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ATLAS TELECOM

ATLAS VoIP MEDIA PBX

ATLAS IP PBX FEATURE SUMMARY*

Feature	Explanation	Requirements
On-Screen Menu System		
Automated Attendant	Allows callers to be automatically transferred to a user's extension without the intervention of a receptionist. e.g. select 1 for sales, 2 for support.. .etc.	
ACD/Automatic Call Distribution	Routes and tracks call loading and traffic	
Blacklists	A list of persons or numbers that can be blocked from calling inbound.	
Blind Transfer	Ability to transfer a call to another extension without announcing the call	
Call Details Record	A log of all calls made including: source no., destination no., call duration, date, time etc	Third party database if records are to be stored in format other than text file.
Call Forward on Busy	Calls are automatically forwarded to another extension if the called phone is busy.	
Call Forward on No Answer	Calls are automatically forwarded to another extension if not answered after a defined number of rings.	
Call Monitoring	Allows a supervisor to listen in on a phone conversation.	

Call Parking	Allows a call to be 'parked' on a virtual extension and then picked up by a third party by dialing in to the parked extension.	
Call Queuing	Allows multiple calls to be placed in a queue and answered by the next available operator.	
Call Recording	Recording of a phone conversation for later playback.	Significant amounts of disk space may be used (approx. 16KB/sec of recording).
Call Retrieval	Page a person who then can pick up the call.	
Call Routing	Directs the call to the correct extension based on a Direct In Dial (DID) number.	
Call monitoring	Allows a supervisor to listen in on active calls across a group of phones.	Privacy Policy for staff.
Call Transfer	Transfer a call to another extension.	
Call Waiting	Allows switching between two simultaneous calls.	
Caller ID	Displays the caller's phone number on the phones screen.	Remote phone must send caller's ID.
Caller ID Blocking	Block a call based on the caller's phone number.	
Caller ID on Call Waiting	See the phone number of a second caller while talking to the first caller.	

Conference Bridging	Create a conference call between multiple parties at multiple locations using different phone types; e.g. conference calls a local extension, remote fixed line, mobile and VoIP connection all in one conference.	
Database Store/Retrieval	Store call information in a database for later retrieval.	Third party database such as MySQL.
Database Integration	Ability to access a database during a call to provide such information as a customer's outstanding balance.	Third party database.
Dial by Name	Dial a customer by their name using the phones numeric keypad (using the same technique used when sending an SMS).	
Direct Inward System Access		
Distinctive Ring	Different Rings based on caller ID or selection the caller makes whilst interacting with the auto attendant.	Handset must support multiple ring tones.
Distributed Universal Number Discovery (DUNDI?)	DUNDI is a peer-to-peer system for locating internet gateways to telephony services.	
Do Not Disturb	Incoming calls are automatically routed to Voicemail, reception or alternate extension.	
E000	Emergency Services Number	Requires VoIP provider who supports E000
ENUM	Electronic Telephone Numbers Mapping.	
F a x Transmit/Receive		

Flexible Extension Logic		
Interactive Directory Listing	Allows inbound callers to lookup a person's extension by their name.	
Interactive Voice Response (IVR)	Advanced system for call handling allows callers to navigate a menu system by dialing a number offered from a range of options. e.g. Please dial 1 for sales, 2 for admin.... Allows for creation of systems such as making credit card payments, entering of timesheets etc.	
Local and Remote Call Agents	Staff can log onto the PABX from any phone using a login ID allowing them to make and take calls as if they were in their office.	
Music on Hold	No external device is required. Ships with a reasonable selection of tracks.	Music loaded onto server. Ships with basic selection.
Music on Transfer	Music plays when transferring calls between extensions	As per Music on Hold
Predictive Dialer	Used by outbound call centers. Starts dialing a number based on statistical model of when it is expected that the next agent will be available.	Third parties add on such as 'Vical'. 'Vical'.
Privacy Manager	If a remote callers ID is blocked, the Privacy Manager prompts the call to manually enter their phone number which can then be used to check against a blacklist or white list. The call may then be blocked or let through as appropriate.	
Overhead Paging	Allows an overhead speaker to be 'dialed into' and an announcement made.	Specialized paging device.
Protocol Conversion	Allows the interconnection of disparate phone networks.	Standard protocols supported include: TDM, SIP, H.323, LAX, SCCP.

Remote Call Pickup	Allows a call to be picked up at a remote location.	
Remote Office Support	Ability to connect phones located in a remote office to the office PABX as local extensions.	Internet or VPN connection at both locations.
Open Settlement Protocol (OSP)	OSP provides a way for ISPs to support billing for voice and fax over IP services.	OSP compliant billing package.
Route by Caller ID	The ability to connect a call to a given extension; call queue or group of extensions based on the caller's phone number.	
SMS Messaging		Requires an SMS Gateway.
Spell/Say	The ability to have the 'text' read or spelt to the caller. E.g. read out an email.	
Streaming Media Access	Streaming Media is the rapid transmission of audio and video in packets over the internet.	
Supervised Transfer	A call transfer made by an automatic device such as a Voice Response Unit which attempts to determine the result of the transfer - answered, busy, ring no answer - by analyzing call progress tones on the line.	
Talk Detection	Ability to detect when a person is talking. Useful for detection of answering machines.	
Text-to-Speech	The ability to have the 'text' read to the caller	Festival - Open Source 'Text-to-Speech' engine.
Three-Way Calling	Connect three people into a mini conference call	
Time and Date	Have the time and date read to the caller	
Transcoding	Convert between the different methods of compressing voice.	

Trunking	Connect to the PSTN. E.g. connect a standard telephone line (analog or digital) to the PABX	Requires FXO or T-1 cards
VoIP Gateways	A network device that converts voice and fax calls, in real time, between PSNT and an IP network.	
Voice Mail	Ability to record a message from a caller when you are away from your desk. Includes ability to deliver the voicemail message via email as well as the standard flashing light on your phone.	

Voice-Over IP

- Allows for integration of physically separate installations - Uses commonly deployed data connections
- Allows a unified dial plan across multiple office locations

***NOTE: SOME FEATURES AND FUNCTIONS MAY REQUIRE OPTIONAL CUSTOMIZATION OR ACCESSORIES.**