WOLF *Leading The Pack*
TECHNOLOGY GROUP

UnifiedBX

High on Functionality, Low on Price

IP-PBX technology has had explosive growth. By 2009, the IP-PBX would overtake TDM based conventional PBXs and by 2014, its market worth would be over $14 billion. Enterprises are increasingly switching from the hardware based expensive PBX to full-featured IP-PBX and Soft-Switch Technologies.

Overview

UnifiedBX is a full-featured IP-PBX office phone system based on open source Asterisk. It offers complete call processing functionality to address call management requirements of SMBs and large enterprises at an unbeatable price. Created on the standards based SIP platform, the UnifiedBX is an ideal replacement for the largest PBX receptionist switchboard system to the small business key system. It efficiently handles internal calls, intercom-paging, conference bridging and connects users to external phone networks as well. Fully interoperable with most third party gateways, IP phones and telephony equipment, the innovative UnifiedBX solution seamlessly integrates with TDM or VoIP telephony networks including POTS, PRI/T1 or SIP trunks.

Our robust UnifiedBX application server includes a host of features such as auto attendant, voicemail, email integration, call conferencing, call recording, IVR, call presence, Day / Night, PC reception console, follow me, SIP / ZAP extensions, ACD and graphical reports. The application is easy to install and simple to manage. It offers users high quality HD voice and the tools that facilitate highly efficient call flow and increased productivity. Such comprehensive functionality at moderate prices offers an unmatched value proposition.

The IP-PBX Network
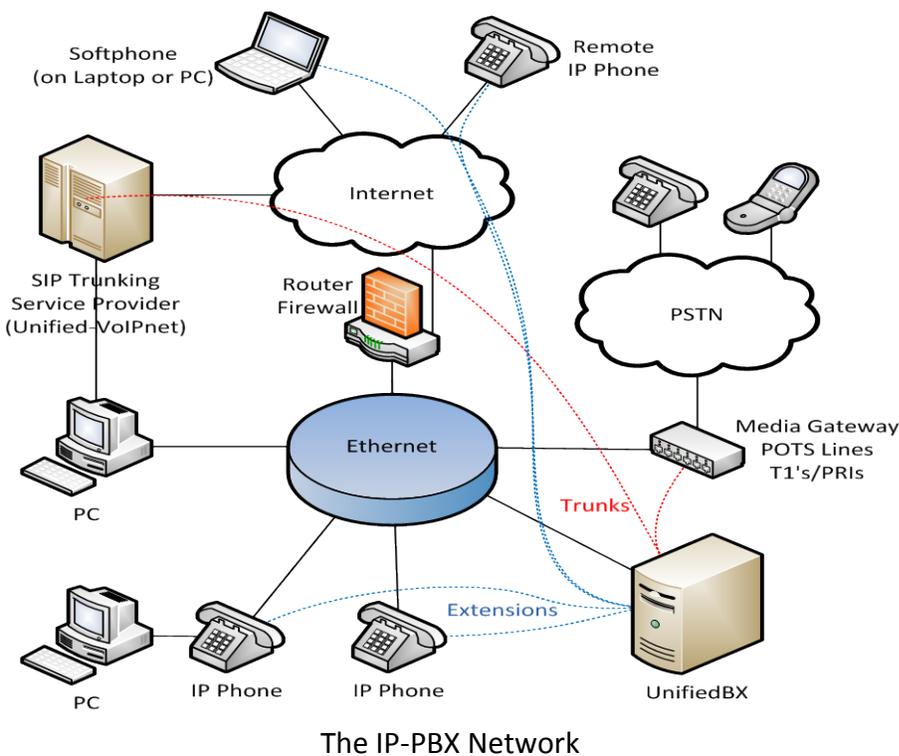
Features

- Extensions Management
- Multiple Trunks
- Call Queuing
- Call Parking
- Auto Attendant
- Music On Hold
- Call Waiting
- Voicemail
- Voicemail to Email
- Conferencing
- Blacklist (Call Screening)
- Day Night Control
- Time Conditions (Scheduler)
- Ring Groups (Call Blasting)
- Call Recording
- Customized Voice Prompts
- Outbound & Inbound Routes Management
- Call Monitoring
- Graphical Reports
- Call Presence
- Follow Me
- Web Control Panel

OTHER MODULES
- Operator Panel
- CDR Reports
- ACD Reporting
- HA Pairing

Low Cost of Ownership

Wolf Technology Group has designed this innovative offering based on Asterisk to enable businesses to easily migrate from traditional PBX to the next-generation IP-PBX. With this application, businesses can enjoy the additional advantages of VoIP telephony along with the complete functionalities and benefits of the conventional PBX at a remarkably low cost. The full-featured UnifiedBX offering is available at a minimal installation charge and hardware cost. It is undoubtedly the best bargain one can get.

TDM as well as VoIP Networks

With the UnifiedBX, you can configure multiple extensions with SIP or TDM end points. The UnifiedBX allows for real-time communication over TDM or VoIP networks and enables features such as seamless voicemail and media services (call park, ring groups, call blast, presence). Fully interoperable with the leading gateways, analog phones, IP Phones, and telephony equipment, this enterprise IP-PBX easily integrates with legacy TDM and IP networks. Its comprehensive design exceeds the requirements for TDM PBX and it can be easily integrated with any combination of analog, IP or soft phones as well as existing paging systems.

Voicemail

The administrator can configure multiple voicemail boxes for different extensions. Voicemails are saved in WAV audio format. Users can access their voicemails through their phones and with Email integration; voicemails can also be accessed via their email client or smart phone. Users can also receive email notifications in case they have new voicemail messages waiting.


Auto Attendant

The UnifiedBX creates call flows with the help of an IVR. It helps in transferring calls by extension, single digit entry or by using dial by name directories. Music or customized messages can be played when a call is on hold. By creating automatic call distribution or ring groups, calls can also be transferred to different departments (marketing, sales, or administration) whether as ring all, in order, longest idle or queued for next available agent as well.

Graphical Reports

The UnifiedBX application comes with a reporting module that allows you to generate various reports. You can generate daily reports to gauge or compare call patterns. Reports can be generated on the basis of the extensions or call details. You can download reports in PDF format or as a CSV file that makes it easier for you to email the reports to management. Moreover, you can view reports in graphical formats for a quick and holistic review.
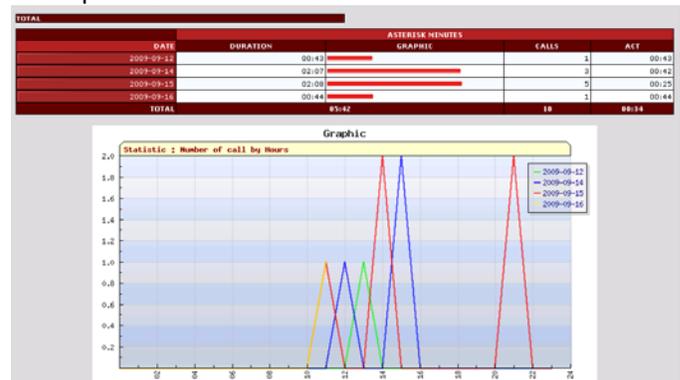
Multiple-Branch Connectivity

As the solution is 100% SIP compliant, it can easily connect disparate branches of an enterprise and virtually tie them together. The administrator can create multiple routes for each branch to reduce communication costs.

Day Night Control

The Day Night control allows users to configure different call flow settings for different time durations. Users can direct calls to extensions (or voicemail boxes) during office hours and they can direct calls to another number or play a customized voice prompt for the calls coming in after regular office hours.

Conferencing

The UnifiedBX supports multi-party conferencing and multiple conference bridges with IVR and PIN code access. With the Unified Call Manager (UnifiedCM) interactive graphical interface, the operator can just drag and drop extensions to initiate conference calls between users or third parties.

Ring Groups

Multiple extensions can be configured for a single ring group. Ring groups are used to perform call blasts or to distribute calls evenly. When someone dials a ring group, the extensions ring as defined until the call is picked up by any one extension or voice mailbox.

Call Recording

The administrator can enable or disable call recording for the desired extensions and listen to or download voice logs.

Follow Me

The UnifiedBX allows users to configure their extensions in such a way that in case of their absence from the seat, the incoming calls on their extensions can be directed to their mobile handsets or other numbers so they are reachable anytime, anywhere.

Operator Panel

UnifiedCM is an easy to use web-based call manager panel for receptionist switchboard operations, ACD agents and high call volume users. It provides a holistic view of different extensions, incoming calls, active calls, conferences, caller ID and call queues to the user. The user can easily manage multiple calls with simple drag and drop functionality.
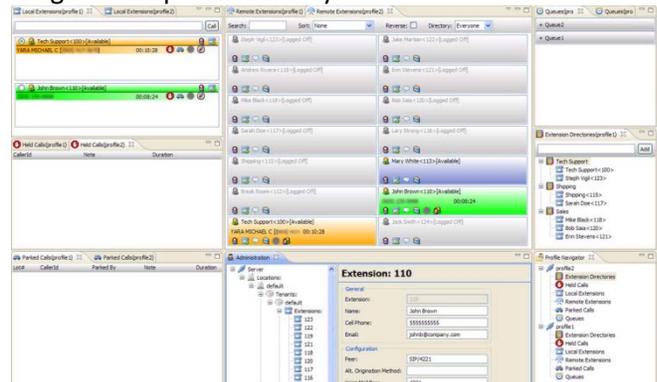
Phone Features

The UnifiedBX offers all of the common phone features to the users such as BLF, call waiting, call forward, transfer and Do-Not-Disturb. If the user enables call waiting, they would be notified via display with the caller ID of the incoming call. If the user does not want to be disturbed, they can enable the Do-Not-Disturb feature and the incoming calls would hear a busy message. Additionally, the user can also forward calls to another telephone number or extension.

Blacklist

Users can blacklist certain numbers. Such numbers would be blocked and the configured extension would not receive any call from the blacklisted numbers.

About Wolf Technology Group

Wolf Technology Group, Inc. brings a 20+ year history of providing Broadband, Telephony and IT solutions to small, medium and enterprise business, educational institutions, and government clients. We deliver significant expertise in the design, installation, and support of VoIP and IT solutions in areas such as premise based, hosted and managed VoIP systems, ISP, server/storage, backup and disaster recovery, LAN/WAN networking, security, Microsoft networking, application development-delivery, and desktop systems and support. Wolf Technology Group delivers a unique mix of solutions and managed services to help our clients with all facets of their technology infrastructure. From enterprise network design and implementation, to server virtualization and storage solutions, to fully managed VoIP telephone systems and cloud computing, no other vendor can offer the breadth of experience and depth of resources that Wolf Technology Group can to address your complete technology requirements.

Wolf Technology Group is the oldest and most experienced Hosted and Premise based VoIP Service provider in New England. We are strategic partners with our manufacturers and provide additional testing and lab services for them as an official Beta partner with direct factory relationships and access to the highest forms of technical support including R&D and C level personnel. We have been installing and supporting legacy telephone systems since 1988 and VoIP systems since 1998. We have been delivering QoS enabled, fully-managed broadband services to clients since 2002 and fully hosted VoIP PBX and SIP trunking solutions since 2005. We not only supply our solutions to direct business consumers but also OEM and supply our products and services to many other entities including Internet Service Providers, Interconnects and IT Managed Service Providers.

We are able to deliver digital phone service to your business with our average customer realizing up to 50% savings on their current telephone costs. Digital phone service, also known as SIP Trunking allows telephone calls to be made through our voice-optimized broadband internet connection or through your existing broadband connection, yet it provides equal if not superior voice quality versus traditional wire-line based telephone service. Unlike traditional carriers, we do not have the expense of maintaining miles of phone lines to your building. By using the Internet as a delivery means for telephone service, we are able to offer this service to you starting as low as $9.75 per month per line.

As your business grows, you will always have the ability to expand on the services we provide you without the need for costly equipment upgrades. Opening a remote office no longer means you need to invest in a costly new phone system. Simply install a broadband internet connection and deploy IP telephones to the new office and they will seamlessly be connected to the same system that is in use at your other office locations. This not only maximizes productivity, but also eliminates costly long distance toll charges between your office locations.

Our implementations span all types of clients from the small local business to the large multi national enterprise including retail, hospitality, manufacturing, municipalities, social services, public and private schools, healthcare, financial services, real estate and many more.

We look forward to talking to you. Please contact us at (800) 444-8095 or sales@wolftechgroup.com so we may provide you with a no-cost proposal that will help you understand the benefits and savings that Wolf Technology Group can deliver to your organization.