

 **UnifiedBX** Pro modules **add powerful advanced feature enhancements to the free modules already included in the core system software**



Call Center Builder

Take your contact center to the next level with the Call Center Builder Bundle. This bundle provides advanced reporting tools: QXact Reports, Call Recording Reports, Call Management tools such as Class of Service, Pinset Pro, Conference Pro, Caller ID Management, and Advanced Queue Enhancements, including Outbound Call Limiting and VQ Plus, now including Queue Callbacks!



System Builder Basic

This bundle includes the five key add-on modules that we recommend for every system. Endpoint Manager, UCP for EPM, UnifiedBX Phone Apps, Extension Routing and SysAdmin Pro.



System Builder Plus

Fully deck out your UnifiedBX install with our most popular add ons all in one package for a great price. This bundle includes EndPoint Manager, UCP for EPM, UnifiedBX Phone Apps, SysAdmin Pro, Park Pro, Page Pro, Class of Service, Conference Pro, Call Recording Reports, XMPP Management, Extension Routing and Fax Pro.



Extension Routing

Extension Routing allows you to easily and visually control which extensions are allowed to use specific outbound routes.



UnifiedBX EndPoint Manager

With the UnifiedBX End Point Manager you can Auto Provision & Configure directly from the GUI interface over 150 popular Desk Phone, Wireless Phones, Door Phones, Overhead Paging Devices, Gateways and Specialty devices from the following manufacturers: Aastra, Algo, AND, Audiocodes, Cisco, Cyberdata, Digium, Grandstream, Mitel, Panasonic, Polycom, Sangoma, Snom, Xorcom & Yealink.



UCP for EPM

The UCP for EPM module allows for end users through the UnifiedBX User Control Panel (UCP) to change and override any of the buttons setup for their phone by the UnifiedBX End Point Manager. All changes done by the End User only apply to their phone as an override from admins created template.



SysAdmin Pro

The SysAdmin Pro module adds additional functionality to the SysAdmin Module. This includes DDNS, Email Setup, UPS Managements and Update Management.



Web CallBack

The Web Callback module allows you to easily add an HTML call me box to your website. Visitors simply put their phone number in to be connected with you, or a specific destination.



Outbound Call Limiting

The Outbound Call Limiting module allows you to place restrictions on how many times a number is called during a certain time period on a per outbound route basis.



CallerID Management

The CallerID Management module is a unique way to modify the Caller ID that is out pulsed on the fly. By utilizing a simple feature code you can change your Caller ID for one call or all calls.



Paging Pro

Page Pro adds to the existing Paging module in UnifiedBX to include the ability to hook outbound routes to a page group, Valet Style Paging (Airport Style) and Prepend Recordings to any page group to be played before the pager can speak.



VM Notify

This module allows an individual or a group to be notified and optionally accept responsibility for a voicemail. Additionally notifications can be sent out when someone claims responsibility for the voicemail. Reports will be delivered to a specified email with details of the success or failure to accept responsibility for the message. Great for on-call services.



Fax Pro

The Fax Pro module is a reliable, robust inbound/outbound faxing server. You simply enable faxing for any user on the system; then you point a phone number to specific fax user and let us answer the fax call. Includes a customizable cover page and integration into your User Control Panel for easy viewing and sending of all your fax messages



Call Recording Reports

Tired of searching the system Call Detail Records for call recordings? Running out of storage on your system due to required archiving of call recordings? With the Call Recording Report Module you can View, Sort, Listen, Archive and download all recorded calls on your system.



Q-Xact

If you use ACD/Queues you need Q-Xact to help you make the most of your time! With Q-Xact you are given insight into each and every one of your queues. Q-Xact gives you full control over what data is displayed for each type of report and allows you to build custom templates for quick reporting. Each report type such as "All Call Distribution by Queue" has a list of columns that can be checked and unchecked for on the fly view customization.



Auto Dialer

Does your company do outbound dialing? Would you like to automate the process? If so Broadcast is for you. Simply Start a Campaign and choose where your calls will be routed to. It even gives you the option to route calls based on whether they are answered by a person or an answering machine. To make it even easier, you can also choose to get reports on your campaign daily or after the campaign completes. Stop dialing each individual number and contact a Sales Representative today to see how you can benefit from Broadcast!



Appointment Reminder

Appointment Reminder module for UnifiedBX a unique way to automate appointment confirmations, cancellations and reschedules. By simply specifying numbers and names to be called UnifiedBX will automatically call at specified times and allow recipients to confirm, cancel and reschedule appointments.



Parking Pro

Park Pro adds the ability to add multiple parking lots within UnifiedBX, useful for companies running multiple locations off the same server, or companies that need multiple parking lots or have many internal departments.



XMPP Pro

Once configured, the IM server can be used with any Jabber/XMPP enabled client that is capable of configuring connections to local or corporate servers, including chat integration into UnifiedCM and the Counterpath Bria Client.



Voicemail Reports

There is now an easy way for System Administrators and Managers to review all users voicemail settings in one place as well as listen to all voicemails residing on the system from one report.



Pin Set Pro

Pin Set Pro provides you greater flexibility in the deployment of security Pin Codes, allowing system administrators to assign Pin Codes directly to extensions and granularly control per extensions which outbound routes are allowed to be dialed without pin codes.



VQ Plus

Virtual Queue Plus expands the options available in the UnifiedBX queues and allows you to assign dynamic queue penalty rules to escalate calls based on the length of hold time. VQ Plus also allows you to create Virtual Queues to manage queue behavior and expand and customize caller destinations for callers routed through the virtual queues.



Conference Pro

The Conference Pro module is an add-on to the existing conference module found in UnifiedBX. This module allows end users to manage conference room settings from the user control panel (UCP). Admin users can also easily create conference room IVR's and choose which conference rooms are a part of the conference room IVR.



Class of Service

The Class of Service Administration module provides granular control at the extension level to access and set permissions of specific calling features of your UnifiedBX. These features include Outbound Routes, Feature Codes, Ring Groups, Queues, Conference Rooms, Voicemail Blast Groups and Paging.



UnifiedBX Phone Apps

Phone Apps are a suite of phone applications that integrate directly with UnifiedBX and our UnifiedBX End Point Manager. Phone Apps allow users to control functions and settings directly from the screen of their phone. The initial release includes Call Parking, Follow-Me Management, Presence, Voicemail Management, Conference Bridge Management, Time Conditions, Queues, Queue Agents, Contacts and Do Not Disturb. We will be expanding to include additional functionality, features and supported devices in the near future. The goal is to empower users to intuitively manage call settings and features directly from their phone, minimizing the reliance upon hard to remember feature codes and logging into the UnifiedBX GUI to modify settings.



High Availability Disaster Recovery (Supports 2 HA PBX Nodes – Additional Nodes are optional)

UnifiedBX High Availability or "UnifiedBX HA" was created to fill a need for organizations that have a low tolerance for downtime in the event of system failures and outages. Traditional Backup solutions for UnifiedBX include onsite or offsite backups and warm spares, both solutions are adequate, but when days, hours or even minutes of downtime are not ideal UnifiedBX HA is now available. (Full System Replication in real-time)