

The 21st Century Business Telephone System



VOIP PBX Telephone System




snom


D305 / D315



D345



D375



M325



D712 / D715



D725



D745



D765

Yealink
EASY VOIP


SIP-T19P E2



SIP-T21P E2



SIP-T42G



SIP-T46G


CISCO™


Cisco SPA 502G



Cisco SPA 525G2



VVX 201



VVX 601


Polycom™

Mobile Devices



iPhone

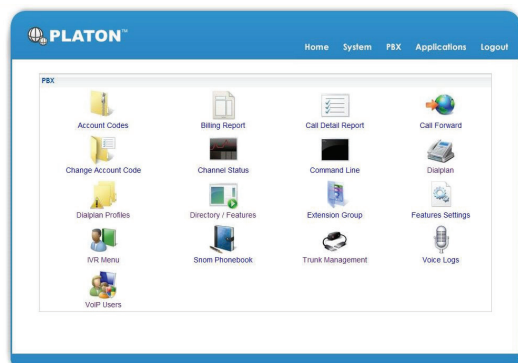

iPad


android


Windows



Software



PLATON® Web based GUI interface

Allows administrator to control and monitor the VOIP system in an easy way. No more waiting for telecom professionals. And no more text based commands. Everything is just pick and click.

Administrator can manage users, dial plans, IVR etc... Everything about a VOIP PBX system, are on user friendly interface. It's secure and powerful. And no client software required on monitoring unit.



Features For Business Operation

1. Free Long Distance calls with your branches and clients using Internet connections
2. Unlimited voice mail box
3. Voice message to E-Mail
4. Free calls with PDA or laptop on travel
5. Interactive Voice Response System (IVRS)
6. Conference Call with more than 3 users (Meet-Me)
7. Call Hold (Music-on-hold)
8. Call Parking
9. Call Transfer (Unattended / Attended)
10. Call Forwarding (All / No Answer / Busy)
11. Do-not-disturb (DND)
12. Call Waiting
13. Call Pickup (Direct / Group)
14. Line Key with Status Indication
15. Incoming / Outgoing Call Screening
16. International Calls Management
17. International Calls Report
18. Day / Night Mode
19. Fax-to-E-mail (Optional)



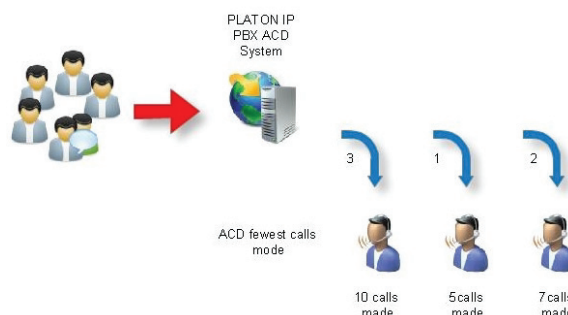
For Customer Service Center

PLATON® includes everything you need for customer service center. From IVR (Interactive Voice Response) to ACD (Automatic Call Distribution), you can manage your customer service center easily with PLATON® solution.

Features for Customer Service Center

1. Automatic Call Distribution (ACD)
2. Multiple Queue on each agent
3. Call Monitoring / Call Coaching
4. Call Recording
5. Call Statistics
6. ACD Wall Board and Agents Status Panel

Agent Status	
On Phone	
Agent: 009 (on phone) Extension: 704 Number: 0101111111 Call Direction: Outgoing Duration: 1 min 2 sec	Agent: 016 (on phone) Extension: 714 Number: 0101111111 Call Direction: Outgoing Duration: 2 min 16 sec
Ringling	
No Agents	
On Hold	
No Agents	
Busy	
Agent: 005 (busy) Extension: 701 Duration: 1 hrs 5 mins 26 sec	Agent: 012 (busy) Extension: 713 Duration: 20 mins 5 sec
Idle	
Agent: 017 (idle) Extension: 702 Idle Time: 3 mins 14 sec	
Offline	
Agent: 006 (offline) Extension: 010	

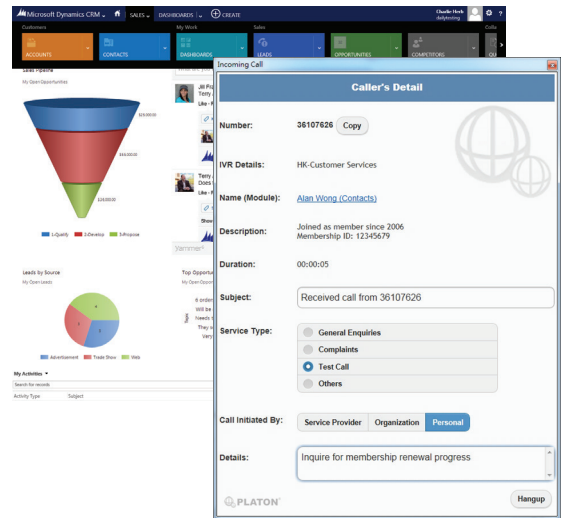




CRM Integration

PLATON® supports popular CRM systems on the market. Including Microsoft Dynamics CRM, NETSUITE, Salesforce, vtiger and SugarCRM. Features such as click-to-dial and screen popping with clients' information, ensures that agents performance along with inbound, outbound and call time efficiency is maximized.

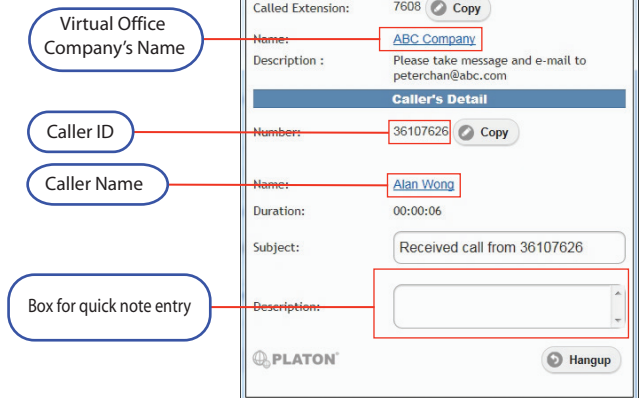
A customized pop-up window shows caller's name and information while receiving inbound calls, caller's inquiries will be saved in CRM system. Agents can check and report latest work progress to callers in real time.



Virtual Office module for Business Center

PLATON® IP PBX system provides features for Business Centre, such as screen popping with virtual office clients' information and caller's information. Reception can transfer calls to client or send message to client through email and SMS (Short-Text Message System).

A pop-up window shows caller's name and information while receiving inbound calls, caller's inquiries will be saved in CRM system.



PLATON® Outbound Call Center Solution

PLATON® ADVANCED SOLUTIONS provides full features for Call Centers. You can build up your telemarketing campaigns with PLATON® ADVANCED SOLUTION. PLATON® provides One-Click to Dial and Auto Dialer functions for different levels of requirement.

PLATON Auto Dialer IVR System Module



Auto Dialer IVR System module allows PLATON® system to make outbound calls automatically. Each time the call is picked-up, the system will playback an announcement over the phone. This module can help reduce time and man power, for companies that requires to make large number of calls each day, and need to give out information to clients.

All campaigns can be controlled by user-friendly campaign management interface. Administrators can arrange Auto-Dialing schedule and manage campaigns in real-time. Call successful rates can also be retrieved by auto-dialing statistics report.

Predictive Auto-Dialer

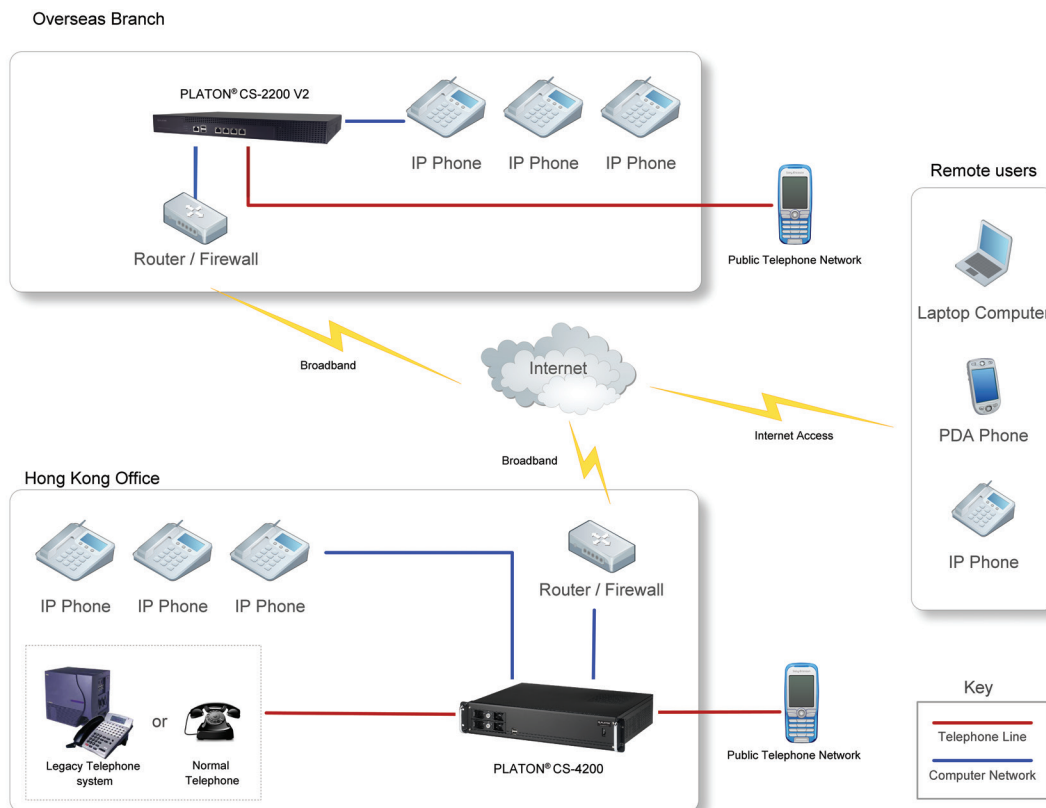


PLATON® Auto-Dialer is designed for large scale telemarketing campaigns. PLATON® will automatically make calls with your phone list.

Once a call is answered, the system detects the answer signal and filter out fax machines and bad numbers. PLATON® will forward valid calls to an agent and start the conversation.

Administrator can setup the dial interval to control the pace of the campaign.

System Application



IP PBX



CS-1200 (SIP)



CS-2200 V2



CS-4200



Server Edition

Model	CS-1200 (SIP)	CS-2200 V2	CS-4200	Server Edition
Chassis	Compact / 19" 1U Rack Mount	19" 1U Rack Mount	19" 2U Rack Mount	19" Rack Mount
Recommended Capacity	25 Users	100 Users	300 Users	300 - 1000 Users
Max. Concurrent Calls	15	50	200	500
Max. PSTN Analog Ports	-	32	128	256
Max. PSTN Digital Ports	-	2	8	8
PSTN Port Type	SIP	CO / IDAP (T1) / SIP	CO / IDAP (T1) / SIP	CO / IDAP (T1) / SIP
Voice Recording Space	20 hours (Voice Mail)	13,000 hours	13,000 - 78,000 hours	13,000 hours or above
Redundant Power Supply Unit	-	-	-	Available
Contact Center	-	-	Max 50 Agents	Max 500 Agents
Input Voltage	110 / 220V AC	110 / 220V AC	110 / 220V AC	110 / 220V AC
Power Supply Unit	Internal	Internal	Internal	Internal
Operation Temperature	0 to 40°C	0 to 40°C	0 to 40°C	0 to 40°C
Operation Humidity	90% non-condensing	90% non-condensing	90% non-condensing	90% non-condensing

* External channel banks may be required for PSTN (Analog / Digital) connection

Accessories

snom D3
Expansion Module



snom D7
Expansion Module



IP Door Phone



Video Conference System



Polycom SoundStation
IP Conference Phone



snom C520 - WiMi
IP Conference Phone



snom C52 - SP
snom C520 Extend



Jabra Speak 510



USB Channel Bank
expansion module



4/8 Ports FXO/FXS
VOIP Gateway



Cisco SPA112
2 Ports FXS Gateway



snom DECT Solution



snom M700



snom M65



snom M85

Headsets



snom Headset



Jabra Bluetooth Headset



Please Contact :