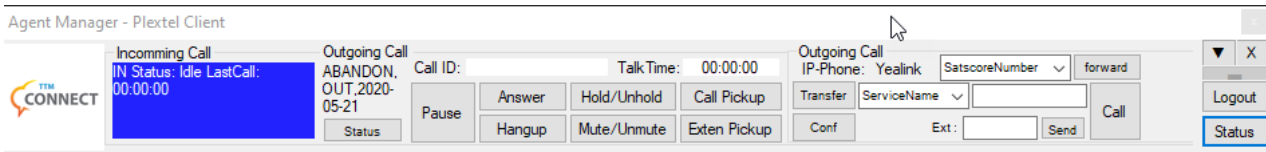
PLEXTEL system provides you an upgradeable business - class communication system with advanced features such as

Call-Center/Contact-Center features with CRM Integration and call recording. Multi-Organization IP-PBX which allow multiple group of users on the same IP-PBX.
Cost Saving such as free inter-network calling (internet/3G) and Low-cost Call via VoIP. Improve user productiviity (Conference Room; Multi-level auto-attendant (IVR);
voice mail; Public-Announcement system; Intercom and Paging system) Call reporting with our intergrated Call-Center reporting, Billing, CDR report, Call report, and much more.
Realtime control with your conference, call-center and your extensions.
Unify Communication, allow voice, video, call record, fax, CRM, voicemail, CDR.
That are only available to high-end PBX but at a lower cost.

IP-PBX / Call Center Performance

- Upto 80 users in Flex-1
- Upto 160 users in Flex-2
- Upto 320 users in Precise-1
- Upto 640 users in Precise-2
- Upto 10 Agents/CallRecord in Biz-1C
- Upto 20 Agents/CallRecord in Flex-1C
- Upto 40 Agents/CallRecord in Flex-2C
- Upto 80 Agents/CallRecord in Precise-1C
- Upto 160 Agents/CallRecord in Precise-2C
- Upto 1500 users in Precise-Custom
- Upto 200 Agent in Precise-2C-Custom

Visualization platforms

- VMware
- Hyper V
- KVM
- Proxmox VE

Support Protocols

- SIP, IAX2
- HTTP, NTP, PPPoE, SSH, DHCP, DNS, DDNS
- LDAP, SMB, NFS, OpenVPN, SNMP, SRTP, NAT, T.38

Audio codecs
- G722, G711(a-law),G711(u-law), GSM,G729,G723.1,G726,iLBC, Speex,lpc10,adpcm

Video codecs
- H261, H263, H263+,H264

UC Features

- Video Call with H.263/H.264 support
- Support MCU connectivity for Video Conference Function
- FAX server
- FAX on demand Include PLEXTEL-CRM

PABX Report

- Call Report Graph
- DID number report
- System and Hardware Report System Status Report

Management Interfaces Features

- Active Call Monitoring
- Active Phone Monitoring
- Active Call Hangup / Transfer
- Active Agent Monitoring
- Autoprovisioning Yealink Phone/Other phone
- Busy Lamp Field (BLF)
- Billing System management
- Billing Rate management
- Backup and Restore management
- Call Recording Management***
- Call Recording Network Backup System (SMB/NFS)***
- Customisable Users Permission
- Call Details Record (CDR) management
- Conference Call Recording management
- External Storage management
- Firewall Configuration
- High Availability Configuration (HA)
- Internal Voice Prompt manager (upto 4 language)
- LDAP User/Agent Sync
- Network Configuration & Tools
- Network Bandwidth Test Tools
- Network security Configuration
- Phone Book with Click-to-Dial support
- Resource Statictic Graph & Monitor
- Screen pop-up management
- System/Service Monitor
- UPS connectivity for automatic shutdown
- Power management

Phone System Features / Call Routing

- DID(Direct Inward Dialing)
- Call Wailting
- Attended Transfer /with status
- Automatic Returning call routing (Direct routing returning call back to caller)
- Blind Transfer / with callback
- Call Parking
- Call Pickup
- Call Forward / Followme (multiple level)
- Extension Pickup
- Intercom Function
- Outgoing Call Authentication
- Call record(One Touch Record,Auto Record(Extension,Trunk)
- Voicemail notification via MWI / Email
- Call Forwardding(No Answer,Busy, Unavailable)/hunting Group(Circular,linear)
- Fax Server / Fax Passthrough
- Roaming Station / Reseated
- Mobile Number, map Mobile/PSTN number to Internal Phone number
- Multiple device registration (Softphone Account)
- Simultaneous ring on both hand-phone and soft-phone
- XML language for phone Integration
- CallerID-Based call routing
- Easy Call Permission system
- IVR (interactive voice response) with multiple level, programmable call flow programmable number
- IVR with Database Query Function support MySQL, Oracle, Microsoft SQL**
- IVR programmable function with drag on drop
- Multi-Group / Multi-Company
- Music on hold
- Multiple Conference Room / Realtime control
- Multiple Sites/Server Connectivity (trunk)
- Paging Function (Paging Zone/Group)
- INTERNAL ANNOUNCEMENT(SCHEDULE TIME)
- Phonebook/Call History
- PABX-LINK connectivity to others PABX system
- Time Based Incoming /Outgoing Call Rules
- Vitrual Number/Hotline Number
- Yearly/Weekly Call Schdule system
- Concurrent limit per group
- Web Callback Call Budget

Devices and Providers

- Softphone on iPhone/iPad/Android/PC/MAC
- IP-Phone
- WiFi phone
- DECT phone (SIP)
- Video Phone
- IP Paging Device
- IP Door Phone
- Analog Telephone Adapter (ATA)
- Gateway (GSM/WCDMA, FXS, FXO, ISDN (E1), etc)
- SIP-Based IP Camera
- Support Popular SIP/VoIP Providers
- SIP Trunking / IP-DID support
- SIP Trunking to other SIP server / IP-PBX / PABX
- Analog/E1 link to other PABX
- SKYPE for Business Integrated connectivity to Microsoft Teams (include swelite module) **

Call Center Features***

- Agent Login / Logoff
- Agent skill support
- API for 3rd party software connectivity
- Automatic Call Distribution (ACD)
- Customer Satisfaction Score
- Customizatle Queue setup
- Coaching (whisper) / Channel Spy
- Call Recording
- Call Queue System (roundrobin, leastrecent, fewest call, etc)
- CRM integration
- Integrated easyCRM software
- Muitple Agent Type support
- OneTouch Loging/Logoff
- OneTouch Pause/UnPause
- Private Whisper
- Screen pop-up / CRM intergration
- Realtime Queue monitoring
- Supervisor management
- Agent Type support (Permanent,CallBack)
- Outbound Callcenter
- Wall Display Inbound Voicemail box

Call-Center Report***

- Inbound and Outbound Report
- Overview Report
- Summary Report
- Answered Report
- Unanswered Report
- Agent Report
- Customer Satisfaction Report Agent Work Code Report

PLEXTEL API**

- Support Data Retrieval from API
- Support Control IP-PBX function from API
- Function Support Dial, Answer, Hangup, Transfer, Hold, Mute, CallPickup, ExtensionPickup, Conference, CallOut, Send DTMF, AgentShow, PauseQueue, PauseReason, HangupReason, GetStatus.

PLEXTEL Client Software**

- Support Windows 7/8
- Support Agent Screen POP-UP on Ring/ Answer/Hangup
- Support Agent phone/callcenter function Control
- Function Support Dial, Answer, Hangup, Transfer, Hold, Mute, CallPickup, ExtensionPickup, Conference, CallOut, Send DTMF, AgentShow, PauseQueue, PauseReason, HangupReason, GetStatus.
- Support Agent outbound Screen POP-UP on Ring/ Answer/Hangup
- Support Yealink Device Action Control

PABX-CRM

- Organizations
- Contacts
- Opportunity
- Cases

** Addon features
*** CallCenter Edition