



## Better communications management

Businesses are increasingly being asked to innovate instead of expand, in all spheres of their operation. Productivity improvements help keep businesses lean while improving revenue. One solution that has helped millions of businesses the world over is migrating to an IP PBX solution to better manage communications.

A great phone system can do more than just keep you in touch with your customers. It can also give your customers an entirely different perception and connection to your business which could create customer buy in and keep your customers coming back for more whilst at the same time giving you tight control on activities in the backoffice. In the long run, this helps grow revenue in ways you never imagined.

Asterisk has a proven track record within the industry for delivering a surprisingly wide range of capabilities for small and growing businesses which translates to a competitive edge in today's competitive environment. Whether it be least cost routing or interactive voice response systems, Asterisk provides it all with a simplicity that busy small businesses have appreciated for decades.

Built on an open sourced, open framework architecture, the very affordable Asterisk PBX does all that any other commercial grade PBX does and much more at a fraction of the cost.

Asterisk includes more than 100 features and functionalities designed to make your business interactions more professional and productive.

Below are some of the many features that make Asterisk one of the most popular small business phone systems ever made:

### **Interoperability**

The fact that the architecture is not closed, it means that various vendors integrate with the infrastructure readily and easily. It makes for a slew of products and services that mold well into an already scalable framework.

### **Conference call features**

Built in multi party conferencing lets you set up call conferencing on the fly. Additionally, built in support for video conferencing protocols makes video call conferencing an option.

### **Versatile Music on Hold**

Provide callers on hold with everything from soothing music from your favourite music stream to sales messages to help boost revenue.

### **Easy interconnection**

SIP connectivity versatility allows Asterisk to connect with third party legacy trunk translation devices, various IP phones as well as inter-trunk Asterisk boxes.

### **Record calls on the fly**

With just the touch of a button, you can record calls for customer service management and training

### **Audit your calls**

Be able to tell what call was made when and from what extension. A crucial feature in keeping your call costs in check

### **Custom IVR**

Setup your system to auto-answer your calls and direct them according to your business structure. This is also a great way to stay open for businesses even after business hours.

### **Group call distribution**

Direct call to a group of extensions to ring simultaneously or consecutively

### **Caller ID**

Be able to see calling numbers at any extension before you pickup. No need for separate pieces of equipment.

In today's world, we expect to be totally connected at all times and we expect this connectivity to realize effective communications. With a unified communications and an IP network, businesses can facilitate collaboration, regardless of where, how or when users are connected. By upgrading to an Asterisk PBX, organizations can enable the unified workspace thus empowering themselves and their employees with a wider choice of communications options.

Designed to ensure fast deployment, minimal administration and secure operations, Asterisk delivers benefits that translate into greater efficiencies and profitability for adopters.

For further information about how Asterisk can help you in your enterprise contact us today.



## Complete Feature List

ADSI On-Screen Menu System  
Alarm Receiver  
Append Message  
Authentication  
Automated Attendant  
Blacklists  
Blind Transfer  
Call Detail Records  
Call Forward on Busy  
Call Forward on No Answer  
Call Forward Variable  
Call Monitoring  
Call Parking  
Call Queuing  
Call Recording  
Call Retrieval  
Call Routing (DID & ANI)  
Call Snooping  
Call Transfer  
Call Waiting  
Caller ID  
Caller ID Blocking  
Caller ID on Call Waiting  
Calling Cards  
Conference Bridging  
Database Store / Retrieve  
Database Integration  
Dial by Name  
Direct Inward System Access  
Distinctive Ring  
Distributed Universal Number Discovery (DUNDI™)  
Do Not Disturb  
E911  
ENUM  
Fax Transmit and Receive (3rd Party OSS Package)  
Flexible Extension Logic  
Interactive Directory Listing  
Interactive Voice Response (IVR)  
Local and Remote Call Agents  
Macros  
Music On Hold  
Music On Transfer:  
- Flexible Mp3-based System  
- Random or Linear Play  
- Volume Control

## Call Features

Predictive Dialer  
Privacy  
Open Settlement Protocol (OSP)  
Overhead Paging  
Protocol Conversion  
Remote Call Pickup  
Remote Office Support  
Roaming Extensions  
Route by Caller ID  
SMS Messaging  
Spell / Say  
Streaming Media Access  
Supervised Transfer  
Talk Detection  
Text-to-Speech (via Festival)  
Three-way Calling  
Time and Date  
Transcoding  
Trunking  
VoIP Gateways  
Voicemail:  
- Visual Indicator for Message Waiting

- Stutter Dialtone for Message Waiting  
- Voicemail to email  
- Voicemail Groups  
- Web Voicemail Interface  
Zapateller

## Computer-Telephony Integration

AGI (Asterisk Gateway Interface)  
Graphical Call Manager  
Outbound Call Spooling  
Predictive Dialer  
TCP/IP Management Interface

## Scalability

TDMoE (Time Division Multiplex over Ethernet)  
Allows direct connection of Asterisk PBX  
Zero latency  
Uses commodity Ethernet hardware  
Voice-over IP  
Allows for integration of physically separate installations  
Uses commonly deployed data connections  
Allows a unified dialplan across multiple offices

## Codecs

ADPCM  
G.711 (A-Law &  $\mu$ -Law)  
G.722  
G.723.1 (pass through)  
G.726  
G.729 (through purchase of a commercial license)  
GSM  
iLBC  
Linear  
LPC-10  
Speex

## VoIP Protocols

SIP (Session Initiation Protocol)  
IAX™ (Inter-Asterisk Exchange)  
H.323  
MGCP (Media Gateway Control Protocol)  
SCCP (Cisco® Skinny®)

## Traditional Telephony Protocols

E&M  
E&M Wink  
Feature Group D  
FXS  
FXO  
GR-303  
Loopstart  
Groundstart  
Kewlstart  
MF and DTMF support  
Robbed-bit Signaling (RBS) Types

MFC-R2 (Not supported. However, a patch is available)

## PRI Protocols

4ESS  
BRI (ISDN4Linux)  
DMS100  
EuroISDN  
Lucent 5E  
National ISDN2  
NFAS  
Q.SIG