



RBM Voice & Data Consultancy

For all of your *Avaya* INDeX requirements

RBM IPBX Features

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RBM IPBX Product

RBM IPBX is a hosted, cloud telephony service that is easy to use and simple to configure. Your calls are made and received over a voice-over-internet broadband connection and you configure and monitor your phones through a very straightforward web portal. Using the phones is just like using a traditional telephone and you don't need any specialist knowledge or skills to make the most of all the features the system provides.

RBM IPBX is ideal for small and medium-sized businesses, whether you operate from one location or multiple sites. RBM IPBX allows you to link your office phones to mobiles, so it is also ideal for businesses whose employees are regularly on the move.

The system's comprehensive range of administrative and call features make it a perfect alternative to traditional PBX systems. Businesses can easily configure the system to match their exact requirements, even if their requirements are subject to frequent change.

SYSTEM FEATURES

Company Address Book

The Company Address Book feature allows administrators to create two telephone directories that are automatically available to all users on the system. The Internal Directory provides contact details for all the users on your telephone network. The Shared Contacts List is an optional directory that can be used for other telephone numbers or contacts that users might find useful. Contacts can be entered individually or uploaded from a CSV file. They can also be exported as a CSV file, Microsoft Excel spreadsheet or as an XML or pdf file.

Call Groups

Call Groups can be used to create either a group of users that can pick up each other's calls (Call Pickup) or a group of users that will have calls to a specific number distributed between them (Call Forwarding). Up to 250 Call Groups can be specified.

Music on Hold

This feature allows you to provide Music on Hold for all or just specified phones. Administrators can choose from a list of music files available from the portal or can upload their own approved messages.

Time-based Routing

Time-based Routing enables administrators to configure individual phones and voicemail messages for different times of the day or week, eglunchtimes, out-of-hours, weekends, holidays. Administrators can use the feature to route calls to specific internal or external phones, call groups or voicemail boxes for each designated period.

The feature can cope easily with quite complex and sophisticated company schedules, which means that administrators can configure different operating hours for different days of the week and a specific response for each individual routing period.



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Call barring

Administrators can set Call Barring criteria for individual phones or for all phones on the company network. Options include:

- ★ Bar all calls from being received or made
- ★ Bar calls to international numbers
- ★ Bar calls to premium rate numbers
- ★ Bar calls to 118, 0844 or 0871 numbers

Presentation numbers

This feature allows administrators to set an alternative (ie corporate) telephone number that members of the public will see when they receive a call from a phone on the company network.

Performance reports

RBM IPBX's automatic call metric reports help administrators to monitor their call management policies. The reports cover outcomes (calls answered, missed or forwarded to voicemail); performance (time to answer) and volume of calls across days or weeks. Reports can be printed or saved as pdf files.



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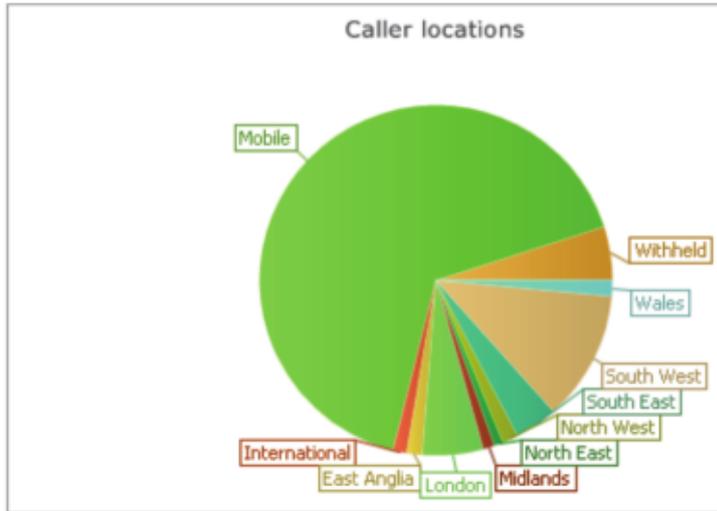
Reports

Category:
 Report:
 From: 00:00 To: 00:00

Inbound calls - Caller locations

Summary of regional locations of external callers.

Location	Calls
Withheld	24
Mobile	320
International	6
Premium	0
Channel Islands	0
East Anglia	7
London	27
Midlands	5
North East	4
North West	7
Northern Ireland	0
Scotland	0
South East	19
South West	58
Wales	7



Reports

Category:
 Report:
 From: 00:00 To:

Inbound calls - Call handling performance

Summary of external calls missed or answered within or beyond 25 seconds.

Name	Calls	Ans < 10s	Ans 10-25s	Ans > 25s	Missed	Service (%)
David Ashworth	6	7	6	0	0	216
Susan Barry	2	2	0	0	0	100
Alexandra Burdfield	14	20	2	0	1	157
Jon Butler	42	1	0	0	4	2
Sarah Caswell	8	27	0	0	0	337
Zoe Ellis	4	7	0	0	0	175
Berry Exeter	33	0	0	3	1	9
Berry Falmouth	173	0	0	0	13	0
Tom Farrelly	7	11	1	0	0	171
Rebecca Hiling	14	40	0	0	1	285
Gavin Holmes	13	5	4	0	4	69
Alicia Johnson	1	15	0	0	0	1500
David Lounhin	2	15	0	0	0	750



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CALL FEATURES

Never miss a call

Divert calls to another number or Voicemail when you're on the phone or away from your desk. Calls can be diverted to external and mobile numbers, as well as to internal phones on the network. Use Call Forwarding to set other numbers on your network to ring when your number is called, or twin your phone with your mobile.

Never lose a contact

Know when you have a message waiting with onscreen pop-ups, SMS text messages and email alerts. Respond immediately with Last Number Redial and Click-2-Talk. Easily manage all your contact lists with your personal Address Book. Never forget to make those important calls – use Events Diary to set reminders against your Address Book entries.

Work efficiently

Set Quick Dial Short Codes for your everyday numbers. See when colleagues are free to take a call with Line Monitoring, and transfer calls to any internal or external number easily. Protect your precious time with Do Not Disturb and Block Anonymous Calls. Bring a colleague in on a phone conversation with Three-way Call and forward important Voicemail messages easily to handsets or emails.



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Mobility

Forward your calls to any internal phone, mobile or external phone.
Access Voicemail from any internal phone, mobile or external phone, or on-line.
Access your contacts from anywhere with your on-line Address Book.
Let the whole team know with messages on Shared Voicemail.
Access your Fax messages on-line or by email.

Work securely

Set passwords and pin numbers to secure your phones, voicemail and web-portal from unauthorised access.
Set external or mobile Failover numbers to keep your communications open in the event of a power cut, or local network failure.

GOLD SUBSCRIPTION FEATURES

Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and / instructions, and up to 100 individual menus and sub-menus which can be applied to Gold subscription telephones.

Call Recording

Call Recording allows the Administrator to set up and monitor the recording of external and/or internal calls on all or specific company phones that have a Gold subscription.

For each phone number you may choose to record all calls or a specified percentage of calls, and whether you want to record just external or both internal and external calls. A search facility allows the Administrator to retrieve any calls that need to be reviewed or downloaded.

Call recordings are stored securely online for six months. After this period they are automatically deleted, although auditable records of all call recordings are kept online indefinitely.

RBM IPBX includes a facility to ensure that downloaded call recordings have not been altered or tampered with in any way since they were initially downloaded. Even if a call recording has been deleted from online storage, its online record includes its checksum value.



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Call Queues

Call Queues hold incoming calls if there are no free operators to direct the calls to. With RBM IPBX you can create up to 50 call queues and choose music to play to a waiting caller:

- ★ Define the maximum number of calls for a queue and what to do with new calls after this number is reached (eg busy tone)
- ★ Set how long callers wait in a queue and what happens after that time (eg divert to Voicemail)
- ★ Choose or create your own introductory message and set how many times this and progress messages are repeated while the call is in the queue.

The System Administrator can monitor the calls waiting in a chosen queue. They can also move important calls up the queue; move calls down the queue, and “expire” calls from the queue – ie forward them direct to Voicemail.

Extras

Phone Buddy

Phone Buddy is a free app for your Windows PCs that gives you fast access to your RBM IPBX call features, including:

- ★ Screen pop-ups on your computer that show when you have an incoming call or voicemail, and who the call is from.
- ★ Immediate access to the portal website without having to log in separately.
- ★ Immediate access to today's received calls.
- ★ Immediate access to unheard voicemail messages.
- ★ Bulk download, file verification and delete functions for Call Recording administrators.



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Wallboards

Wallboards are an optional extra that work with RBM IPBX's Call Group function. Wallboards display real-time call statistic reports, including:

- ★ **Calls overview** – the number of incoming calls, answered calls, outgoing calls, lost calls and average duration both as a group total and by team member.
- ★ **Inbound calls** – the number of incoming calls, answered calls, lost calls, queued calls and ring duration both as a group total and by team member.
- ★ **Outbound calls** – the number of outbound calls, average duration and maximum duration both as a group total and by team member.
- ★ **Queued calls** – the average queue time, maximum queue time, queue limit breaches, timeouts and the number queuing now both as a group total and by team member.

The reports can be displayed on a wall-mounted Plasma or LCD screen, allowing the call group members to monitor and respond to real-time performance issues.

Total In	Total Queued	Avg Queue Time	Max Queue Time	Breaches	Timeouts	Queued Now	
408	56	00:04:24	02:02:04 Nathan Shraga	0	8	0	
Pos	Name	Total Queued	Total Queue Time	Avg Queue Time	Breaches	Timeouts	Queued Now
1	Zane Olivier	16	00:37:01	00:02:18	0	3	0
2	Jeremy De Agrela	15	00:48:30	00:03:14	0	3	0
3	Nick Shraga	9	00:18:29	00:02:03	0	1	0
4	Nathan Shraga	7	02:10:45	00:18:40	0	1	0
5	Jaundre Malgas	5	00:08:10	00:01:38	0	0	0
6	Donnovan Smith	2	00:03:00	00:01:30	0	0	0



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Bria App

RBM IPXBria is a third-party app that extends fixed mobile convergence functionality. The app extends your RBM IPBX office phone to your smartphone (iPhone/Android/Blackberry/Tablet), enabling users to make and receive calls from their mobile devices as if they were in the office using their RBM IPBX telephone number. The app presents your RBM IPBX telephone number when calling, and to your RBM IPBX voicemail. Calls made from your mobile phone using your BriaRBM IPBX profile are automatically charged to your RBM IPBX account rather than to your mobile service contract. RBM IPXBria works with all UK mobile carriers and remains separate from your mobile contract.



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Hardware

Cisco 525G

- ★ Full-featured and stylish 5-line business IP phone supporting up to two SPA500S (32 button) expansion modules
- ★ Graphic-rich, high-resolution 3.2-inch QVGA 320 x 240 color screen
- ★ Support for multimedia functions, such as playing MP3's, displaying digital photos, viewing RSS feeds, and displaying video surveillance camera streams
- ★ Multi feature support, such as caller ID, call forwarding, call transfer, 3-way conferencing, call parking, call history, phonebook, and built-in full-duplex speakerphone



Cisco 504G

- ★ Full-featured and stylish 4-line business IP phone supporting up to two SPA500S (32 button) expansion modules
- ★ Pixel-based display: 128 x 64 monochrome LCD graphical display with backlight
- ★ Multi feature support, such as caller ID, call forwarding, call transfer, 3-way conferencing, call parking, call history, phonebook, and built-in full-duplex speakerphone





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Panasonic TGP500

- ★ 2.1" Large LCD with white back light
- ★ Message waiting indicator
- ★ Soft Keys
- ★ 100 Contacts phone book memory
- ★ 10 days standby and 5 hours talk time
- ★ Half duplex speaker phone



Cisco SPA500S Expansion

- ★ 32 programmable multicolored LED buttons
- ★ Illuminated line status monitoring (green for idle, red for in use, blinking red for ringing, orange for registration error)
- ★ Call transfer
- ★ Speed dial
- ★ DSS
- ★ Busy lamp field
- ★ One-touch transfer Call pickup

