



Titel : Functies HIP service (kort)

Versie: SS/1.0

Datum: 30/12/2009



Funcielijst HIP service

Onderstaand zijn de functie termen van de diverse abonnement van de HIP service

HIP Group

De HIP group is telefooncentrale waar onder telefoonnummer en de diverse hip service abonnementen worden gekoppeld.

Omschrijving

HIP group

Trunk user

Trunk users worden gebruikt ter vervanging van ISDN2/ISDN30 verbindingen bij vervanging van een ISDN2 verbinding zijn twee trunk user abonnementen nodig in combinatie met een IAD van bijvoorbeeld one-access (one100).

Omschrijving

Trunk user

User features	Group features
Authentication	Call Capacity Management
Basic Call Logs	Emergency Zones
Call Transfer	Trunk Group
Call Forwarding Always	Incoming Calling Plan
Call Forwarding Busy	Intercept Group
Call Forwarding No Answer	Inventory Report
Call Forwarding Not Reachable	Outgoing Calling Plan
Call Waiting	Series Completion
Call Return	Voice Messaging Group (portal)
Calling Line ID Delivery Blocking	
Calling Name Retrieval	
Calling Party Category	
Charge Number	
Client Call Control	
Connected Line Identification Presentation	
Connected Line Identification Restriction	
Customer Originated Trace	
Directory Number Hunting	
External Calling Line ID Delivery	
Flash Call Hold	
Intercept User	

Hosted IP PABX

De Base, Business en Premium user zijn nodig om de basis te leggen voor een hosted IP pabx. Afhankelijk van het aantal functies kiest men voor een type gebruiker.

Omschrijving

Base user

User features	Group features
Authentication	Call Capacity Management
Basic Call Logs	Emergency Zones
Call Transfer	Hunt Group
Call Forwarding Always	Incoming Calling Plan
Call Forwarding Busy	Intercept Group
Call Forwarding No Answer	Inventory Report
Call Forwarding Not Reachable	Outgoing Calling Plan
Call Waiting	Series Completion
Call Return	Voice Messaging Group (portal)
Calling Line ID Delivery Blocking	
Calling Name Retrieval	
Calling Party Category	
Charge Number	
Client Call Control	
Connected Line Identification Presentation	
Connected Line Identification Restriction	
Customer Originated Trace	
Directory Number Hunting	
External Calling Line ID Delivery	
Flash Call Hold	
Intercept User	

Hosted IP PABX (vervolg)

Omschrijving
Business user

User features	Group features
Authentication Basic Call Logs Call Transfer Call Forwarding Always Call Forwarding Busy Call Forwarding No Answer Call Forwarding Not Reachable Call Waiting Call Return Calling Line ID Delivery Blocking Calling Name Retrieval Calling Party Category Charge Number Client Call Control Connected Line Identification Presentation Connected Line Identification Restriction Customer Originated Trace Directory Number Hunting External Calling Line ID Delivery Flash Call Hold Intercept User	Call Capacity Management Emergency Zones Hunt Group Incoming Calling Plan Intercept Group Inventory Report Outgoing Calling Plan Series Completion Voice Messaging Group (portal)
Anonymous Call Rejection Automatic Callback Diversion Inhibitor Do Not Disturb Hoteling Guest	Call Park Call Pickup

Hosted IP PABX (vervolg)

Omschrijving
Premium user

User features	Group features
Authentication Basic Call Logs Call Transfer Call Forwarding Always Call Forwarding Busy Call Forwarding No Answer Call Forwarding Not Reachable Call Waiting Call Return Calling Line ID Delivery Blocking Calling Name Retrieval Calling Party Category Charge Number Client Call Control Connected Line Identification Presentation Connected Line Identification Restriction Customer Originated Trace Directory Number Hunting External Calling Line ID Delivery Flash Call Hold Intercept User	Call Capacity Management Emergency Zones Hunt Group Incoming Calling Plan Intercept Group Inventory Report Outgoing Calling Plan Series Completion Voice Messaging Group (portal)
Anonymous Call Rejection Automatic Callback Diversion Inhibitor Do Not Disturb Hoteling Guest	Call Park Call Pickup

Alternate Numbers Automatic Hold/Retrieve Barge-in Exempt Busy Lamp Field Call Forwarding Selective Call Notify Calling Line ID Blocking Override Directed Call Pickup Directed Call Pickup with Barge-In Hoteling Host N-Way Call Priority Alert Privacy Push to Talk Selective Call Acceptance Selective Call Rejection Shared Call Appearance 10+ Speed Dial 100	Account/Authorization Codes Enhanced Outgoing Calling Plan
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User option

Na de keuze voor een user met een bepaalde aantal functies kunnen deze worden uitgebreid met onderstaande functies.

Omschrijving

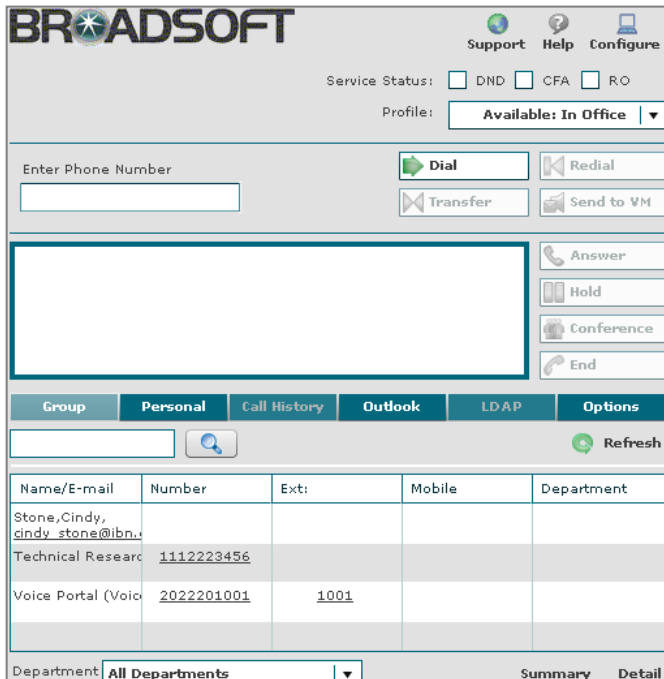
Fax service

User option
Fax to email
Fax to voicemail

Voice mail

User option
Voicemail to email
Voiceportal

Web users console



Name/E-mail	Number	Ext:	Mobile	Department
Stone,Cindy, cindy_stone@ibn...				
Technical Research	1112223456			
Voice Portal (Voice)	2022201001	1001		

G729 codec

Codec Information				Bandwidth Calculations					
Codec & Bit Rate (Kbps)	Codec Sample Size (Bytes)	Codec Sample Interval (ms)	Mean Opinion Score (MOS)	Voice Payload Size (Bytes)	Voice Payload Size (ms)	Packets Per Second (PPS)	Bandwidth MP or FRF.12 (Kbps)	Bandwidth w/cRTP MP or FRF.12 (Kbps)	Bandwidth Ethernet (Kbps)
G.711 (64 Kbps)	80 Bytes	10 ms	4.1	160 Bytes	20 ms	50	82.8 Kbps	67.6 Kbps	87.2 Kbps
G.729 (8 Kbps)	10 Bytes	10 ms	3.92	20 Bytes	20 ms	50	26.8 Kbps	11.6 Kbps	31.2 Kbps

User option (vervolg)

Personal mobility

User option
BroadWorks Anywhere
Call Forwarding (Always, Busy, No Answer, Not Reachable)
CommPilot Express
In Call Service Activation
Multiple Call Arrangement
Outlook Integration Remote Office
Sequential Ring
Shared Call Appearance (5)
Simultaneous Ring Personal
Two-Stage Dialing
Voice Portal Calling

Group option

Bij het gebruik van groepen zoals hunt groep functies dan kunnen onderstaande opties worden toegevoegd.

Omschrijving

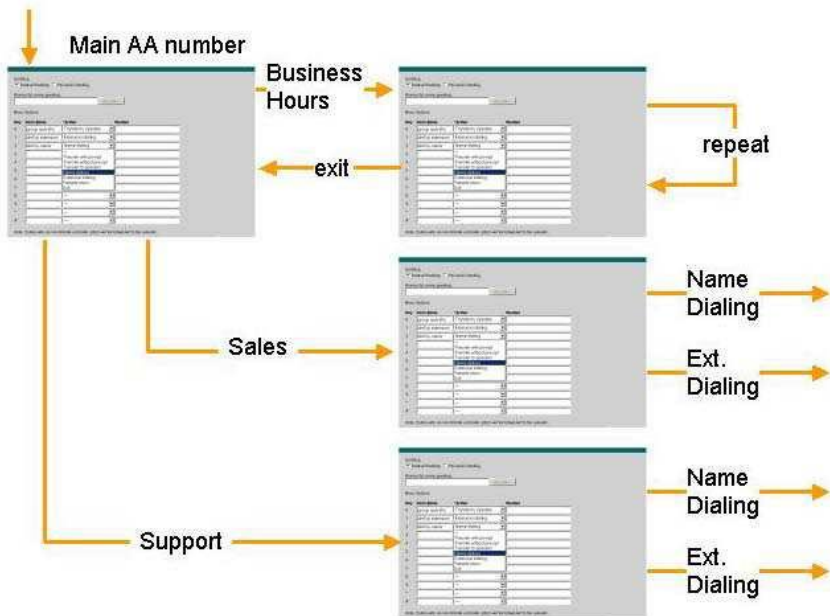
Music/video onhold

Group option
music when Call hold
music when Call Park
music when Call Waiting
music when Consultation Hold
music mp3 format

Auto attended

Group option
DTMF
Name Dialing
Extension Dialing
Immediate extension dialing
Dial by first name
Holiday schedule
Enhanced business hour support

Auto attended (vervolg)



Xtended intergratie



Standards-based application programming interfaces



Third party development support



User exchange to directly access innovative applications

Software

Software is geschikt voor het windows platform



Omschrijving

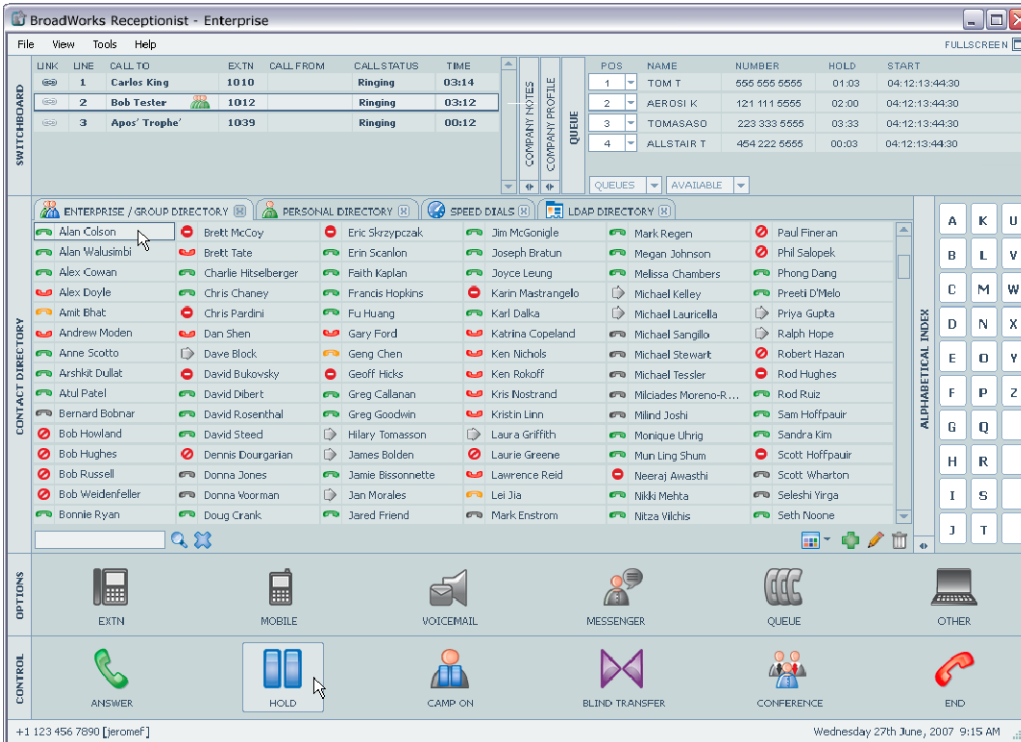
Assistant-enterprise



Receptionist office <8



Receptionist enterprise >30





Call center

Wachtrij functies , agent functies voor het maken van een complete mkb call center.

Omschrijving

Call center express

Call center express enhanced

Call center agent(*)

Call center agent enhanced (*) Call center supervisor

* moeten worden gecombineerd met call center express (enhanced). Wel kan de call center express en call center express enhanced gebruikt worden zonder agents.