zeabix

Enhance Your Business Communication

IP-PBX • IP-Call Center

Products Overview

Zeabix IP-PBX Edition – The IP-PBX system which is designed to support the extension numbers from 20 to 1,000. The solution comes with various features that help enhancing your organization communication e.g. IVR, Call Conference, Call Recording and Call Detail Records. The system also saves your telephone bills significantly for both external calls and inter-branches calls.

Zeabix IP-Call Center Edition - Support numbers of agent between 5 and 50 with both inbound call and outbound call directions as well as the flexible predefined Marketing Campaigns. There are various incoming/outgoing calls distribution strategies to help balancing workload of agents. The CRM is built-in to record, track and display the customers's information, issue log and status as well as displays your relevant products/services information while they are on call, enable the agents to respond to the customers effectively.

Zeabix IP-PBX Edition
Features Overview

Fit for every organization - Support the extension numbers start from 20 and up to 1,000 by various models. Can be deployed for Single site, Inter-branches and remote sites. Suitable for every organization.

Various types of external lines - Support Analog, Digital E1 and SIP Trunk up to 500 numbers. The system also works with Direct Inward Dialing (DID) numbers.

Voice Record - Record the conversation of the calls. The records can be played back by the Web Management or downloaded to user's computer.

Call Details Record - Log the calls usage of staff. The system can analyze and provide various rich reports. The records can be searched and exported by Web Management.

Interactive Voice Response (IVR) Support the Multi-Proposed IVR system to automatically respond to user's interactive of the inbound/outbound calls via keypad.

Conference Call System - Support the Multi-Parties Conference Call with PIN Code authentication to ensure the security of the conference room. The conversation can be captured and recorded.

Call Policies - Various call policies e.g. the system can prohibit specific staff/departments to call international numbers during specific period of time.

Save Telephone Bills - There are many solutions to help your organization saves the telephone bills up to 60% for both external calls (domestic and international) and inter-branches calls.

Smart Devices Support - The Smart Devices e.g. iPhones and Android Phones can be integrated as mobile extension numbers of organization via Wifi or 3G/4G networks.

Fax Server Support - Fax can be received and sent via the system in the form of PDF format and attached to email (paperless). No need to use physical fax machines anymore.

Gigabit Ethernet Support - The Desk IP Phones support Gigabit Ethernet Network. Ensure that the entire Gigabit speed of LAN network will not be downgraded.

Secured calls Over Internet - Every call over internet will be protected by Zeabix Secured Gateway. Inspect every incoming call from every channel especially, SIP Trunk and internet calls to protect from the attacks via IP-PBX system.

Zeabix Call Center Edition
Features Overview

Agent Seats - Support numbers of agent from 5 to 50. Agents can work at the same or different locations

Inbound Calls – Support inbound calls. Automatically transfer the calls to agents with various strategies.

Outbound Calls - Support outbound calls. Automatically call to the predefined list of phone numbers and bridge the calls to available agents. The marketing campaign can be also associated.

Agent Console – Agents interact with Agent Console (Web GUI) to manage inbound and outbound calls. Display customers' information e.g. name and phone numbers. Connect to Database to query and display products/services information immediately.

Real-time Monitoring – Real-time Monitoring – Status of the campaigns, online/offline status of the agents, numbers of waiting call in the queues, missed and answered calls as well as average session time per call.

Built-in CRM – Enable agents to record, display the contact history of customer who is being on the call, including Case Tracking System to manage the issues/requirements reported by the customers.

Rich Reports – Various rich reports e.g. Call Detail, Call per hour, Call per agent, Hold Time, Break report, including abandoned calls as well as waiting time before calls are accepted by agents.

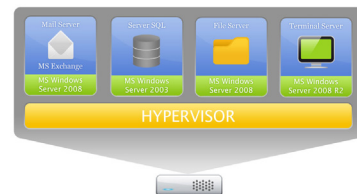# Zeabix IP-PBX and Call Center Edition
Other Outstanding Features

Zeabix Outstanding Features- Both IP-PBX and IP-Call Center editions also equip with the outstanding Features following:

Industrial Grade Hardware

The system runs on the proven and well-known physical servers e.g. HP, Lenovo and DELL. The performance and stability can be fully trusted.

Virtualization Support

Support VMWare, XenServer, Hyper-V and KVM.

Web Management

Easy to manage and monitor the system through Web GUI Management. No need to complicate with Command Line.

High Availability

Maintain the communication even there are some incidents impact both hardware and software with system redundancy features.

Backup/Restore System

Periodically backup all configuration and data e.g. voice record files and all reports. The system can be restored within minutes.

Customizable

Customize the features to fit the specific requirements of organization e.g. modifying the reports, integrating with other 3rd party systems.

Zeabix IP-PBX Edition
Models & Specification

Standard Solution

	EXPRESS	S	M
Recommended Extension No.#*	Up to 40	Up to 120	Up to 260
Co-lines (Analog)	Up to 8	Up to 16	Up to 24
Co-lines (E1 Digital)	Up to 2	Up to 2	Up to 4
SIP Provider Connections	1	Up to 2	Up to 4
Recording Time (Minutes)	300	500	800
High Availability	License Required	License Required	License Required
Conference Rooms	Up to 2	Up to 4	Up to 6
Zeabix Secured Gateway	License Required	License Required	License Required
Secured Connection	TLS/SSL VPN	TLS/SSL VPN	TLS/SSL VPN

Enterprise Solution

	L	XL	XXL
Recommended Extension No.#*	Up to 380	Up to 680	Up to 1000
Co-lines (Analog)	Up to 32	Up to 48	Up to 60
Co-lines (E1 Digital)	Up to 6	Up to 8	Up to 12
SIP Provider Connections	Up to 6	Up to 8	Up to 15
Recording Time (Minutes)	1200	1500	3000
High Availability	License Required	Bundled	Bundled
Conference Rooms	Up to 10	Up to 14	Up to 20
Zeabix Secured Gateway	Bundled	Bundled	Bundled
Secured Connection	TLS/SSL VPN	TLS/SSL VPN	TLS/SSL VPN

*You can add more the extension numbers than the recommendation. The system is not restricted.

Zeabix Call Center Edition
Models & Specification

Models & Specification			

| Standard Solution	EXPRESS	S	M
Agent Seats	Up to 10	Up to 25	Up to 50
Inbound Call	Support	Support	Support
Outbound Call	License Required	Support	Support
Built-in CRM	License Required	License Required	Bundled
3rd Party CRM integration	Support	Support	Support
High Availability	License Required	License Required	Bundled
Reports	Bundled	Bundled	Bundled
Recording Time (Minutes)	300	500	800

Desk Phone Models

Both IP-PBX and IP-Call Center Editions are designed to support Session Initiation Protocol (SIP). This enables the system to operate with every IP-Phone brand that supports SIP Protocol. Therefore, the system is not monopolized by any specific IP-Phone vendors. The organizations have more choices for their own IP-Phones. See several brands that can work with our system properly.

CISCO   Yealink easy VoIP   GRANDSTREAM CONNECTING THE WORLD

EXECUTIVE LEVEL

T48P   VP530   GXP 2170

MANAGEMENT LEVEL

T41P   T32P   GXP 2140

CP-680 (Conference Phone)

ENTRY LEVEL

T19P   GXP 1625   GXP 1628

W56P (Cordless Phone)

Overview Diagram
Zeabix IP-PBX and Call Center Edition
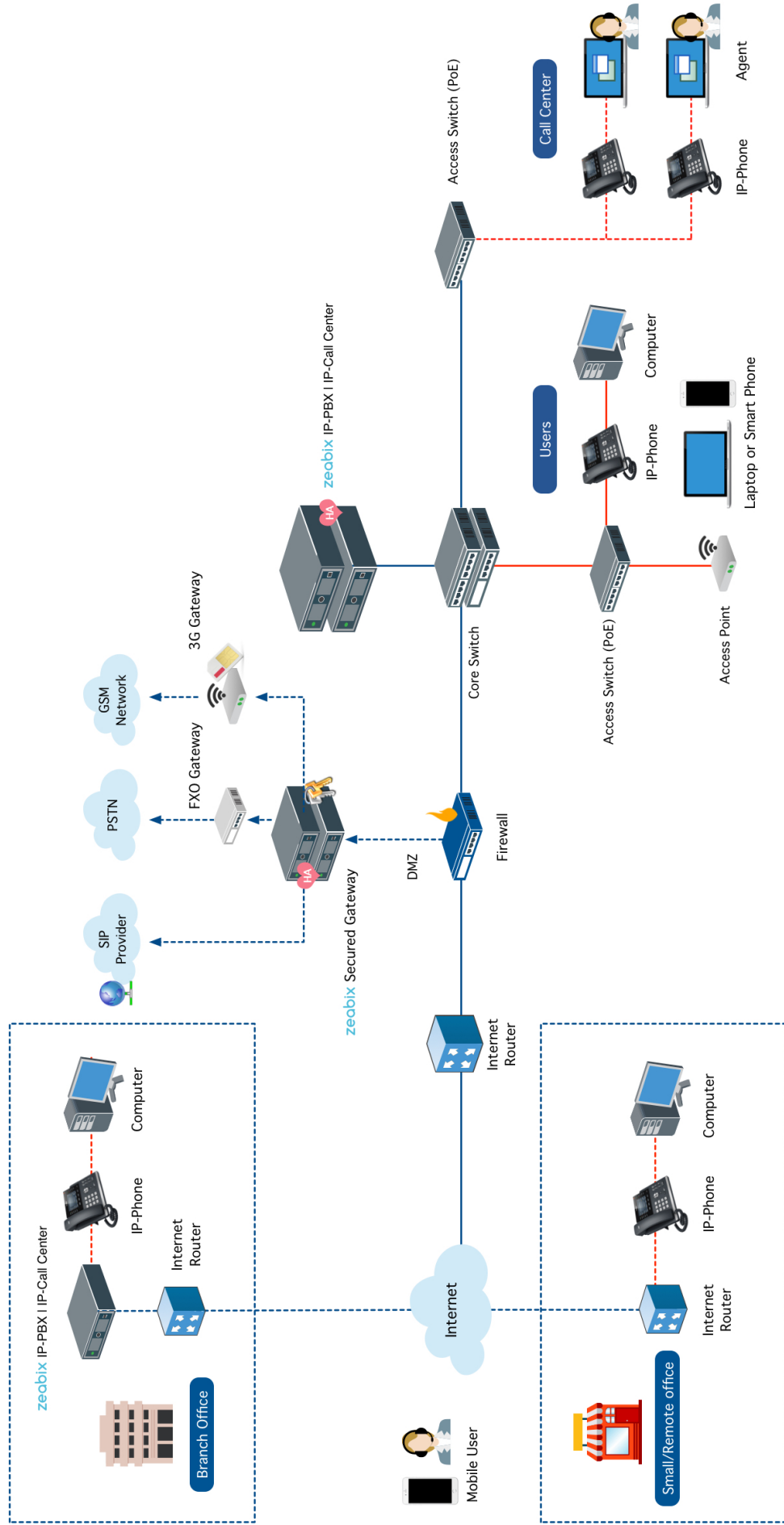
About Us

We are specialist in IP-PBX, IP-Call Center, Network Infrastructure and IT Security solutions. We are fully committed to provide the best service that meets the clients' requirements and exceed expectations to earn the greatest satisfaction. Our team members are certified for reputable and industrial leading Professional Certificates e.g. CCNP. CCDP, CISM, CISSP and PMP.

This ensures that we are qualified to design and implement IP-PBX and IP-Call Center as well as integrate to your existing IT Infrastructure e.g. Network, Server and Virtualization effectively and efficiency.

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