



DATASHEET  
**PBXware 6.6**



topvoipro.com

# PBXware Editions

PBXware is the world's first and most mature IP PBX Professional Open Standards Turnkey Telephony Platform. Since 2004, PBXware has deployed flexible, reliable, and scalable New Generation Communication Systems to SMBs, enterprises, and governments worldwide by unifying the most advanced of the latest technologies. PBXware is offered in the Business, Contact Center and Multi-Tenant Editions, each supporting specific features maximizing performance, reliability, and expandability.

## **MULTI-TENANT EDITION**

The Multi-Tenant Edition of PBXware gives Telecom Service Providers a powerful platform to serve the IP PBX market in the cloud as a VoIP switch. Unlimited Hosted IP PBX Multi-Tenants, Unlimited resellers, user/company self-portal, and LCR are just a few of the advanced features included with desktop applications.

## **BUSINESS EDITION**

PBXware Business edition is our extensive and fully customizable platform providing you with a comprehensive set of features and capabilities of the enterprise phone system. Transform the way you conduct business and increase efficiency in the workplace by truly unifying your communication system. As you grow, so does your phone system!

## **CONTACT CENTER EDITION**

PBXware Contact Center edition is designed to simplify and enhance call management at the busy call centers of any size. Give your business all the tools it needs to effectively start and manage inbound or outbound call campaigns. Upgrade to PBXware Contact Center, and provide your customers with a consistent and quality experience.

## System Dashboard

	business	contact center	multi tenant
<p><b>System dashboard</b></p> <p>The Dashboard section gives you overview of vital PBXware information. It displays hardware usage, main services status, information on the system and gloCOM licensing as well as the number of Total calls, Answered calls, SIP registration etc.</p>	●	●	●
<p><b>TFTP service</b></p> <p>TFTP service removed from dashboard</p>	●	●	●
<p><b>Number of provisioned extensions on the Dashboard</b></p> <p>Presents information on how many extensions have been provisioned/added to the system</p>	●	●	●

## System Extensions

	business	contact center	multi tenant
<p><b>Protocols: SIP, IAX2, DAHDI</b></p> <p>PBXware extensions supports SIP and IAX2 protocols as well as DAHDI interface technology. SIP and IAX2 are communications protocols used for signaling and controlling multimedia communication sessions while DAHDI is open source computer telephony hardware driver API.</p>	●	●	●
<p><b>Outbound Destinations Permissions</b></p> <p>Administrator have full control on what destinations, local or remote, PBXware extensions can dial. These rules can be applied to multiple extensions at the same time (through Service Plans) or individually per extension.</p>	●	●	●
<p><b>Multiple registrations</b></p> <p><b>NOTE:</b> PBXware 5 does not have restrictions in regards to the number of registered devices, regardless of device type</p>	●	●	●



<p><b>Multiple MAC addresses per one extension</b></p> <p>We have added the ability to use multiple MAC addresses per single extension. This provides the ability to auto-provision multiple phones attached to the same Extension. In practice, this could be one type of device, or multiple types of devices linked to same extension. This is similar to our Hot Desking feature.</p>	●	●	●
<p><b>Push Notifications</b></p> <p>PBXware 5 is now running push notification service that propagates push notifications to devices that are registered to the PBXware extension with gloCOM GO. This feature increases user connectivity and flexibility for business trips, working from home, or any other calls made outside of the office.</p>	●	●	●
<p><b>Enhanced Services</b></p> <p>Enhanced Services allows PBXware Administrators, as well as end users, to set up and control extensions features like Caller ID, Call Pickup, Call Filters &amp; Blocking, Call Forwarding etc. from their phone and through a web interface.</p>	●	●	●
<p><b>Billing</b></p> <p>PBXware billing module is one of the most important system components. It allows you to set up outbound and inbound billing prices for all the destinations across the globe. When Time Based Dialing (TBD) rules are used, system allows you to create different prices for the specific day/time ranges.</p>	○	●	●
<p><b>LCR</b></p> <p>PBXware LCR (Least Cost Routing) section allows fine-tuning of the systems trunks usage, enabling administrator to set up order in which trunks will be used in order to strike the perfect balance between price and call quality.</p>	●	●	●
<p><b>Caller ID control</b></p> <p>PBXware allows you complete control of your Caller ID for outbound calls. Please note that this feature will also depend on Caller ID rules enforced by your trunk provider.</p>	●	●	●
<p><b>Codec selection</b></p> <p>PBXware allows you to set preferred order in which codecs will be used on system, tenant or extension level. This option will allow you to assign more than one codec and set them to be used under a specific priority.</p>	●	●	●



<p><b>Auto Provisioning</b></p> <p>Auto-provisioning allows you to automatically configure your phones by pointing them to PBXware tftp/http address. To utilize auto-provisioning system you must use one of the desk phone devices from evergrowing PBXware list of supported UADs and configure PBXware extension with matching UAD and MAC address.</p>	●	●	●
<p><b>Auto provisioning, additional config customization variables</b></p> <p>Additional config for Auto Provisioning on the following pages can now use template variables:</p> <p>Extensions &gt; Edit &gt; UAD Auto Provisioning Template  Settings &gt; UAD &gt; Edit &gt; User Agent General Auto Provisioning Template  Settings &gt; UAD &gt; Edit &gt; User Agent Auto Provisioning Template</p> <p>The following variables can be used:</p> <p>%TENANT_CODE% - tenant code  %EXT_NUMBER% - extension number  %EXT_NAME% - extension name  %MAC_ADDRESS% - extension MAC address (the mac from the auto provisioning request)  %WAN_IP% - WAN Hostname/IP set in Servers &gt; Edit  %LAN_IP% - LAN Hostname/IP set in Servers &gt; Edit  %AUTH_USERNAME% - HTTP username  %AUTH_PASSWORD% - HTTP password  %VM_PIN% - extension voicemail PIN</p>	●	●	●
<p><b>Line Number</b></p> <p>When autoprovisioning multiple extensions on 1 phone, extensions are assigned onto lines in the order in which they were created in PBXware. The line field will allow customers to specify the extension line where this extension will be assigned on the device.</p> <p>An empty line number field will be treated as the last one.</p>	●	●	●

<p><b>Voicemail</b></p> <p>PBXware voicemail is an advanced answering machine that allow callers to leave voicemail message in scenarios where callee is not able to answer the call. Although each PBXware extension is usually equipped with a voice mailbox, this feature can be turned off and if necessary, voice mailboxes can be created on their own, unrelated to any extension on your PBXware.</p>	●	●	●
<p><b>Call Recording</b></p> <p>PBXware offers multiple options to enable call recording, defining whether you would like to inform call parties that call recoding is turned on or not. Call recording can be enabled globally, for entire system, or lower level per Tenant, DID, Extension, Ring group etc.</p>	●	●	●
<p><b>Call Recordings - Listen recordings in-browser</b></p> <p>New PBXware 5 interface now have integrated call recordings player, allowing users to listen PBXware call recordings directly from their browser and navigate through the recording with a simple click of a mouse. This prevents the issue users might experienced with earlier versions, as they had to find a media player that supports format in which recordings were being downloaded.</p>	●	●	●
<p><b>CSV upload</b></p> <p>CSV upload allow you to easily create multiple entries for different PBXware elements like Extensions and DIDs, or to quickly add or change prices for every destination in service plan.</p>	●	●	●
<p><b>CSV Download</b></p> <p>CSV download gives you an option to export PBXware data in CSV format, allowing you to get information for data processing (i.e. DID or Extension list), or for importing data to another PBXware (i.e. billing prices for different destinations).</p>	●	●	●
<p><b>Departments</b></p> <p>Departments section lists all of the departments created on your PBXware and gives you ability to add new ones or edit existing. Departments are used by Bicom Systems gloCOM to easily filter extensions per department they belong or to broadcast messages to specific department members only.</p>	●	●	●

<p><b>gloCOM Modules and Editions</b></p> <p>gloCOM Editions and Modules allow you to restrict extensions to only use selected gloCOM editions and modules. This prevents users from switching their gloCOM edition to one they should not be using for sheer curiosity, preventing extensions that are actually supposed to use that particular edition from using it.</p>	●	●	●
<p><b>gloCOM features administration</b></p> <p>We have introduced the ability for an administrator to enable/disable gloCOM features globally per system, per edition or per Tenant.</p>	●	●	●
<p><b>QR Code</b></p> <p>QR Code allows easy first time login with gloCOM GO mobile app. Instead of entering e-mail, password and server address manually on first login all you have to do is to scan QR Code from your mobile app and all the information will be entered automatically.</p>	●	●	●
<p><b>Desktop Apps integration</b></p> <p>PBXware offer seamless integration with gloCOM desktop app, allowing users to save time and improve productivity.</p>	●	●	●
<p><b>Mobile Apps integration</b></p> <p>gloCOM GO mobile app allows you to stay connected to your PBXware extension even when you are not in your office, enabling you to do your work without being confined to your office desk or even your office.</p>	●	●	●
<p><b>WebRTC support</b></p> <p>PBXware now supports WebRTC. WebRTC provides browsers and mobile applications with Real-Time Communications capabilities via simple APIs.</p>	●	●	●
<p><b>PIN based devices</b></p> <p>Every extension is now allocated its own unique PBD PIN. This PIN will identify the user on the system and, when logged in to a PIN Based Device, dialing will proceed as though the user was calling from their own extension. Billing, CDRs and all other functions will be completed on the user extension and not the extension associated with the Pin Based Device.</p>	●	●	●



<p><b>Copy extension</b></p> <p>A new feature in PBXware 5.1 is “Copy As New”, an option to create a new extension by making copies of an existing extension’s settings. This will speed up the process of adding new extensions to the system.</p>	●	●	●
<p><b>Operation times per extension</b></p> <p>We have introduced an “Operation Times” option for extensions allowing you to control work days and hours per extension by simply adjusting this feature in enhanced services. This is also available in OSC if enabled in Enhanced Services. We have also implemented UX improvements GUI improvements in the Global Operation Times page for better user experience.</p>	●	●	●
<p><b>Area code per extension</b></p> <p>Area code implemented per extension so you can define the area code which will be dialed if a specific extension makes a call without the need to dial the area code for the designated area.</p>	●	●	●
<p><b>Ability to block incoming calls</b></p> <p>Ability to block incoming calls while having another active call .This will be used by the users who do not wish to receive incoming calls if they are already on a call (either incoming or outgoing).</p>	●	●	●
<p><b>Show on the Monitor Page</b></p> <p>Excludes an extension from showing on the Monitor page. Useful for virtual extensions that will never be online in order to get a more accurate count of phones online.</p>	●	●	●
<p><b>Operator Extension</b></p> <p>During initial Setup Wizard, on Business/Call Center edition Operator Extension will be assigned to the extension that is created automatically once Setup Wizard is completed (i.e. extension 1000) but can later be changed to any other extension on your system. Operator extension is central location where all the calls will be routed if call is passed through the trunk to the PBXware but its destination is wrong or does not exist. In the rare occurrence this might happen when you purchase range of DIDs from your provider, but do not create a matching DID on your PBXware. In this scenario, your provider will forward the call to your system but because DID does not exist, call will be forwarded to Operator Extension instead of being dropped by PBXware.</p>	●	●	○

<p><b>Ability to control default location mode when adding extensions</b></p> <p>When creating a new extension you can choose which default location will be selected.</p>	●	●	●
<p><b>Support for PAI variable per extension</b></p> <p>Define what will be inserted into the trunk PAI header template.</p>	●	●	●
<p><b>Add emergency trunk per extension option</b></p> <p>Ability to set emergency trunks per extension.</p>	●	●	●
<p><b>Added an option to create multiple Extensions by using a template Extension</b></p> <p>Added an option to create multiple Extensions by using a template Extension. Data from the template extension will be copied to newly created extensions. Any later update of the template extension will not affect other extensions.</p>	●	●	●
<p><b>Check for UAD SIP headers</b></p> <p>Added a field to pass the additional UAD SIP headers to a Trunk.</p>	●	●	●
<b>Extensions Statistics</b>			
<p>Extensions Statistics represents a set of statistical reports which enable the selection of a date / time interval and desired extensions or all and different reports on all, answered, unanswered, inbound, outbound and internal calls.</p> <p>Customer is now able even to analyze all calls per direction made by the extension to the outside, received from the outside, or calls internally made within one PBX (for example, how many were incoming internal, outgoing internal, outgoing external etc.) with details by calls available such as talk time, wait time, type of call (whether it was a conference call or not) etc.</p>	business	contact center	multi tenant
<p><b>Filters</b></p> <p>Users can filter reports by time range, caller, and Extensions when using regular filter options. In the case of using advanced filtering options, the user can filter reports by call duration and hold duration using different time formats. Filters are also used to select the reports the user wants to display. The reports will then be moved to a “Selected Reports” section. Clicking the “Show” button will open a new window with the selected reports.</p>	●	●	●

<p><b>All Answered Calls</b></p> <p>This report provides an overview of all answered calls, talk time, and hold time. Talk time contains information such as Total duration of all answered calls, Min - Minimum duration of a single answered call, Max - Maximum duration of a single answered call, and Mean - Average talk time value for all answered calls. Hold time contains information such as Total duration of hold time for all answered calls, Min - Minimum hold time for a single answered call, Max - Maximum hold time for a single answered call, and Mean - Average hold time for all answered calls.</p>	●	●	●
<p><b>All Calls</b></p> <p>The All Calls report offers an overview of all calls that have occurred on the system and all calls disposition. The All Calls report contains information such as Talk time (Total, Min, Max, and Mean) and Hold time (Total, Min, Max, and Mean). All Calls Disposition contains information such as total, answered calls, percentage of answered calls, unanswered calls, and percentage of unanswered calls).</p>	●	●	●
<p><b>All Unanswered calls</b></p> <p>This report provides an overview of all unanswered calls and hold times. The All Unanswered Calls report shows the sum of all unanswered calls, while the Hold Time shows the total wait time for all missed calls, the minimum and maximum wait time for all unanswered calls, and the average value of the hold time for all missed calls.</p>	●	●	●
<p><b>Calls Per Direction</b></p> <p>This report provides an overview of calls per direction (incoming external, incoming internal, outgoing external and outgoing internal). Report contains additional information such as Name (name and number of the caller extension), Calls (number of all, answered and unanswered calls) and Talk Time (total talk time, mean talk time per direction and average delay time for call per direction).</p>	●	●	●



<p><b>Inbound Calls</b></p> <p>This report provides an overview of all inbound calls, talk time, hold time, and all inbound calls disposition containing information such as talk time (total inbound talk time, minimum duration of a single inbound call, maximum duration of a single inbound call, and average talk time value for all inbound calls), hold time (total inbound hold time, minimum hold time duration of a single inbound call, maximum hold time duration of a single inbound call and average hold time value for all inbound calls), and all inbound calls disposition (total, answered, percentage of answered, unanswered, percentage of unanswered inbound calls).</p>	●	●	●
<p><b>Internal Calls</b></p> <p>This report provides an overview of all internal calls per direction (incoming or outgoing) with additional information such as Extension (name and number), calls (total number per direction, answered and unanswered calls per direction), and talk time (total internal calls talk time, the average value of internal calls talk time and average delay of internal calls talk time).</p>	●	●	●
<p><b>Outbound Calls</b></p> <p>This report provides an overview of all outbound calls, talk time, hold time, and all outbound calls disposition. Talk/hold time contains information such as total outbound talk/hold time, minimum and maximum talk/hold time duration of a single outbound call, and average talk/hold time value for all outbound calls. Outbound Calls dispositions show total, answered, percentage of answered, unanswered, and percentage of unanswered outbound calls.</p>	●	●	●
<p><b>Breakdown</b></p> <p>A breakdown of any report contains information such as the linked ID - the event ID, the date the event occurred, the name and number of the Extension from which the call was initiated, the destination number that was called, the time the caller waited for the call to be answered, the time spent on the call, information whether it was a conference call or not, the type of call (Incoming Internal, Incoming External, Outgoing Internal, Outgoing External).</p>	●	●	●

<p><b>Download CSV</b></p> <p>The Download CSV option lets the user download the CSV formatted file with all calls in the breakdown.</p>	●	●	●
<b>Billing</b>			
<p>PBXware billing module is a vital tool that provides easy management of service plans, extension funds and allows full control over pricing and billing for outbound and inbound calls.</p>	business	contact center	multi tenant
<p><b>Service Plan</b></p> <p>Service plan defines billing details for all available destinations but it will also enable you to create a template for PBXware Enhanced Services, Destinations permissions and Online Self Care settings which all will be automatically applied to every extension associated with particular service plan.</p>	○	●	●
<p><b>Master / Slave accounts</b></p> <p>Depending on your preferences extension can have its own funds (master) or share funds with master extensions (slave). Setting one extension as “master” and rest of the extensions as “slave” can be very usefull and would improve billing management as with this setup you will have a single point for managing funds and billing, instead of doing it for each of the extensions individually.</p>	○	●	●
<p><b>Credit Limits</b></p> <p>Credit limits allow you to assign maximum amount of funds extensions will be able to spend on calls, preventing users from having unlimited funds at their disposal.</p>	○	●	●
<p><b>Soft and Hard Daily / Monthly Billing Limits</b></p> <p>Once Soft Limit is reached on extension PBXware will send email notification to user, informing him that extensions funds are getting low and in case Hard Limit is reached PBXware will block all outbound calls for this extension. Soft and Hard Limit can be set on daily or monthly basis. Setting these two values will prevent users from having unlimited funds at their disposal.</p>	○	●	●

<p><b>Inclusive Minutes</b></p> <p>Assigning certain number of inclusive minutes to a service plan will allow users to make calls to destinations set up to use inclusive minutes, free of charge until all inclusive minutes are spent. At that point, extension will start using available funds. Destinations that not set up to use inclusive minutes will be charged according to price set in service plan.</p>	○	●	●
<b>Outbound Destinations Permissions</b>			
	business	contact center	multi tenant
<p><b>Destination Groups</b></p> <p>Permissions per destination groups enable you to restrict dialing to specific domestic or international destinations, or even to all international destinations if necessary. This feature can be set on service plan level or set and modified per extension.</p>	●	●	●
<p><b>Local Destinations</b></p> <p>In addition to permissions per destination group PBXware allows you to restrict calls to local destinations such as local extensions, auto attendants, conferences, queues etc. This feature can be set on service plan level or set and modified per extension.</p>	●	●	●
<p><b>Other Networks</b></p> <p>Other Networks feature allows administrator to assign specific prefix to some of the PBXware trunks. This will allow users to dial assigned prefix in order to force call to be made through specific trunk.</p> <p><b>NOTE:</b> Please be aware that when Other Networks features is used billing module will be overridden and calls made this way would not be billed.</p>	●	●	●
<p><b>Special Routes</b></p> <p>Special Routes feature allows PBXware administrator to add special services numbers that will be distinguished from extensions numbers (even if they have same number of digits) and dialed through specified trunk, similar to how Emergency Services numbers are dialed through Emergency Trunk.</p>	●	●	●



# Enhanced Services

	business	contact center	multi tenant
<p><b>Caller ID</b></p> <p>Caller ID feature allows users to create and control caller ID number that will be displayed to the called party.</p> <p>In addition to setting permanent call that will be used as primary Caller ID, administrator can create a list of allowed caller IDs that can be selected before the call is initiated. This feature is intended to be used with gloCOM desktop app but it can also be used by entering access code on the deskphone.</p>	●	●	●
<p><b>Call Pickup</b></p> <p>Call Pickup feature enables users to pickup calls that are ringing other extensions in associated call groups. Along with call pickup enabling you to pick calls that are ringing any extension in your call group by simply dialing *8, it is possible to use directed pickup and pick calls from specific extension by dialing *88 + EXTENSION.</p>	●	●	●
<p><b>Last Caller</b></p> <p>Last Caller allows users to dial the last number that dialed their number by entering access code. This is basically a redial feature intended to be used on phones without display screen or analog phones that are registering to PBXware through ATA devices.</p>	●	●	●
<p><b>Call Filters &amp; Blocking</b></p> <p>Based on a set of predefined rules this service filters and blocks all incoming calls based on the rules you have set for incoming caller IDs. This way, you are able to send busy signal to all calls that have their caller ID hidden, or to forward the call to out of service number whenever specific number dials your extension.</p>	●	●	●
<p><b>Do Not Disturb</b></p> <p>When enabled Do Not Disturb service can block and temporarily or permanently redirect all incoming calls to preferred destination number.</p>	●	●	●

<p><b>Call Screening</b></p> <p>Call screening enables user to forwards calls to other extensions depending on users extension status.</p>	●	●	●
<p><b>Disable Call Screening for local calls</b></p> <p>Added the option to skip call screening for local calls.</p>	●	●	●
<p><b>Call Forwarding</b></p> <p>Call Forwarding service forwards calls to other destinations depending on the rules created for particular extensions status. For example, you can forward calls to your cell phone in case you do not answer the call in 15 seconds or in case your extension becomes unavailable for some reason.</p>	●	●	●
<p><b>Configure call forwarding for internal and external calls separately</b></p> <p>Check the “Different Rules for Local calls” box on the Call forwarding section. Checking this box will show a table where you can define different rules for Local Calls.</p>	●	●	●
<p><b>Whitelist caller IDs that won't be forwarded</b></p> <p>An Exclude list has been added where you can enter Caller IDs that will not be call forwarded.</p>	●	●	●
<p><b>Follow Me</b></p> <p>Follow Me service rings destinations in a sequence set up by user. If call is not answered by initial destination next destination in sequence will be dialed. This allows you to set up your deskphone to ring first, for example 10 seconds, and if call is not answered it will move forward and ring your cell phone for 10 seconds. In case you are unable to answer it, you can also set the call to return to your extensions voicemail, ensuring that you will receive the message from the caller once you are available.</p>	●	●	●
<p><b>Group Hunt</b></p> <p>Group Hunt service rings all provided destinations at the same time. In case where call is not answered by any of the destinations, it can be forwarded to ‘Last Destination’ extension that can be set to voicemail.</p>	●	●	●

<p><b>Mobile Numbers</b></p> <p>With Mobile Numbers you can assign Mobile Numbers you would like to receive calls on when not in the office. If you enable Mobile Numbers service and add a number to the mobile numbers list it will be displayed in gloCOM as one of the destinations you can be reached on.</p>	●	●	●
<p><b>Speakerphone Page</b></p> <p>Speakerphone Page allows you to broadcast voice message to multiple extensions at the same time through the deskphones intercom. You can either create a list of specific Extensions you would like to page or you can add ALL extensions to avoid typing in all extensions numbers on the system/tenant. In addition to this, PBXware allows directed paging, in case you would like to broadcast the message to specific extension only, and even directed two-way paging where user is be able to broadcast the message and listen the response from other party.</p>	●	●	●
<p><b>Speakerphone Paging Groups</b></p> <p>Paging Groups feature works similar to standard paging, except this feature allows you to organize extensions to multiple paging groups and assign unique number to each of them. As this feature is used with access code *600, paging group number is entered after the access code. For example, if we assign number 300 to paging group and add 4 extensions to it, once we dial *600300 we will be able to broadcast the message over intercom to all the extensions added to paging group 300.</p> <p>In Enhanced Services we are only able to allow or disallow whether extension will be able to use this service, while paging groups are created at Home → Extensions → Paging groups.</p>	●	●	●
<p><b>Directory / BLF List</b></p> <p>The directory is used to enter list of extensions you would like to have as contacts. When used with the Busy Line Field enabled phone, you can select some of those extensions to be monitored through BLF buttons on your phone.</p>	●	●	●



<p><b>BLF cleanup</b></p> <p>BLF buttons that are not set by autoprovisioning will be cleared if a checkbox has been selected.</p> <p>Supported phones:</p> <ul style="list-style-type: none"> <li>• Cisco SPA and the newest Cisco models</li> <li>• Fanvil phones</li> <li>• Gigaset Maxwell series</li> <li>• Grandstream GXP series</li> <li>• Grandstream GRP series</li> <li>• Htek UC9xx series</li> <li>• Obihai phones</li> <li>• Vtech phones</li> <li>• Yealink phones</li> <li>• Snom phones</li> <li>• Sangoma phones</li> <li>• Polycom phones</li> </ul>	●	●	●
<p><b>Speed Dial</b></p> <p>Speed Dial service allows you to assign short code (up to 3-digits) to numbers you frequently dial so you don't have to type full number every time. To use Speed Dial you must dial '130 in front of your assigned short code (for example, *130 13).</p>	●	●	●
<p><b>Instant Recording</b></p> <p>Instant Recording service allows you to start call recording at any point of the call. To start recording the call, user simply have to dial *159 access code.</p>	●	●	●
<p><b>Delete Recordings</b></p> <p>Delete Recordings will give permission to end user to delete recorded calls from their personal CDR list they can reach by logging into their Online Self Care portal. Recordings will be deleted from the system, not just from users OSC CDR list. Although users can only delete recording from the calls they made, you should be careful to which users this permission is assigned to.</p>	●	●	●

<p><b>Listen to Recordings</b></p> <p>This service allows user to listen recorded calls by downloading them from Online Self Care portal or by dialing access code *170 on your phone and then pressing numbers 1-9 for last 9 recordings, 1 being the newest.</p>	●	●	●
<p><b>Remote Access</b></p> <p>Remote Access enables users to dial into the system from remote location and authenticate to their personal extensions so they could make calls as if they were using their office phone.</p>	●	●	●
<p><b>Call Monitoring</b></p> <p>This service monitors active calls in real time, allowing you to choose between three different monitoring options if needed.</p> <p>Listening - user can only listen to the calls</p> <p>Whispering - user can listen to the conversation and talk only to the monitored extension</p> <p>Barging - user can listen and talk to both parties on call</p> <p>All (Dynamic mode) - dynamically choose what mode of monitoring you want to use during the call</p>	●	●	●
<p><b>Phone Callback</b></p> <p>Phone callback allows you to set up one or more Caller IDs that will be matched once call gets to your PBXware. Once caller ID is matched, call is dropped and user will receive the call from PBXware. Once call is answered user is able to dial any destination as if he was using office phone.</p>	●	●	●
<p><b>“Confirm Calls” disabled for local destinations</b></p> <p>If enabled this will force the confirmation of the calls for local destinations. The option is available on “Group Hunt” and “Follow Me” Enhanced services. (external numbers still have to be confirmed).</p>	●	●	●

<p><b>Wake-up calls</b></p> <p>A user can now call an access code *611 and use an IVR to set up a wake up call. They can also set up wake up calls for other extensions by calling *612. An admin must grant them this privilege by enabling the enhanced service for them.</p>	●	●	●
<p><b>Added the 'Allow ES CallerID' option to ES 'Group Hunt' and ES 'Follow Me'</b></p> <p>Added the 'Allow ES CallerID' option to ES 'Group Hunt' and ES 'Follow Me'.</p>	●	●	●
<b>Custom Extensions</b>			
	business	contact center	multi tenant
<p><b>Custom routing via dial plan</b></p> <p>For advanced users PBXware allows custom modifications directly from the dialplan configuration file, allowing you to customize routing beyond settings available in PBXware GUI.</p>	●	●	○
<b>Hot Desking</b>			
<p>Hot Desking is a feature that allows employees to work at any available desk in an office and still be able to have their own extension. If phone is set up to be used with hot desking any user can log in to their own extension by entering extension number and PIN. Only specific Polycom and Yealink devices are supported for hot desking.</p>	business	contact center	multi tenant
<p><b>Polycom</b></p> <p>Hot desking support for Polycom devices - All Polycom devices</p>	●	●	●
<p><b>Yealink</b></p> <p>Hot desking support for Yealink devices - All Yealink devices except T18</p>	●	●	●
<p><b>Cisco</b></p> <p>Hot desking support for Cisco devices - 8865, 8851, 8841, 7821, 6851, 525G2, 509G and 508G</p>	●	●	●
<p><b>HTek</b></p> <p>Hot desking support for HTek devices - All HTek UC9XX devices</p>	●	●	●



<p><b>Grandstream</b></p> <p>Hot desking support for GXP1625, GXP1628, GXP1630, GXP1782 and GXP2170</p> <p>Hot desking support for Grandstream GRP series phones</p>	●	●	●
<p><b>Gigaset</b></p> <p>Hot desking support for Gigaset Maxwell Basic, 2, 3, and 4.</p>	●	●	●
<p><b>Emergency Caller ID Field</b></p> <p>The emergency Caller ID field is attached to the Hotdesking entry, so when a phone logs in from a remote location, the Emergency Called ID field under Enhanced Services will be replaced by the Hotdesking one.</p>	●	●	●
<p><b>Log out without PIN</b></p> <p>To log out from a Hot Desking device, a user will need to dial *555 while logged in and this will log them out immediately.</p> <p>Minor database editing is required for this feature to be enabled.</p>	●	●	●
<p><b>HotDesking page - 'Logout' device button</b></p> <p>Introduced a new optional button for each device on the HotDesking page to log out the device from the GUI. The button will only be visible if the device is currently logged in.</p>	●	●	●
<p><b>MAC address is in use</b></p> <p>HotDesking warning shown when an existing MAC address is in use.</p>	●	●	●
<p><b>Option to disable auto dialing of the Hot desking Access code</b></p> <p>Added an option to enable/disable automatic dialing of the hot desking access code.</p>	●	●	●
<b>Caller ID List</b>			
A list of all extensions and assigned Caller IDs and Emergency Caller IDs.	business	contact center	multi tenant
<p><b>Caller ID/E911 summary</b></p> <p>A list of all extensions and assigned Caller IDs and Emergency Caller IDs.</p>	●	●	●

# Ring Groups

Ring Groups are used to group a number of UADs/Phones into one network destination. Each Ring Group is assigned a network number which, once dialed, rings all extensions assigned to the group according to ring strategy.

	business	contact center	multi tenant
<p><b>Strategy: All</b></p> <p>Ring strategy All will ring all available extension at the same time.</p>	●	●	●
<p><b>Strategy: Round</b></p> <p>Round ring strategy will ring each available extension in specific order.</p>	●	●	●
<p><b>Strategy: Round Memory</b></p> <p>Round Memory ring strategy will ring each available extension in specific order but it will begin with the extension that was last to ring on previous call.</p>	●	●	●
<p><b>Strategy: Least Recent</b></p> <p>Least Recent ring strategy will ring extension with least answered calls.</p>	●	●	●
<p><b>Ringtone customisation</b></p> <p>PBXware allows you to set up your ring group so phones use a different ringing sound if calls are coming from ring group.</p>	●	●	●
<p><b>Caller ID customisation</b></p> <p>Allows you to append preferred string to incoming caller ID number in order to distinguish calls coming from ring group from other calls to extension.</p>	●	●	●
<p><b>Custom greeting</b></p> <p>Custom greeting can be played to callers once their call enters the ring group.</p>	●	●	●
<p><b>Exit Digit</b></p> <p>Exit digit can be set to transfer ring group call to destination assigned as "Exit Destination", usually an operator extension.</p>	●	●	●
<p><b>Incoming Call Confirmation</b></p> <p>Enable Confirm Calls option to allow ring group members to be asked whether they would like to accept or reject the call coming from the ring group.</p>	●	●	●

<p><b>Paging Groups</b></p> <p>Paging Groups feature works similar to standard paging, except this feature allows you to organize extensions to multiple paging groups and assign unique number to each of them. As this feature is used with access code *600, paging group number is entered after the access code. For example, if we assign number 300 to paging group and add 4 extensions to it, once we dial *600300 we will be able to broadcast the message over intercom to all the extensions added to paging group 300.</p>	●	●	●
<p><b>Store Unanswered CDRs</b></p> <p>Exclude unanswered CDR records from the report.          If the option is set to 'yes' or 'not set' ring groups will behave the same as before.          If the option is set to 'no' the following will change:</p> <ul style="list-style-type: none"> <li>• The call was not answered/canceled: Instead of 2 generated CDRs per extension in the ring group, only a single CDR will be stored.</li> <li>• The call was answered: Instead of 2 generated CDRs per extension in ring group a total of 2 CDRs will be generated (one for the call to the ring group and one for the extension that answered).</li> </ul>	●	●	●
<p><b>Operation times for "Ring groups"</b></p> <p>Set the "Ring group" open/closed times. Depending on the time when the call is received, the call can be redirected to different PBXware destinations.</p>	●	●	●
<p><b>Limited maximum number of Extension that may be dialed when ring strategy is "All"</b></p> <p>When strategy is "All" the default number of Extensions that may be dialed in a single Ring Group is set to 30. The limitation number for Ring Groups can be changed if additional configuration is set differently.</p>	●	●	●
<p><b>Call Rating Extension</b></p> <p>Added an option to set Call Rating Extension for Ring Groups. Setting it will use that extension to bill calls made from the Ring Group to the final destination.</p>	●	●	●



<p><b>Loop option improved</b></p> <p>Added ability to loop set of extensions multiply times like queue, instead of looping single extensions multiply times.</p>	●	●	●
<p><b>Ring Groups renamed to Dial Groups</b></p> <p>Ring Groups are now named Dial Groups.</p>	●	●	●
<h2>Enhanced Ring Groups</h2>			
<p>Enhanced Ring Groups (ERG) are more advanced Ring groups into PBXware that offer basic queueing functions. They are reusing Queues with members to achieve better business intelligence. New reporting systems were implemented together with leading options for a better reporting experience.</p>	business	contact center	multi tenant
<p><b>Search by name and number</b></p> <p>Filtering the records by providing a search phrase.</p>	●	●	●
<p><b>Add/Edit ERG</b></p>	●	●	●
<p><b>ERG Name</b></p> <p>Possibility to set an ERG name/provide a unique ERG name.</p>	●	●	●
<p><b>ERG Number</b></p> <p>Possibility to set an ERG number which needs to be dialed in order to access the ERG.</p>	●	●	●
<p><b>Max Waiting Callers</b></p> <p>Possibility to set maximum number of callers allowed to wait in a ERG at the same time. This number should be set in accordance with the number of members answering the ERG calls ( If this field is set to 4, only 4 callers will be allowed to enter the ERG. If caller number 5 tries to enter the ERG he will be transferred to 'Redirect Extension' number.</p>	●	●	●
<p><b>Ring to Answer</b></p> <p>Possibility to set how many rings will be played to a caller before call enters the ERG. Values from 0 to 9 are available. If this value was set to 0, ERG music on hold will be heard as soon as call is connected.</p>	●	●	●

<p><b>Record ERG Calls</b></p> <p>Possibility to record ERG Calls.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Wake up Mobile Devices</b></p> <p>Possibility to select whether ERG should wake up mobile devices that are asleep or not.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Members</b></p> <p>Possibility to add/manage ERG members.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Name</b></p> <p>Possibility to add members name.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Number</b></p> <p>Possibility to add number of the Extension on the system.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Penalty</b></p> <p>Setting value within penalty (per member) allows defining priority which the system will use when sending calls to members. Values from 0 to 10 are available where 0 means highest priority and 10 means the lowest priority. If the strategy is defined as 'ringall', then only those available members with the lowest priorities will ring. If the Extension does not pick up it will not automatically go to the next Extension. It will keep ringing until it is picked up. It will only go to the next extension if the current extension is either busy or unavailable.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Type</b></p> <p>Possibility to define member type (e.g. SIP).</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Search</b></p> <p>Possibility to filter records within members using search phrase.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Move up/down/remove member</b></p> <p>Possibility to move up, move down or remove member.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<p><b>Music on Hold</b></p> <p>Possibility to select Music on Hold class name within all sound files belonging to this MoH class will be played to users in ERG in the background after user enters the ERG and the greeting message is heard.</p>	●	●	●
<p><b>Replace Caller ID</b></p> <p>Possibility to replace Caller ID with the custom value for example, if 'Lobby - %CALLERID%' was typed, the caller id information as 'Lobby - 5552879' will be displayed where 5552879 is the actual number calling in.</p>	●	●	●
<p><b>Language</b></p> <p>Possibility to define custom language for all sound files played by the ERG.</p>	●	●	●
<p><b>ERG URL</b></p> <p>Possibility to send URL to Member's softphone so that softphone (in case of supporting this option) can open the URL and that Member can see callers additional info if available.</p>	●	●	●
<p><b>Operation times</b></p> <p>Possibility to set the ERG open/closed times. Depending on the time when call is received, the call can be redirected to different PBXware destinations.</p>	●	●	●
<p><b>CSV Upload, CSV Download, Download CSV Template</b></p> <p>Possibility to upload Operations Time configuration from csv file, possibility to download current Operations Time configuration to csv file as well as possibility to download template of Operations Time configuration to csv file.</p>	●	●	●
<p><b>Inherit Operation times</b></p> <p>The Inherit option will allow administrators to simply put the Higher Level Operation Times settings back into effect if deemed necessary.</p>	●	●	●
<p><b>Default Destination</b></p> <p>Possibility to redirect all calls to defined default destination which is PBXware during the closed time hours.</p>	●	●	●
<p><b>Is Voicemail</b></p> <p>Possibility to redirect all calls to voicemail during the closed time hours.</p>	●	●	●



<p><b>Greeting</b></p> <p>Possibility to set greeting sound file to be played to callers during the closed times.</p>	●	●	●
<p><b>Closed Dates</b></p> <p>Possibility to sets the specific date/s when all calls are redirected to the 'Default Destination'. If the 'Destination' field in the Closed dates is set, calls will not go to the 'Default Destination' but to this number.</p>	●	●	●
<p><b>Custom Destinations</b></p> <p>Possibility to redirects all calls received during set hours to the PBXware extension provided here.</p>	●	●	●
<p><b>Open dates</b></p> <p>Possibility to sets the working hours during which DID is to redirect calls as set in DID Add/Edit window. If any call is received during the hours not set here, 'Custom Destination' are checked, and if they do not apply, the call is redirected to 'Default Destination' (Closed dates).</p>	●	●	●
<p><b>Enhanced Ring Group Full: Redirect Destination</b></p> <p>Possibility to set extension number to which new users will redirected if ERG already accepted a maximum number of users.</p>	●	●	●
<p><b>Enhanced Ring Group Full: Redirect to Voicemail</b></p> <p>Possibility to set a voicemail as redirect destination if ERG already accepted a maximum number of users.</p>	●	●	●
<p><b>Enhanced Ring Group Timers: Prioritize ERG Timeout</b></p> <p>Possibility to define whether to prioritize ERG timeout or not.</p>	●	●	●
<p><b>Enhanced Ring Group Timers: Max Wait Seconds</b></p> <p>Possibility to set maximum time a caller can wait in an ERG. Once this time is exceeded caller will be redirected to 'Max Wait Destination' number or callback will be activated. (E.g. User A is waiting 5 minutes already in the ERG. If this field is set to 300 (300s = 5min), A will be redirected to 'Max Wait Destination' or callback will be activated depending on configuration)</p>	●	●	●

<p><b>Enhanced Ring Group Timers: Is Voicemail</b></p> <p>Possibility to set redirecting caller to voicemail if max waiting time is exceeded.</p>	●	●	●
<p><b>Greeting</b></p> <p>Possibility to select an existing greeting file that will be played to all callers waiting in this ERG or recording and selecting a custom sound greeting file, such as “All our representatives are busy” that could be played to all callers once they enter the ERG. Defined file formats should be considered.</p>	●	●	●
<p><b>Position Announcements</b></p>	●	●	●
<p><b>Hold Time</b></p>	●	●	●
<p><b>Announce Hold-Time</b></p> <p>Possibility to enable callers waiting in an ERG to hear the hold-time announcements. If the option is enabled, a single caller waiting in an ERG would hear ‘The estimated hold time is currently N minute. Thank you for your patience’ message.</p>	●	●	●
<p><b>Announce Position</b></p> <p>Possibility to enable callers waiting in an ERG to hear the position announcements. If the option is enabled, a single caller waiting in an ERG would hear ‘Your call is now first in line and will be answered by the next available representative. Thank you for your patience’ message.</p>	●	●	●
<p><b>Announce Frequency</b></p> <p>Possibility to define will the hold-time announcement message be played, and if yes, how often (time in seconds).</p> <p>(If this option is set to ‘0’, the announce message will not be played and if this field is set to 30, a single caller waiting in an ERG will hear ‘Your call is now first in line and will be answered by the next available representative. Thank you for your patience.’ message every 30 seconds.</p>	●	●	●

<p><b>Min. Announce Frequency</b></p> <p>Possibility to specify the minimum amount of time that must pass before the caller's position in an ERG is announced again. This is used when the caller's position may change frequently, to prevent the caller from hearing multiple updates in a short period of time. Default value is 15 seconds.</p>	●	●	●
<p><b>Announce Round Seconds</b></p> <p>Possibility to define rounding level for hold-time announcements. If this is set to 0, only minutes, not seconds, are announced; other possible values are 0, 5, 10, 15, 20 and 30. (E.g. When set to 30, a wait time of 2:34 will be rounded to 2:30.)</p>	●	●	●
<p><b>Periodic Announcements: Periodic Announce</b></p> <p>Possibility to select the sound file that will be played periodically to callers waiting in an ERG. Supported file name format have to be considered - 'periodic-announce-\$NAME.gsm'.</p>	●	●	●
<p><b>Periodic Announcements: Periodic Announce Frequency</b></p> <p>Possibility to specify time interval in seconds at which the periodic message will be played. E.g. If this field is set to 30, all callers waiting in an ERG will hear the 'Periodic Announce' message every 30 seconds, as long as they stay in the ERG.</p>	●	●	●
<p><b>Periodic Announcements: First Periodic Announce Delay</b></p> <p>Possibility to specify the minimum number of seconds between position announcements. Default value is 15 seconds.</p>	●	●	●



<p><b>Members Settings: Static Members Login</b></p> <p>Possibility to define whether to enable Static Members Login which means that Static Members would have to log in/log off manually to start/stop receiving calls. To log in/log off to all ERGs that an Extension is a member of or to log in to specific ERG and receives calls only from that ERG, defined access codes need to be entered. If the system is restarted or if it crashes, all Static Members will be logged in successfully upon successful system start. If a Static Member is logged in, s(he) can be added to an ERG through the GUI and start receiving calls from that specific ERG, or conversely, deleted from the ERG to stop receiving calls from that specific ERG. If this option is enabled, reordering of Members and penalty configuration will not work.</p>	●	●	●
<p><b>Members Settings: Disable Member Enhanced Services</b></p> <p>Possibility to disable Member Enhanced Services which means that Enhanced services that are enabled on the Extension (that are ERG members) will possibly not be applied if an ERG call is passed to them. Enabling this may cause issues with Statistics.</p>	●	●	●
<p><b>Ring Strategies</b></p> <p>Possibility to set the strategy/way calls are transferred to ERG members answering the calls.</p>	●	●	●
<p><b>Ring Strategies: ringall</b></p> <p>Ring all available Members until one answers (default).</p>	●	●	●
<p><b>Ring Strategies: linear</b></p> <p>When used with members, the members will be rung in the order in which they are ordered in the GUI. If the 'Static Member Login' option is set to 'Yes', they will ring in the order in which they were logged in.</p>	●	●	●
<p><b>Ring Strategies: leastrecent</b></p> <p>Rings the interface that least recently received a call. In a ERG where there are many calls of roughly the same duration, this can work. It does not work as well if a member has been on a call for an hour, and their colleagues all got their last calls 30 minutes ago because the Member who just finished the 60-minute call will get the next one.</p>	●	●	●

<p><b>Ring Strategies: random</b></p> <p>Rings a random interface. This actually can work very well and end up being very fair in terms of evenly distributing calls among members.</p>	●	●	●
<p><b>Ring Strategies: rordered</b></p> <p>Same as rrmemory, except the ERG member order from the config file is preserved so interfaces will ring in the order specified in this configuration file. If you use members, the members will be rung in the order in which they were added.</p>	●	●	●
<p><b>Member Ring Timeout (sec)</b></p> <p>Possibility to set the Member's ring timeout.</p>	●	●	●
<p><b>Autofill</b></p> <p>Possibility to define should callers be served one by one or in parallel fashion. With this option turned 'Off', even if there are five members available, calls will not be transferred to them until the first caller waiting in an ERG is connected to the member. When the first caller gets served, caller number two gets served and all others keep waiting. It is recommended to keep this feature always turned 'On' so callers can be served in order.</p>	●	●	●
<p><b>Ring Members in Use</b></p> <p>Possibility to set whether members in use/active conversation should be called when a new caller comes into the ERG.</p>	●	●	●
<p><b>Retry All Timeout</b></p> <p>Possibility to set for how long to wait before trying the ERG member again (time interval in seconds).</p>	●	●	●
<p><b>Ring Strategies: Timeout Restart</b></p> <p>If this option is set to yes and a BUSY or CONGESTION signal is received on the line, the Member's timeout for answering will be reset.</p>	●	●	●
<p><b>Ring Strategies: Wrap-up Time (sec)</b></p> <p>Possibility how long to wait (time interval in seconds) before sending a new call to a potentially free member, after successfully finished call.</p>	●	●	●

<p><b>Incoming Options</b></p> <p>Possibility to set advanced ERG options</p> <p>t - allow the called user to transfer the calling user</p> <p>T - allow the calling user to transfer the call</p> <p>H - allow the caller to hang up by pressing *</p> <p>n - no retries on the timeout; will exit ERGs and go to the next step</p> <p>r - ring instead of playing MOH</p> <p>C - avoid missed calls in ringall strategy</p> <p>w - Instant Recording with Monitor</p> <p>x - Instant Recording with MixMonitor</p>	●	●	●
<p><b>Ring ('r') timeout</b></p> <p>When 'r' is selected as Incoming Options and this timeout is used, ERG will first ring entered number of seconds after which MOH will start.</p>	●	●	●
<p><b>Exit Digit: Use Exit Digit</b></p> <p>Possibility to define should users be able to exit the ERG by dialing a single digit and be automatically redirected to a preset PBXware destination.</p>	●	●	●
<p><b>Exit Digit: Exit Digit</b></p> <p>Possibility to define the exit digit here. Once this digit is dialed by the user waiting in ERG, it will transfer the call directly to the set 'Destination'.</p>	●	●	●
<p><b>Exit Digit: Activate Callback</b></p> <p>Possibility to define whether callback should be activated on Exit Digit.</p>	●	●	●
<p><b>Exit Digit: Destination Groups</b></p> <p>Possibility to define local PBXware destination number that is dialed once the 'Exit Digit' is dialed.</p>	●	●	●
<p><b>Exit Digit: Is voicemail</b></p> <p>Possibility to set whether the exit digit destination is pointing to voicemail.</p>	●	●	●



<p><b>Abandoned Calls Notification: Enable Notification</b></p> <p>Possibility to enable or disable Abandoned Calls Notification feature</p>	●	●	●
<p><b>Abandoned Calls Notification: Notification E-mail address</b></p> <p>Possibility to define the e-mail address which will receive notifications of abandoned calls, where an abandoned call is one where the caller hangs up the call while waiting to be answered.</p>	●	●	●
<h2 style="background-color: #1a2b4d; color: white; padding: 10px; margin: 0;">Enhanced Ring Groups Statistics</h2>			
<p>Enhanced Ring Group Statistics represents a set of statistical reports which enable the selection of a date / time interval and desired members and Enhanced Ring Groups or all and different reports on all, answered, unanswered calls, member missed calls and repeated callers.</p>	business	contact center	multi tenant
<p><b>Filters</b></p> <p>When using regular filter options, users can filter reports by date range, Enhanced Ring Groups and members. In the case of using advanced filtering options, the user is able to filter reports by call duration, hold duration and caller using different time format. Filters are also used to select reports that user needs to be shown with possibility to previously filter type of reports: summary, member and Enhanced Ring Groups. This report(s) will then be moved to the 'Selected reports' section. By clicking the 'Show' button, the selected reports will appear in a new window.</p>	●	●	●
<p><b>All Answered Calls</b></p> <p>This report provides an overview of all answered calls, talk time, hold time and all answered calls dispositions. Talk time and contains information such as Total duration of all answered calls, Min - Minimum duration of a single answered call, Max - Maximum duration of a single answered call and Mean - Average talk time value for all answered calls while Hold time contains information such as Total duration of hold time for all answered calls, Min - Minimum hold time for a single answered call, Max - Maximum hold time for a single answered call and Mean - Average hold time for all answered calls. All Answered Calls Disposition contains information such as number and percentage of Member Hangups, Caller Hangups, Transferred and Unqualified.</p>	●	●	●

<p><b>All Calls</b></p> <p>All calls report offers an overview of all calls that have occurred on the system and all calls disposition. All calls contains information such as Talk time (Total, Min, Max and Mean) and Hold time (Total, Min, Max and Mean). All Calls Disposition contains information such as number of total calls as well as number and percentage of answered and unanswered calls.</p>	●	●	●
<p><b>All Unanswered calls</b></p> <p>This report provides an overview of hold time within all unanswered calls and all unanswered calls disposition. Hold time within All unanswered calls hold time shows total hold time for all unanswered calls, minimum and maximum hold time for all unanswered calls and average value of hold time for all unanswered calls. All unanswered calls disposition shows total calls, number and percentage of abandoned calls, exited calls with key, call that were not answered within defined period of time and calls that were unqualified.</p>	●	●	●
<p><b>Member Calls Per Enhanced Ring Group</b></p> <p>This report provides an overview of all calls on the system per Member and ERG with additional information such as: number and percentage of calls, talk time (total, min and mean delay) and number and percentage of hangups by caller or member and transferred calls.</p>	●	●	●
<p><b>Member missed calls</b></p> <p>This report provides an overview of all missed calls on the system per Member with additional information such as: total, mean and average time of ringing before the call stopped ringing.</p>	●	●	●
<p><b>Repeated callers</b></p> <p>This report provides an overview of number of repeated calls per Caller ID with additional information such as talk time (total, min, max and mean) and hold time (total, min, max and mean).</p>	●	●	●

<p><b>Recordings under ERG statistics</b></p> <p>User now can access call recordings through ERG statistics under; All answered calls details, All answered calls dispositions, All calls, All calls dispositions, Member calls per ERG and Member missed calls breakdown. It can be done by clicking on Call ID which has a REC mark next to it which will be shown if the recording is available both locally or offloaded (removed from the system). By clicking on Caller ID which has a REC mark next to it, the new window will be opened where a report is shown for that single call and recording can be played for both local and offloaded recordings.</p>	●	●	●
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## Trunks/Gateways

	business	contact center	multi tenant
<p><b>Protocols: SIP, IAX2, DAHDI</b></p> <p>PBXware Trunks/Gateways supports SIP and IAX2 protocols as well as DAHDI interface technology.</p>	●	●	●
<p><b>DAHDI Signalling: PRI, BRI, Analog</b></p> <p>PBXware Trunks/Gateways supports SIP and IAX2 protocols as well as DAHDI interface technology.</p>	●	●	●
<p><b>BRI</b></p> <p>Removed BRI cards.</p>	●	●	●
<p><b>Codec selection</b></p> <p>Every trunk on PBXware can have separate codec selection so you can make sure only allowed codecs are in use when call is passing through that trunk. Supported codecs: G.711 ulaw, G.711 alaw, G.722, G.723.1, G.726, G.726 AAL2, G.729, GSM, iLBC, Speex, LPC10, H.261 Video, H.263 Video, H.263+ Video, H.264 Video.</p>	●	●	●
<p><b>SIP and IAX2 outbound registrations</b></p> <p>Trunks on PBXware support SIP and IAX2 outbound registration.</p>	●	●	●



<p><b>DAHDI hardware supported: Digium Analog and Digital cards</b></p> <p>PBXware supports Digium Analog and Digital PCI cards:TDM10B, TDM11B, TDM12B, TDM13B, TDM20B, TDM21B, TDM22B, TDM23B, TDM2400P, TDM30B, TDM40B, TDM410P, TDM800P.</p>	●	●	●
<p><b>DAHDI hardware supported: Sangoma Analog and Digital cards</b></p> <p>PBXware supports Sangoma Analog and Digital PCI cards, A500, B700, A200, A400, A601, A700, AFT-B600.</p>	●	●	●
<p><b>DAHDI hardware supported: OpenVox Analog and Digital cards</b></p> <p>PBXware supports OpenVox Analog and Digital PCI cards: A400P/E, A400M, A810P/E, A800P/E, A1200P/E, A1610P/E, A2400P/E, D830P/E, D430P/E, D230P/E, D130P/E, D410P/E, D210P/E, D110P/E.</p>	●	●	●
<p><b>DAHDI hardware supported: Xorcom Astribank</b></p> <p>Support for Xorcom Astribank VoIP gateway.</p>	●	●	●
<p><b>DAHDI hardware supported: Woomera</b></p> <p>Removed Woomera devices completely.</p>	●	●	●
<p><b>Check for Additional Headers</b></p> <p>This field should have a comma separated list of Headers to look out for. If a call comes to a trunk and has a header set that is in this list then that header will be preserved for when call leaves the system.</p>	●	●	●
<p><b>Privacy for PAI header</b></p> <p>With the PBXware 6.3 version, users can select privacy for a PAI header from the drop-down menu on Trunks in the CallerID section. The options are as follows: 'None', 'Anonymous', 'Anonymous with Privacy ID', 'Anonymous with number', and 'Anonymous with number and Privacy ID'.</p>	●	●	●
<p><b>SIP Response for non-existing DIDs</b></p> <p>Added an option to select a SIP response if a DID does not exist on the system.</p>	●	●	●

## SIP Transports supported

	business	contact center	multi tenant
<p><b>UDP</b></p> <p>PBXware supports UDP transport. With UDP, computer applications can send messages, in this case referred to as datagrams, to other hosts on an Internet Protocol (IP) network without prior communications to set up special transmission channels or data paths.</p>	●	●	●
<p><b>TCP</b></p> <p>PBXware supports TCP transport. TCP provides reliable, ordered, error-checked delivery of a stream of octets between programs running on computers connected to local networks or the public Internet.</p>	●	●	●
<p><b>TLS</b></p> <p>PBXware supports SIP/TLS transport but it is important that clients also support TLS and that they are set up accordingly. TLS is cryptographic protocol and it provides encrypted communication over the Internet improving security.</p>	●	●	●
<p><b>Customizing TLS Bind Port</b></p> <p>This port overrides any TCP/UDP settings in SIP protocol settings and applies for all users (external and internal).</p>	●	●	●

## SIP General Settings

	business	contact center	multi tenant
<p><b>NAT settings</b></p> <p>PBXware NAT settings allow you to configure settings according to network configuration on location from which devices are registering to PBXware.</p>	●	●	●

<p><b>Registrations</b></p> <p>Administrator can customize SIP registration settings to preferred values. It is possible to change settings for Length of incoming and outgoing registrations, Registration context, Registration timeout etc.</p>	●	●	●
<p><b>Codecs</b></p> <p>PBXware supports number of different codecs: G.711 ulaw, G.711 alaw, G.722, G.723.1, G.726, G.726 AAL2, G.729, GSM, iLBC, Speex, LPC10, H.261 Video, H.263 Video, H.263+ Video, H.264 Video.</p>	●	●	●
<p><b>Codecs (5.0 update)</b></p> <p>On top of the codecs mentioned above in PBXware 5 we are introducing Opus, codec that supports variable frame durations which can be changed on the fly allowing application to provide great voice quality even under less than perfect conditions.</p> <p>In addition, since patent for G.729 codec has expired, PBXware should also have Royalty Free G.729 licenses included on the system, so customers that would like to use G.729 will no longer have to purchase the licenses.</p>	●	●	●
<p><b>RTP timers</b></p> <p>RTP timers define time period after which calls will be terminated if there is no RTP activity.</p>	●	●	●
<p><b>SIP timers</b></p> <p>There are three SIP timer parameters on PBXware:</p> <ul style="list-style-type: none"> <li>- Minimum roundtrip time for monitored host that defines minimum roundtrip time for messages to monitored host (default 100 ms).</li> <li>- Default T1 timer is the estimated round trip time of an IP packet. By default, T1 is set to 500 milliseconds</li> <li>- Call Setup Timer - this timer defines period after which call will autocongest if response was not received. Default value is 64 * [T1 timer]</li> </ul>	●	●	●



<p><b>MWI</b></p> <p>Message Waiting Indicator (MWI) is a feature that inform users that they have a new voicemail message(s) waiting in their mailbox. In its most common form, this feature lights a lamp on a phone to indicate the presence of a new or voice message.</p>	●	●	●
<p><b>Subscriptions</b></p> <p>SIP protocol includes a standardised mechanism to allow any SIP client, for example your deskphone, to monitor the state of another device. So for example, if you would like to monitor wheter your coworker is on the phone or not, your phone must send SUBSCRIBE request, either directly to your coworkers deskphone or to a server that is aware of the state of his device. If the SUBSCRIBE request is successful, then every time that device changes state, your deskphone will receive a SIP NOTIFY message telling it about the event or change of status. This is the mechanism that IP phones use to control BLF lamps.</p> <p>PBXware enables you to make changes to subscription settings. You can use Allow Subscription setting to disable/enable subscription support, you can set specific context for SUBSCRIBE requests with Subscribe Context. enable disable Notify on RINGING or Notify on HOLD.</p>	●	●	●
<p><b>Video support</b></p> <p>PBXware natively support SIP video but in order to use it some settings will need to be enabled on extension settingspage as well as on the device itself.</p>	●	●	●
<p><b>Remote-Party-ID</b></p> <p>PBXware supports SIP Remote-Party-ID (RPID) allows you to use services like Caller ID and Caller ID blocking. Not setting RPID on your server in some situations can cause preferred Caller ID not to be delivered to called party (in which case default Caller ID assigned by your provider might be used instead) and it can also prevent you from hiding your Caller ID if necessary. This however, will mostly depend on your providers requirements.</p>	●	●	●

<p><b>SIP Debugging</b></p> <p>SIP debugging features available in shell and Asterisk CLI are adding additional layer of information necessary for troubleshooting, when data available in CLIRs is simply not containing all the necessary information. To fully utilize these features user will require advanced experience with PBXware and Asterisk.</p>	●	●	●
<p><b>QOS</b></p> <p>QoS settings on PBXware allow administrators to prioritize traffic in their local network, improving call quality in busy and networks with low Internet bandwidth. In order for this to work, This feature is not set only on PBXware and QoS rules must be set up on networking devices on location phones are registering from.</p>	●	●	●
Codecs			
<p>Codecs are used to convert an analog voice signal to digitally encoded version. Codecs vary in the sound quality, the bandwidth required, computational requirements, etc.</p>	business	contact center	multi tenant
<p><b>G.711 uLAW</b></p> <p>Support for G.711 uLAW codec.</p>	●	●	●
<p><b>G.711 aLAW</b></p> <p>Support for G.711 aLAW codec.</p>	●	●	●
<p><b>G.729</b></p> <p>Support for G.729 codec.</p>	●	●	●
<p><b>G.729 - Royalty free</b></p> <p>Support for G.729 - Royalty free (License included with PBXware 5.0).</p>	●	●	●
<p><b>G.722</b></p> <p>Support for G.722 codec.</p>	●	●	●
<p><b>G.723.1</b></p> <p>Support for G.723.1 codec.</p>	●	●	●
<p><b>G.726</b></p> <p>Support for G.726 codec.</p>	●	●	●

<b>GSM</b> Support for GSM codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>iLBC</b> Support for iLBC codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Speex</b> Support for Speex codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>LPC10</b> Support for LPC10 codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>H.261 Video</b> Support for H.261 Video codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>H.263 Video</b> Support for H.263 Video codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>H.263+ Video</b> Support for H.263+ Video codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>H.264 Video</b> Support for H.264 Video codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Opus</b> Support for Opus codec.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Default codecs for newly created tenants</b> When creating a new tenant the Codecs set will be inherited from Master Tenant instead of being hardcoded.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



# Online Self Care

Online Self Care portal allows end user to modify their extensions settings according to assigned permissions. Users can edit Enhanced Services settings, set up voicemail behavior, check CDRs, download call recordings etc.

business

contact center

multi tenant

## Dashboard

PBXware, the new OSC portal also has a Dashboard that displays all the relevant information about users calls for that day. On the dashboard, users can see their voicemail status, the total number of calls, the number of answered calls, talk time, and funds spent. In addition, the status for Call Forwarding and Do Not Disturb services is displayed, to help prevent scenarios in which users forget to disable these services, causing their calls to be forwarded or rejected.



## Account details changes

Online Self Care portal allows end user to modify extensions email address, password and PIN.



## Voicemail

End users can download and listen received voicemail messages and modify voicemail settings for their extension from Online Self Care portal.



## Voicemail Speech to text

This feature will allow customers to attach the transcript of voicemails when sending out emails to users as well as being able to access the transcripts inside OSC. Two transcription services will be supported in this version, Google Speech and IBM Watson.



## Speech-to-text additional languages

Speech-to-text support two more languages

1. Spanish
2. French



## Reports

Online Self Care portal allows end users to see their call records, filter them by date, time and caller ID, print or email CDR search results.



<p><b>Call Recordings</b></p> <p>In addition to checking their CDR records end users are also able to listen and download their Call Recordings from CDR page in Online Self Care portal.</p>	●	●	●
<p><b>Enhanced Services</b></p> <p>If permitted by PBXware administrator users can edit Enhanced Services settings from their Online Self Care portal.</p>	●	●	●
<p><b>Enhanced Services Status</b></p> <p>Status for Call Forwarding and Do Not Disturb services is displayed, to help prevent scenarios in which users forget to disable these services.</p>	●	●	●
<p><b>Destinations Permissions</b></p> <p>If permitted by assigned Service Plan users can edit their Destinations Permissions from Online Self Care portal.</p>	●	●	●
<p><b>Registered Devices</b></p> <p>With multiple registrations available, users can also see what devices are registered to their extension and from which IP address. We combined geo IP lookup with this feature, so if the device is registering from a public IP address, a flag icon will appear next to the registered device name, representing the country in which that particular IP is located. This should help users to notice and report any unusual registrations to their extensions.</p>	●	●	●
<p><b>Today's Calls</b></p> <p>the total number of calls, the number of answered calls, talk time, and funds spent.</p>	●	●	●
<b>DIDs</b>			
	business	contact center	multi tenant
<p><b>CSV Upload</b></p> <p>CSV upload in DIDs page allow you to create large number of DIDs by simply uploading .csv file with DID numbers and preferred settings.</p>	●	●	●

<p><b>CSV Download</b></p> <p>CSV Download in DIDs page allow you to download full .csv file with DID list and its defined settings.</p>	●	●	●
<p><b>DID Groups</b></p> <p>To make DID management easier Multi-Tenant DID section has new feature for master administrator users. When the DID mode is set to “groups” (under master tenant settings), the administrator can assign a range of DID numbers to a DID group which can later be assigned to a particular tenant. The tenant administrator can later distribute and set up DID numbers from this group however preferred (single DID or a range of numbers) without needing PBXware administrator assistance as was the case in previous versions.</p>	○	○	●
<p><b>Available numbers for a DID Group</b></p> <p>The DID Mode needs to be set to Group.  When adding/editing a DID the following things have been changed:</p> <ol style="list-style-type: none"> <li>1. After you choose a group, the DID/Channel field will be changed to a drop-down, depending on some rules (written under)</li> <li>2. The dropdown will be used as an autocomplete feature and will show available DIDs from the chosen group</li> <li>3. A maximum of 10 DID numbers are shown at a time so to narrow your choice you need to type in more characters</li> <li>4. The drop-down will show only available DIDs, meaning that those already reserved/created will not be shown</li> </ol>	○	○	●
<p><b>Enable / Disable local DID matching</b></p> <p>Forces the call to leave the system without trying to match a dialed number with a local DID. Option available only on master tenant/server.</p>	●	●	●
<p><b>SMS Enabled</b></p> <p>The SMS feature allows for DIDs from PBXware to be used with the SMS service as well.</p>	●	●	●
<p><b>Destinations: Extension</b></p> <p>Assigning Extension as a destination for DID will allow administrator to forward calls directly to specific extensions.</p>	●	●	●

<p><b>Destinations: Ring Group</b></p> <p>Assigning Ring Group as a destination for DID will allow administrator to forward calls directly to specific Ring Group.</p>	●	●	●
<p><b>Destinations: Multi-User Extension (DID Forwarding)</b></p> <p>Multi-User Extension is used for DID forwarding, in cases where remote system trunk is registering to PBXware extension, which allows PBXware to pass inbound calls to remote PBX system.</p>	●	●	●
<p><b>Destinations: Multi User DID Controlled by license</b></p> <p>Multi User on DID are now controlled by license.</p>	●	●	●
<p><b>Destinations: IVR</b></p> <p>Setting IVR (Interactive Voice Response) as a DID destination will enable callers to choose one of multiple available selections by entering assigned number on their phone keypad.</p>	●	●	●
<p><b>Destinations: Queue</b></p> <p>When set as a PBXware destination calls will be forwarded to Queue where they will wait, listening Music on Hold and/or pre-recorded announcements, until they are served by available Queue member.</p>	●	●	●
<p><b>Destinations: Voicemail</b></p> <p>If preferred DID calls can be forwarded to extensions voicemail directly, even if user is available.</p>	●	●	●
<p><b>Destinations: Conference</b></p> <p>Setting Conference room number as a DID destination will allow callers outside the company to join conference calls by dialing DID number.</p>	●	●	●



<p><b>Destinations: Remote Access</b></p> <p>Remote Access can be set as a DID destination to allow users to make calls from their extension even when they are not in the office. When user dials DID number set to use Remote Access he will be asked to enter extension number and PIN. Once user is authenticated he can make calls to allowed destinations, check voicemail or even log in as queue agent.</p>	●	●	●
<p><b>Destinations: Use PBD pin as DID remote access authentication</b></p> <p>Users can choose PBD authentications for DID remote access.</p>	●	●	●
<p><b>Destinations: Trunk</b></p> <p>When trunk is set as a DID destination PBXware will act as a gateway and it will simply pass the calls to remote system through specified trunk, where it will be routed accordingly.</p>	●	●	○
<p><b>Destinations: Fax to E-mail</b></p> <p>Set Fax to E-mail as a DID destination if you would like to receive faxes on PBXware. Fax will be sent to e-mail address (if SMTP server is configured on PBXware) and saved on PBXware where it can be downloaded from FAX section.</p>	●	●	●
<p><b>Destinations: External Number</b></p> <p>You can set External Number as a destination to forward the calls to numbers that are not terminating on PBXware, for example users cell phone number.</p>	●	●	●
<p><b>Destinations: Phone Callback</b></p> <p>Setting Phone Callback as DID destination allows users to make calls from remote locations through PBXware without being charged. If user calls a number which is configured as a DID on the system, system will match users caller ID, hang up and call the user back, prompting for the destination to be called. This option requires additional settings in Phone Callback Enhanced Service.</p>	●	●	●
<p><b>Destinations: Deny Access</b></p> <p>When used, Deny Access destination plays a busy sound to all the callers that dial that DID number.</p>	●	●	●

<p><b>Operation Times</b></p> <p>Operation times is feature that enables you to forward DID calls to a destination different from the one that is set in DID, based on date, day and time.</p>	●	●	●
<p><b>Caller ID Validation &amp; Routing</b></p> <p>This option is used to fine tune functionality of the DID by adding rules according to which calls will be routed preferred destinations based on the rule associated with specific Caller ID.</p>	●	●	●
<p><b>Custom Ringtones</b></p> <p>Custom ringtones feature allows you to set up your DID so your phone use a different ringing sound when calls are routed to your phone from specific DID.</p>	●	●	●
<p><b>Caller ID Replacement</b></p> <p>Allows you to append preferred string to incoming caller ID number in order to distinguish calls coming from specific DID from every other call.</p>	●	●	●
<p><b>Call Recording</b></p> <p>Call recording can be enabled on DID as well as on several other places on PBXware, however, If enabled on DID, call recording will have entire length of the call in a single sound file, even if call was transferred more than once.</p>	●	●	●
<p><b>Queue Priority</b></p> <p>Queue priority option allows you to assign certain level of priority for calls that are being forwarded to Queue. Set up a queue priority level to give calls higher or lower priority compared to calls entering the queue from other destinations.</p>	●	●	●

<p><b>Billing: Specific Service Plan</b></p> <p>Creating multiple service plans enables you to easily assign or change call prices which will be used by all extensions that are set with specific service plans. Creating multiple Service Plans allow you to set up extension pricing based on the package you are selling to that particular user or group of users. In addition to this, Service Plan allows you to create a template with specific set of Enhanced Services and/or Destinations permissions which will be enabled for extensions that are assigned with particular service plans, preventing manual labor which would be needed if every extension was to be set manually.</p>	●	●	●
<p><b>Billing: Use Billing Extension for Billing</b></p> <p>You can easily manage inbound calls billing on DIDs by assigning Billing Extension number, automatically deduct the funds from extensions account balance for every inbound call made.</p>	●	●	●
<p><b>Billing: Force codec</b></p> <p>Enables you to force specific codec to be used for all calls that come to the DID this feature is enabled on.</p>	●	●	●
<p><b>Billing: Strip Digits</b></p> <p>If your calls are being directed to a trunk, it is possible to define number of digits which will be stripped from the beginning of the incoming call number in order to meet the dialing rules specific to that trunk provider.</p>	●	●	●
<p><b>Billing: DID Name field</b></p> <p>Added the 'Name' field to the DID page.</p>	●	●	●

# Caller ID Validation & Routing

This option is used to fine tune functionality of the DID by adding rules which route the calls to different destinations based on incoming Caller ID.

	business	contact center	multi tenant
<p><b>Match Explicitly</b></p> <p>Match Explicitly will inform the system to explicitly match the numbers with identical Caller ID as stated. For example, if you would like to block particular number you would enter that number, select block and set Match Explicitly to yes. This will ensure only entered number is blocked once it reach the DID.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Match Partially</b></p> <p>This option will inform the system to match all the Caller IDs that starts with specific number. For example, if you are receiving calls from range of numbers originating from a foreign country you would like to block, you could enter starting digits that are in common for all the Caller IDs you were receiving nuisance calls from. This will prevent all the calls from that particular range to be block or forwarded, depending on your preference. NOTE: Unless you would like to block all the inbound calls originating from a specific country, try to extend the range of numbers to at least cover area code alongside country code to minimize the range you are trying to block.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Custom Destinations identical to DID Destinations</b></p> <p>Destinations used for Caller ID Validation and Routing can be set to same values available on DIDs.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>CLI validation &amp; routing per tenant</b></p> <p>CLI Routing and validation per tenant (the tenant administrator can manage the validation and routing per tenant). This option is used to fine-tune the functionality by adding rules which send the calls to different destinations based on Caller IDs.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



# Conferencing

	business	contact center	multi tenant
<p><b>Limit maximum number of participants</b></p> <p>Allows you to define maximum number of users that can join the conference.</p>	●	●	●
<p><b>Instant conferences via Desktop App</b></p> <p>Integration with gloCOM allows you to create Instant conferences by dragging users into an active call.</p>	●	●	●
<p><b>Conference PIN</b></p> <p>Enables you to define Conference PIN all users must enter in order to join conference.</p>	●	●	●
<p><b>Conference Admin PIN</b></p> <p>Enables you to define Conference Admin PIN to authenticate user as a Conference Admin in order to assigns administrative privileges.</p>	●	●	●
<p><b>Conference Marked User PIN</b></p> <p>Enables you to define Conference Marked User PIN to authenticate user as a Marked user in order to assign set of privileges.</p>	●	●	●
<p><b>Announce user join/leave</b></p> <p>When joining new conference members will be asked to say their name and press the '#' key before they enter the conference, name will be recorded and played to other conference members when a caller joins/leaves the conference.</p>	●	●	●
<p><b>Announce number of participants</b></p> <p>Turning on this option will announces the number of conference participants to a new conference member. "There is currently one other participant in the conference."</p>	●	●	●
<p><b>Email conference recording</b></p> <p>At the end of a conference call (static not dynamic) if the email is in there as an option the sound file of the conference would be emailed to a pre-specified email once everyone has exited the room.</p>	●	●	●

<p><b>DTMF menu for participants: Mute Control</b> Conference Admins are able to mute specific user.</p>	●	●	●
<p><b>DTMF menu for participants: Volume Control</b> Conference Admins are able to adjust speaking volume for entire conference room.</p>	●	●	●
<p><b>DTMF menu for participants: Kick Users</b> Conference Admins are able to kick specific user(s) from conference room.</p>	●	●	●
<p><b>DTMF menu for participants: Eject users</b> Conference Admins are able to use eject command to kick last user that joined the conference room.</p>	●	●	●
<p><b>DTMF menu for participants: Lock conference</b> Conference Admins are able to lock the conference room, preventing new callers from joining in.</p>	●	●	●
<p><b>DTMF menu for participants: Record conferences</b> Enables recording of conference room calls.</p>	●	●	●
<p><b>DTMF menu for participants: Music on Hold</b> This option will play Music on Hold to a first user that joins the conference. As soon as second user enters conference room Music on Hold stops playing and users are able to talk to each other.</p>	●	●	●
<p><b>DTMF menu for participants: Wait for Marked User to start conference</b> Enabling this option will prevent users to talk to each other until marked user join the conference, this is useful when you are arranging a conference call between multiple parties that are unfamiliar with each other.</p>	●	●	●
<p><b>Destinations: Close the conference when Marked User leaves</b> Closes the conference when last marked user exits, regardless of number of active participants in the conference room, their calls will be immediately dropped at that moment.</p>	●	●	●

<p><b>Destinations: Control members of conference</b></p> <p>Conference admin is able to mute, add or remove conference participants.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Control options for each member: Admin</b></p> <p>If this option is enabled, conference calls coming from the extension will be treated with admin privileges.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Control options for each member: Marked</b></p> <p>If this option is enabled, conference calls coming from the extension will be given less privileges than admin, but more than regular conference participants.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Control options for each member: Talk-Only</b></p> <p>If this option is enabled, conference calls coming from this extension will be allowed to talk only and no sound from the conference will be heard on that phone.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Control options for each member: Listen-Only</b></p> <p>If this option is enabled, conference calls coming from this extension will be allowed to listen only and no sound from the extension will be heard in the conference.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Control options for each member: Exit Digit</b></p> <p>If this option is enabled, users will be allowed to exit the conference by dialing any digit on their phone.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Control options for each member</b></p> <p>Added the possibility for administrators to change Conference PIN even when they do not have the 'Show Advanced' toggle button enabled.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>IVRs</b>			
	business	contact center	multi tenant
<p><b>IVR Type: Standard IVR</b></p> <p>IVR (Interactive Voice Response) is automated answering machine which guide callers to their destination by providing a number of choices and waiting for caller to make a selection through DTMF tones via device keypad.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<p><b>IVR Type: Pin-based IVR</b></p> <p>PIN-based IVR allows dialing local/remote destinations by providing a pre-set IVR PIN number.</p>	●	●	●
<p><b>IVR Type: Multi-digit IVR</b></p> <p>Unlike regular IVR, Multi-digit IVRs accepts two or more digits as a response from caller, therefore providing a wider range of options compared to Standard IVR.</p>	●	●	●
<p><b>IVR Type: Meeting IVR</b></p> <p>Meeting IVR is selected when a user wants to join the Conference only via audio. A user needs to call a DID that is connected to a Meeting IVR and follow the instructions in order to join a Meeting. The necessary information (Meeting Number and Participant ID) is provided in an e-mail when the Meeting is being created.</p>	●	●	●
<p><b>IVR Type: IVR Tree Builder</b></p> <p>IVR Tree is a special form of IVR where creation of a particular IVR is more graphically oriented than it is with regular IVRs. This allows better overview when creating more complex IVR system in which callers have to navigate through multiple IVRs in order to reach preferred destination.</p>	●	●	●
<p><b>IVR Destinations: Extension</b></p> <p>Setting up extension as a destination in IVR will forward the call to specified extension number once assigned digit is pressed.</p>	●	●	●
<p><b>IVR Destinations: IVR</b></p> <p>Setting up IVR as a destination in IVR will forward the call to specified IVR number once assigned digit is pressed.</p>	●	●	●
<p><b>IVR Destinations: Queue</b></p> <p>Setting up Queue as a destination in IVR will forward the call to specified Queue number once assigned digit is pressed.</p>	●	●	●
<p><b>IVR Destinations: Conference</b></p> <p>Setting up Conference as a destination in IVR will forward the call to specified Conference number once assigned digit is pressed.</p>	●	●	●



<p><b>IVR Destinations: Voicemail</b></p> <p>Setting up a Voicemail as a destination in IVR will forward the call to specified extension number voicemail directly, without dialing the extension, once assigned digit is pressed.</p>	●	●	●
<p><b>IVR Destinations: Remote Access</b></p> <p>Set Remote Access as an IVR destination to enable users to dial into the system from remote location and authenticate to their personal extensions and make calls as if they picked up their office phone.</p>	●	●	●
<p><b>IVR Destinations: Directory</b></p> <p>With this option selected, you will have the ability to dial an extension by entering the first three letters of the extension's last or first name.</p>	●	●	●
<p><b>IVR Destinations: Fax to E-mail</b></p> <p>Set Fax to E-mail as an IVR destination if you would like to receive faxes on PBXware. Fax will be sent to e-mail address (if SMTP server is configured on PBXware) and saved on PBXware where it can be downloaded from FAX section.</p>	●	●	●
<p><b>IVR Destinations: Call External Number</b></p> <p>In order to dial specific number as an IVR selection you must select Call External Number as a destination in IVR and enter the number which will be dialed once selection is made.</p>	●	●	●
<p><b>IVR Destinations: Ring Group</b></p> <p>Setting up Ring Group as a destination in IVR will forward the call to specified Ring Group number once assigned digit is pressed.</p>	●	●	●
<p><b>IVR Destinations: Remote Access</b></p> <p>Setting up Remote access as a destination in IVR will allow the caller to use Remote Access functionality.</p>	●	●	●
<p><b>IVR Destinations: CRM Routing</b></p> <p>Setting up CRM Routing as a destination in IVR will allow the caller to use CRM Routing, which allows routing to a specific Queue or IVR or playing sound files based on information fetched from CRM.</p>	●	●	●

<p><b>IVR Destinations Options: Default Caller ID</b></p> <p>You can append preferred string to incoming Caller ID (for example IVR 1) to differentiate between multiple destination calls can come from.</p>	●	●	●
<p><b>IVR Destinations Options: Change Language</b></p> <p>If sound files in language other than english are uploaded to PBXware alongside default english language prompts, you can set voice prompts to be played in preferred language once call is routed to its destination.</p>	●	●	●
<p><b>IVR Destinations Options: Read extension number</b></p> <p>Specific for Directory destination.</p>	●	●	●
<p><b>IVR Destinations Options: Search for name</b></p>	●	●	●
<p><b>IVR Destinations Options: Department filter</b></p>	●	●	●
<p><b>IVR Destinations Options: Exit digit</b></p>	●	●	●
<p><b>Standard IVR Options: Operator Extension</b></p> <p>Operator extension option allows you to assign the number of extension to which calls will be redirected to if 'IVR Status' is set to 'Off'.</p>	●	●	●
<p><b>Standard IVR Options: Custom timeouts</b></p> <p>Allows administrator to set preferred time values for Response Timeout, Digit Timeout, Selection Timeout etc. In case any of these timeouts is exceeded voice prompt will be played back to the user for several times, after which, call will be dropped.</p>	●	●	●
<p><b>Standard IVR Options: Custom Greeting</b></p> <p>Custom greeting enables administrator to play a greeting with IVR instructions once caller gets to the IVR.</p>	●	●	●

<p><b>Standard IVR Options: Change greeting access code for a specific destination type</b></p> <p>Users are able to change a greeting themselves without the admin making any changes to the file name and assign it to an IVR greeting. Two new access codes have been added:</p> <ol style="list-style-type: none"> <li>1. Change Greeting: defaults to *303 and takes a queue/IVR or ring group as the destination. When dialed the user is prompted to record a new greeting. Once accepted the greeting is set as the destination's new greeting.</li> <li>2. Change Greeting: defaults to *304 and takes a queue/IVR or ring group as the destination. When dialed the user is prompted to record a new greeting. Once accepted the greeting is set as the destination's new greeting, and the old greeting, if it existed, will be deleted.</li> </ol>	●	●	●
<p><b>Standard IVR Options: IVR extension exclusion</b></p> <p>A new field under "IVR &gt; Local Dialing" called "Exclude list" has been added. Any extension added in field cannot be called from that IVR even if it is within the set range.</p>	●	●	●
<p><b>Standard IVR Options: IVR extension range</b></p> <p>When enabling local dialing on IVR, it is possible to exclude 1 or 2 extensions from this.</p>	●	●	●
<p><b>Standard IVR Options: IVR: Add # Option</b></p> <p>Allow # to be used as an IVR option.</p>	●	●	●
<p><b>Standard IVR Options: Ringing Type</b></p> <p>This option allows you to set whether you would like to play Music on Hold or ringing sound to callers once their call reach the IVR.</p>	●	●	●
<p><b>Standard IVR Options: Dial Local Extensions directly</b></p> <p>This feature allows callers to dial extension number directly, once their call enters the IVR. If this feature is enabled anybody that enters the IVR will be able to dial extensions on the system/tenant directly if they know the number that would like to dial. This option can be used alongside standard IVR selections.</p>	●	●	●
<p><b>Standard IVR Options: Dial Local Extensions limits</b></p> <p>Administrator is able to restrict extension dialing from IVR by defining range of extensions that are allowed to be called directly.</p>	●	●	●



<p><b>Standard IVR Options: Dial Permissions</b></p> <p>Permissions are used to allow an organization to restrict who is able to enter an IVR. In particular, there are organizations where access to the IVR is only allowed to callers with a valid account number, but it can be used for other similar purposes.</p>	●	●	●
<p><b>Standard IVR Options: Operation Times</b></p> <p>Operation times enables administrator to forward calls that are supposed to enter IVR to a different locations depending on date, day and time.</p>	●	●	●
<p><b>Standard IVR Options: FAX Detection</b></p> <p>When FAX recognition is enabled on your PBXware system, you can turn on FAX detection on your IVR by entering e-mail address in FAX Email field. This will automatically accept all FAX calls and send received FAXes to that e-mail address without any additional actions from sender.</p>	●	●	●
<p><b>Standard IVR Options: Disable CallerID (PIN-based IVR only)</b></p> <p>This option disables CallerID but only for PIN-based IVRs.</p>	●	●	●
<b>IVR Directory</b>			
<p>With this option selected, you will have the ability to dial an extension by entering the first three letters of the extension's last or first name.</p>	business	contact center	multi tenant
<p><b>Search by First Name</b></p> <p>With this option selected callers will have to enter starting letters of users first name in order to dial his extension. This is done by entering numbers that correspond with letters on the keypad on the phone/softphone caller is using.</p>	●	●	●
<p><b>Directory DTMF timeout</b></p> <p>After entering directory from IVR for example, from that moment you only have 3 seconds to start typing in the first 3 letters of a last name if you do not do that call gets disconnected.</p>	●	●	●
<p><b>Directory DTMF exit key can be customized</b></p> <p>The user can exit the Directory app at any moment by pressing the '#' or '0' key.</p>	●	●	●



<p><b>Search by Last Name</b></p> <p>With this option selected callers will have to enter starting letters of users last name in order to dial his extension. This is done by entering numbers that correspond with letters on the keypad on the phone/softphone caller is using.</p>	●	●	●
<p><b>Search by both First and Last Name</b></p> <p>With this option selected callers will have to enter starting letters of users First or Last name in order to dial his extension. This is done by entering numbers that correspond with letters on the keypad on the phone/softphone caller is using.</p>	●	●	●
<p><b>Play Voicemail greeting for Name</b></p> <p>If name is recorded in voicemail box by user, message will be played in IVR directory instead automated spelling.</p>	●	●	●
<p><b>IVR Directory filter per department</b></p> <p>This feature simplifies the search inside the IVR Directory by limiting searches to a group of extensions (departments) instead of the entire directory. This feature will assist when searching through the IVR if there are duplicate names in a system.</p>	●	●	●
<b>IVR Tree</b>			
<p>Same as regular IVR, IVR tree offer multiple available options for destination type.</p>	business	contact center	multi tenant
<p><b>Available actions: Dial Local Extension</b></p> <p>Dial Local extension feature will allow you to assign a local extension as an IVR Tree destination.</p>	●	●	●
<p><b>Available actions: Dial Remote Extension</b></p> <p>This feature allows you to assign an external number as an IVR Tree destination.</p>	●	●	●
<p><b>Available actions: Dial Voicemail</b></p> <p>This feature allows you to assign an extension voicemail as an IVR Tree destination.</p>	●	●	●

<p><b>Available actions: Check Voicemail</b></p> <p>Set up Check Voicemail on IVR Tree to allow users to log in to their extensions voicemail and check messages without using their extension.</p>	●	●	●
<p><b>Available actions: Go to Context</b></p> <p>Setting Go to Context on IVR Tree will forward calls to given context and extension.</p>	●	●	●
<p><b>Available actions: Start Recording</b></p> <p>Call recording will be enabled from point in which call gets to branch of IVR tree with Start recording enabled.</p>	●	●	●
<p><b>Available actions: Set Queue Priority</b></p> <p>Queue priority option allows you to assign certain level of priority for calls that are being forwarded to Queue. Set up a queue priority level to give calls higher or lower priority compared to calls entering the queue from other destinations.</p>	●	●	●
<p><b>Available actions: Set Language</b></p> <p>If sound files in language other than english are uploaded to PBXware alongside default english language prompts, it is possible to set voice prompts to be played in preferred language.</p>	●	●	●
<p><b>Available actions: Play Sound</b></p> <p>This selection will play selected sound file in multiple languages (if available). In addition, it is possible to allow DTMF entries, enabling callers to dial local destinations.</p>	●	●	●
<p><b>Available actions: Change Caller ID</b></p> <p>You can append preferred string to incoming Caller ID (for example IVR Tree 1) to differentiate between multiple destination calls can come from.</p>	●	●	●
<p><b>Available actions: Wait</b></p> <p>This option allows you to set pause time in seconds after which IVR will continue executing assigned actions actions.</p>	●	●	●
<p><b>Available actions: Busy Signal</b></p> <p>When selected, this option will play Busy signal to callers.</p>	●	●	●

<p><b>Available actions: Hangup</b></p> <p>This action will hang up incoming calls upon execution.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Available selection destination type: Go to IVR Tree</b></p> <p>This option will forward calls to other IVR Tree destinations.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Available selection destination type: Local/Remote Destinations</b></p> <p>IVR Tree supports forwarding calls to both Local and Remote destinations.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Available selection destination type: Voicemail</b></p> <p>IVR Tree supports Voicemail as an IVR destination.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Available selection destination type: Ring group</b></p> <p>IVR Tree supports Ring Group as an IVR destination.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Available selection destination type: Queue</b></p> <p>IVR Tree supports Queue as an IVR destination.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>PIN based IVR</b>			
PIN-based IVR allows dialing local/remote destinations by providing a pre-set IVR PIN number.	business	contact center	multi tenant
<p><b>CSV upload</b></p> <p>PIN based IVR allows you to create a large number of PIN numbers and matching destinations by uploading .CSV file.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Expiry date per PIN</b></p> <p>PIN Expiry date allows PBXware administrator to define PIN expiry date, rendering it unusable after specified date.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Destination per PIN</b></p> <p>Every created PIN is assigned to specific destination, once pin is entered in PIN based IVR matching destination will be dialed.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## IVR Statistics

We have added a new feature called IVR statistics, this feature is similar to Queue or Agent statistics for Call Center systems.	business	contact center	multi tenant
<b>IVR calls</b> IVR call statistics report will show: Callid, Date time, Called Number, Callerid, IVR name, IVR number, Option, Destination, Dest. Type, Ended.	●	●	○
<b>IVR calls per called number</b> IVR calls per called number report will show: Called Number, Date Time, Callerid, Callid, IVR name, IVR number, Option, Destination, Dest. Type, Ended.	●	●	○
<b>IVR calls per option</b> IVR calls per option: Callid, Date time, Called Number, Callerid, IVR name, IVR number, Option Destination, Dest. Type, Ended.	●	●	○
<b>IVR calls per DID in IVR statistics</b> IVR statistics page has been enriched with a new report page called “IVR calls per DID”.	○	●	○
<b>Available in Bussiness and MT edition</b> Ported to the Multi-Tenant and the Business edition.	●	●	●

## Remote Access

In most cases Remote Access is set as a DID destination (although it can be set as an IVR destination as well) in order to allow users to make calls from their extension even when they are not in the office. When user dials DID number set to use Remote Access he will be asked to enter extension number and PIN. Once user is authenticated he can make calls to allowed destinations, check voicemail or even log in as queue agent.	business	contact center	multi tenant
<b>Destinations</b> Set destination to Remote Access in order to allow users to log in to their extension and make calls from it as if they were using their deskphone.	●	●	●
<b>Voicemail</b> Voicemail can be assigned as a Remote Access destination in order to allow users to check their voicemail when not in the office.	●	●	●



<p><b>Agent Login</b></p> <p>Voicemail can be assigned as a Remote Access destination in order to allow users to log in as agents even if they are not using PBXware extension.</p>	●	●	
<h2 style="text-align: center;">Operation Times</h2>			
<p>Operation times is feature that enables you to forward IVR calls to different locations depending on date, day and time.</p>	business	contact center	multi tenant
<p><b>Default Destination</b></p> <p>Destination, different from the one set on IVR, where calls will be forwarded according to Operation Times rules.</p>	●	●	●
<p><b>Custom Destinations for specific Day/Time Range</b></p> <p>You are able to define specific day/time range when calls will be forwarded to custom destination.</p>	●	●	●
<p><b>Control Open Days and Hours</b></p> <p>You are able to define day/time range after which calls will be forwarded after working hours.</p>	●	●	●
<p><b>Control Closed Dates and Hours</b></p> <p>You are able to define default destination where calls will be forwarded during closed dates.</p>	●	●	●
<p><b>Custom Greeting</b></p> <p>Create custom greeting and assign it to Operation Times to inform customers that their call will be forwarded to a different destination because your office is closed.</p>	●	●	●
<p><b>Midnight reset for Operation times</b></p> <p>In Access Codes → Edit, the Operation Times group feature called “Midnight reset” is available. By default this option is set to “Yes”, meaning that the access codes will be reset in midnight. If set to “No”, the midnight reset will be skipped.</p>	●	●	●
<p><b>Import and export csv for operation times</b></p> <p>Operation Times configuration can be exported into csv or imported from csv file.</p>	●	●	●

# Queues

Queue system allows you to receive more calls in your PBXware than your staff members are able to answer at the same time.

**NOTE:** Queues in MT edition have less options available. For example, Agents are not available on MT and only static members (SIP extension) can be added to queue members list.

	business	contact center	multi tenant
<p><b>Queue Ring Strategies</b></p> <p>Queue ring strategies allows you to distribute queue calls more efficiently and according to your specific needs. You can assign one of the available strategies to your queues in order to ring queue agents or static members randomly or in specific order.</p>	○	●	○
<p><b>Queue Ring Strategies: Ring All</b></p> <p>With Ring All ringing strategy selected, once call enters the queue it will ring all available queue members at the same time.</p>	●	●	●
<p><b>Queue Ring Strategies: Linear</b></p> <p>When Linear ring strategy is selected, once call enters the queue it will ring available queue members one by one in a specific order.</p>	●	●	●
<p><b>Queue Ring Strategies: Least recent</b></p> <p>Least Recent ring strategy will ring available agents with least answered calls in order to distribute the calls evenly between all queue members.</p>	●	●	●
<p><b>Queue Ring Strategies: Fewest calls</b></p> <p>Fewest calls ring strategy will ring available agents with fewest calls received in order to distribut the calls evenly between all queue members.</p>	●	●	●
<p><b>Queue Ring Strategies: Random</b></p> <p>Random ring strategy will randomly ring any of the available queue members.</p>	●	●	●
<p><b>Queue Ring Strategies: Round-Robin with memory</b></p> <p>Round-Robin with memory ring strategy will ring available agents one by one but it will continue where it stopped the last time when call was answered.</p>	●	●	●

<p><b>Queue Ring Strategies: Round-Robin ordered</b></p> <p>Same as Round-Robin with memory, except the queue member order from the config file is preserved so interfaces will ring in the order specified in the configuration file. If you use dynamic members, the members will be rung in the order in which they were added.</p>	○	○	○
<p><b>Queue Ring Strategies: Random with penalty</b></p> <p>Random with penalty ring strategy will randomly ring available members of the lowest penalty level. In case all the members of that penalty are busy or not available, call will move to members with higher penalty level assigned.</p>	●	●	●
<p><b>Music on Hold</b></p> <p>This option allows you to enable music on hold for callers that are waiting in queue.</p>	●	●	●
<p><b>Custom Ringtones</b></p> <p>PBXware allows you to set up your queues to send a matching string to the phone so it is informed to use a different ringtone when calls are coming from queue set up with this option. In order to use this feature, alongside PBXware part changes must be made in the phone as well. For information on how to set up the phone please consult your device admin manual.</p>	●	●	●
<p><b>Caller ID Replacement</b></p> <p>Caller ID Replacement allows you to append preferred string to incoming caller ID number in order to distinguish calls coming from queue from other calls to extension, for example Queue 1.</p>	●	●	●
<p><b>Custom Sounds</b></p> <p>You can record your custom sound files like Greeting, Periodic Announce, Agent Announce, Callback announcements for Caller and Agent etc.</p>	●	●	●
<p><b>Ringling Timeouts</b></p> <p>Ring timeouts allow you to define how long will call ring each queue member before it continue to the next available member.</p>	●	●	●

<p><b>Waiting Timeouts</b></p> <p>Define total time call can spend in queue and what should happen with unanswered calls and where they should be routed after timeout is reached.</p>	●	●	●
<p><b>Announcements</b></p> <p>Queue Announcements inform callers waiting in queue what is their current position and for how long (approximately) they should wait before their call is answered.</p>	●	●	●
<p><b>Periodic Announcements</b></p> <p>Periodic announcement option allows you to play custom message to the callers waiting in the queue.</p>	●	●	●
<p><b>Call Recordings</b></p> <p>In order to allow you to preserve important customer calls PBXware queues also offer option to record all queue calls.</p>	●	●	●
<p><b>Exit Digit</b></p> <p>This option allows you to define exit digit which will be used to allow users to drop out of queue call. Depending on queue settings they can be forwarded to an operator extension, voicemail or to initiate queue callback.</p>	●	●	●
<p><b>Abandoned Calls E-mail Notification</b></p> <p>When Abandoned calls e-mail notification is enabled, PBXware will send reports, once per hour, with information on all abandoned queue calls and the reason why calls were dropped.</p>	●	●	○
<p><b>Queue Callback</b></p> <p>Depending on queue settings Queue Callback will initialize the call to numbers that dropped queue calls before they were served by Agents. Queue Callback have number of options that will allow you to fine tune it according to your personal preferences.</p>	○	●	○
<p><b>Queue Callback IVR</b></p> <p>In addition to default Queue Callback setting that use Caller ID to initialize the call, Queue Callback IVR allow users to enter Different caller ID number from the one they are using.</p>	○	●	○



<p><b>Static Member Login</b></p> <p>Queues on PBXware bussiness edition offer option to allow static members (SIP extensions) to log in and log out of queue in same manner as Agents.</p>	●	●	○
<p><b>Prevention of Enhanced services for Static Members</b></p> <p>This option allows you to choose whether extensions Enhanced Services should apply to queue static members. The option is called Disable Member Enhanced Services. When set to Yes, ES rules will not be applied when the Queue dials static members.</p> <p><b>NOTE:</b> This only applies to Static members with no login and Callback Agents or DynamicAgents that have ES disabled by default.</p>	●	●	●
<p><b>Queue Members management</b></p> <p>You can easily add and remove queue members from queue members management panel.</p>	●	●	●
<p><b>Queue Member Penalties</b></p> <p>Assigning different penalty levels to queue members will help you achieve more precise call distribution in your queues. Members with lower penaltiy number will receive calls until all members with that penalty are busy or unavailable, which will move call to members with higher penalty number.</p>	●	●	●
<p><b>Desktop App Integration</b></p> <p>PBXware Call Center integration with desktop clients gloCOM Agent and gloCOM Supervisor will allow you to improve your employees performance by speeding up their workflow.</p>	●	●	○
<p><b>Caller ID for Queue Callback</b></p> <p>Caller ID for callback is a new queuing feature in our Call Center Edition. When a customer receives a call from Queue Callback you can choose a Caller ID to display. New option in queue which would disable this or enable per user preference is presented. Basically if user wish to pass abandoned calls to queue and still have these calls in statistics or if abandoned call during greeting should be detected and not routed to queue and shown in statistics.</p>	○	●	○

<p><b>Caller early hangup</b></p> <p>When a call comes into the system via DID if a call is hangup while greeting on DID is played call still passes to the Queue because of statistics, so users are aware they had abandoned calls. New option in queue which would disable this or enable per user preference is presented. Basically if user wish to pass abandoned calls to queue and still have these calls in statistics or if abandoned call during greeting should be detected and not routed to queue and shown in statistics.</p>	●	●	●
<p><b>Disabled queue calling to mobile endpoints in PBXware</b></p> <p>Disabled queue calling to mobile endpoints in PBXware.</p>	●	●	●
<p><b>Limited number of members to ring for ringall strategy</b></p> <p>When strategy is “ringall”, the default number of Queue Members and Agents that may be dialed in a single Queue is set to 9. The limitation number for a Queue can be changed per single Queue if additional configuration is set differently.</p>	●	●	●
<p><b>Better control over announce</b></p> <p>Position and Periodic announces are split into separate sections. Also, we added option to choose if one want to hear Hold-Time or Position announce or both.</p>	●	●	●
<p><b>Disable CDRs for unanswered calls from queue</b></p> <p>Ability to disable CDRs for unanswered calls to SIP members from queue.</p>	●	●	●
<p><b>Inbound Dispositions</b></p> <p>Ability to set disposition for inbound calls.</p>	●	●	●

## Skilled Based Routing (SBR)

	business	contact center	multi tenant
<p><b>RULES</b></p> <p>Different agents in queue can have different penalties. SBR allows one to create Sets of Rules to change the value of the Min Penalty and Max Penalty channel variables in mid-call. This means that it is possible to open a call to more members or potentially a different set of members. Agents with different penalties can answer a call in different period of time, depending on the Rule. On each queue one can choose which rule to use or no rule to use.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>Rule configuration</b></p> <p>Using this one can controll when Rule's configuration will be changed (Caller Hold Time) and which agents can answer the call (using Min and Max penalties).</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

## Queue Monitoring

Queue monitor is useful tool that will display information on Agent status (Unavailable, Idle, On call), and some Basic queue information (Answered calls, Abandoned calls, current number of calls waiting in queue etc.), or one can select specific queue to show detailed information about it.	business	contact center	multi tenant
<p><b>Calls Waiting</b></p> <p>Queue monitor Calls Waiting section displays total number of calls waiting in queue.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Average Calls waiting</b></p> <p>Queue monitor Average Calls waiting section displays average time calls were waiting in queue.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agents Logged</b></p> <p>Queue monitor Agents Logged section displays information on number of logged in agents.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agents on Call</b></p> <p>Queue monitor Agents on Call section displays information on agents on call.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

<p><b>Agents Idle</b></p> <p>Queue monitor Agents Idle section displays information on number of idle agents.</p>	○	●	○
<p><b>Agents not logged</b></p> <p>Queue monitor Agents not logged section displays information on number of agents that are not logged in.</p>	○	●	○
<p><b>Agents Not Ready</b></p> <p>Queue monitor Agents Not Ready section displays information on number of agents that are in not ready state.</p>	○	●	○
<p><b>Overview</b></p> <p>Queue monitor Overview section displays information about number of Entered, Connected and Abandoned calls for specific queue for current day.</p>	○	●	○
<p><b>Callers</b></p> <p>Queue monitor Callers section displays information about number of Total, Connected and Waiting callers for specific queue - realtime data.</p>	○	●	○
<p><b>Agents</b></p> <p>Queue monitor Agents section displays information about total number of Agents in queue, as well as number of Logged in and Paused agents for specific queue - realtime data.</p>	○	●	○
<p><b>Extensions</b></p> <p>Queue monitor Extensions section displays information total number of Static members and how many extensions is online for specific queue - realtime data.</p>	○	●	○
<p><b>List of Agents/Extensions/Callers</b></p> <p>Shows detailed information (Number, Name, Channel ID, Caller ID, etc.) about each agent, static member and caller with various options (monitor call, transfer call, hangup call).</p>	○	●	○



## Queue Panel

Queue panel is useful tool that will display list of all available queues and general information about each queue (Agent status, number of Answered calls, Abandoned calls, etc) with option to show only total number for all queues and to show historical data rather than data for current day only.

	business	contact center	multi tenant
<p><b>Calls</b></p> <p>Queue Panel Calls section displays total number of calls serviced in the queue.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Answered</b></p> <p>Queue Panel Answered section displays total number of answered calls.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Abandoned</b></p> <p>Queue Panel Abandoned section displays total number of abandoned calls.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Waiting</b></p> <p>Queue Panel Waiting section displays total number of the calls waiting in the queue.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agents Idle</b></p> <p>Queue Panel Agents Idle section displays number of currently idle Agents.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agents Not Ready</b></p> <p>Queue Panel Agents Not Ready section displays number of agents which are not ready.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agents On Call</b></p> <p>Queue Panel Agents On Call section displays number of agents currently on a call.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

## Dialer

Dialer allows lists of data to be loaded to a database and an application will run and dial these numbers based on an algorithm or settings entered by the admin. Dialer is mainly managed through Campaigns.

	business	contact center	multi tenant
<p><b>Dialer Ring Strategy: Power</b></p> <p>In the power strategy the campaign dials leads based on Idle agents multiplied with power number.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

<p><b>Dialer Ring Strategy: Preview</b></p> <p>This strategy gives an agent the ability to preview some details about a lead before it decides to dial them.</p>	○	●	○
<p><b>Dialer Ring Strategy: Progressive</b></p> <p>This strategy works the same as a preview strategy, the only difference is that the agent has a certain timeout in which he/she must perform a dial.</p>	○	●	○
<p><b>Dialer Ring Strategy: Voice Messaging</b></p> <p>This strategy automatically plays the message to leads. Additionally it records DTMF pressed during message.</p>	○	●	○
<p><b>Numbers</b></p> <p>Option to import list of numbers to call via csv files.</p>	○	●	○
<p><b>Number of retries</b></p> <p>How many time campaign will try to call one lead (one number imported via csv file).</p>	○	●	○
<p><b>Force Trunk and Codec</b></p> <p>Campaign can be forced to use only one Trunk and/or audio codec.</p>	○	●	○
<p><b>Agents</b></p> <p>Agent can be member of only one campaign. Agents will not be able to use enhanced services when getting calls from dialer.</p>	○	●	○
<p><b>Retries No Answer/Busy/Abandon</b></p> <p>Time in which the campaign will try to call again if current lead disposition is No Answer/Busy/Abandon.</p>	○	●	○
<p><b>Answering Machine Detection</b></p> <p>Posibility to enable and configure AMD. If this feature is on, for each lead answer, dialer will run AMD, to avoid connecting agent with answering machine.</p>	○	●	○

<p><b>Campaign Cycle</b></p> <p>For power like strategies (Power and Voice Messaging), one can option to set number of seconds campaign will sleep bewteen cycles, maximum number of leads to call per cycle nad maximum number of concurrent leads campaign can have.</p>	○	●	○
<p><b>Caller ID</b></p> <p>Option to choose which caller ID campaign will use.</p>	○	●	○
<p><b>Dial Timeout</b></p> <p>Time dialer will ring the lead.</p>	○	●	○
<p><b>Mimumum digits to dial</b></p> <p>A minimum number length allowed in order to dial numbers.</p>	○	●	○
<p><b>Don't dial failed numbers again</b></p> <p>If the numbers have failed for some reason, set the dialer not to dial them again.</p>	○	●	○
<p><b>Generate CDR</b></p> <p>Option to enable/disable dialer to generate Asterisk CDR entries. Turning this feature ON is a performance penalty, and should be used only if you want to debug trunks.</p>	○	●	○
<p><b>Operation Times</b></p> <p>This feature allows one to set working time for campaign, and applies only for power like strategies.</p>	○	●	○
<p><b>Dispositions</b></p> <p>One can create list of dispositions that Agent will see in gloCOM which can be applied at the end of the call.</p>	○	●	○
<p><b>Desktop App Integration</b></p> <p>PBXware Contact Center integration with desktop clients gloCOM Agent and gloCOM Supervisor will allow you to improve your employees performance by speeding up their workflow.</p>	○	●	○

<p><b>Stop Campaign(s)</b></p> <p>Option to stop specific campaign or to stop all campaigns at once.</p>	○	●	○
<h2>Campaigns Monitoring</h2>			
<p>Campaign monitor is useful tool that will display information on Agent status (Loggend, Paused, Idle, Busy), and some basic campaign information (number of Dialling calls, number of Connecting calls, number of Connected calls), or one can select specific campaign to show detailed information about it.</p>	business	contact center	multi tenant
<p><b>Calls Dialling</b></p> <p>Campaign monitor Calls Connection section displays number of calls currently dialing.</p>	○	●	○
<p><b>Calls Connecting</b></p> <p>Campaign monitor Calls Connection section displays number of calls currently connecting.</p>	○	●	○
<p><b>Calls Connected</b></p> <p>Campaign monitor Calls Connected section displays number of calls currently connected.</p>	○	●	○
<p><b>Agents Logged</b></p> <p>Campaign monitor Agents Logged section displays information on number of logged in agents.</p>	○	●	○
<p><b>Agents Paused</b></p> <p>Campaign monitor Agents on Call section displays information about paused agents.</p>	○	●	○
<p><b>Agents Idle</b></p> <p>Campaign monitor Agents Idle section displays information on number of idle agents.</p>	○	●	○
<p><b>Agents Busy</b></p> <p>Campaign monitor Agents Busy section displays information on number of agents that are busy.</p>	○	●	○
<p><b>Contacts Total</b></p> <p>Number of contacts made by agents on campaign.</p>	○	●	○



<p><b>Contacts Rate</b></p> <p>Rate of contacts on campaign.</p>	○	●	○
<p><b>Overview</b></p> <p>Campaign monitor Overview section displays information about number of Dialed, Unanswered, Connected and Abandoned calls for specific campaign for current day.</p>	○	●	○
<p><b>Leads</b></p> <p>Campaign monitor Leads section displays information about number of Dialling, Connecting and Connected leads for specific campaign - realtime data.</p>	○	●	○
<p><b>Agents</b></p> <p>Campaign monitor Agents section displays information about total number of Agents in queue, as well as number of Logged in and Paused agents for specific campaign - realtime data.</p>	○	●	○
<p><b>List of Agents/Extensions/Callers</b></p> <p>Shows detailed information (Number, Name, Channel ID, Lead, etc.) about each agent and lead with various options (monitor call, transfer call, hangup call).</p>	○	●	○
<b>DNC Numbers</b>			
<p>DNC (Do not Call) Numbers contain a list of numbers not to be dialed by agents. You can upload your list by CSV. These numbers can be deleted from the list or added manually. Any DNC number marked by agent through disposition will be visible here also.</p>	business	contact center	multi tenant
<p><b>CSV Upload/Download</b></p> <p>Option to upload/download list of numbers marked as DNC via csv file.</p>	○	●	○
<b>Feedback Form</b>			
	business	contact center	multi tenant
<p><b>Customizable feedback forms</b></p> <p>Creating custom feedback forms to be used with gloCOM Agents in outbound (dialer) calls.</p>	○	●	○

# Agents

	business	contact center	multi tenant
<p><b>Agent Types: Dynamic Agents</b></p> <p>This type of agents can login with access code *202. The dynamic agent line is always opened, and he is listening Music on Hold when not serving customer calls.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agent Types: Callback Agents</b></p> <p>This type of agent can login by dialing *203 access code. Callback agents phone will ring once they have call waiting to be served.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agent Types: Group of Agents</b></p> <p>To simplify queue and campaign members management administrator can create groups of agents to easily add and remove multiple queue or campaign members.</p> <p><b>NOTE:</b> Agent Groups act as a template that allows you to move entire group of agents into the queue or campaign and if you add new group members into the group, they will be automatically added to the queues or campaigns you already added this group into prior to that moment.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agent wrap-up time</b></p> <p>Wrap-up time is small time period in which agents will not receive next call after they hang up a call. For example, if agent finish the call, you can assign wrap-up time of 5000 ms (5 sconds) to allow agent to recover before new call is forwarded to that agent.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Login with PIN</b></p> <p>if set, agents must provide personal PIN number in order to log in and start taking calls.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

<p><b>Pause Reason Codes</b></p> <p>When Agent needs to stop receiving calls, but does not want to log out, they are able to use pause and stop receiving calls until they use un-pause option. Under these conditions they will still be reported as logged in but on pause. Agents can provide a pause reason code to indicate the reason they are currently paused. This reason code is logged in with their pause event.</p>	○	●	○
<p><b>Auto Log off</b></p> <p>Time in seconds that the agent's extension should ring before declaring him unavailable and logging him off.</p>	○	●	○
<p><b>Auto Pause</b></p> <p>Automatically put agent on pause if she did not answered a call.</p>	○	●	○
<p><b>Bind to extension</b></p> <p>Whether the system will bind the agent in question to the extension specified in the Extension field.</p>	○	●	○
<p><b>Direct IN</b></p> <p>Agent calls received directly are tracked and logged. This is when agent is dialed directly using agent number and not extension. Those calls are reported as part of agents statistics.</p>	○	●	○
<p><b>Direct OUT</b></p> <p>Agent calls made by direct dialing out are tracked and logged. Those calls are reported as part of agents statistics.</p>	○	●	○
<p><b>Project Codes</b></p> <p>Agent can now make direct out call, and associate it with Project that is defined on server. Each Project can have defined different Caller Id, so when agent dials with that project, it will use caller id predefined.</p>	○	●	○

<p><b>Blending</b></p> <p>Using desktop app integration agent can work in blending mode. That is system will switch agent inbound (queues) or outbound (campaign) depending based on queue requirements where he is member of.</p>	○	●	○
<p><b>Agents Realtime Statistics</b></p> <p>Agents realtime statistics is useful tool that will display real time information about Agents on your system (answered and unanswered calls, talk time, idle time, sessions, pauses)</p>	○	●	○
<p><b>Calls</b></p> <p>Number of total calls for agent, and number of answered and unanswered calls.</p>	○	●	○
<p><b>Talk Time</b></p> <p>Total talk time, average talk time and average delay.</p>	○	●	○
<p><b>Idle time</b></p> <p>Total idle time and average idle time.</p>	○	●	○
<p><b>Sessions</b></p> <p>Total sessions time and number of sessions.</p>	○	●	○
<p><b>Pauses</b></p> <p>Total pause time and number of pauses.</p>	○	●	○
<p><b>Staying Paused After Making an Outbound Call</b></p> <p>Working as a Contact Center agent carries many responsibilities, especially when the lines are busy. To enhance the experience of Agents who use the PBXware's Contact Center Edition on a daily basis, it is now possible to stay paused after making an outbound call while being on a pause, so that Agents do not receive calls from the Queue immediately after the outbound call is ended. However, please be aware that the IVR statistics will be affected differently if using the feature as suggested.</p>	○	●	○



# CC Statistics

Statistics data will provide necessary tools that will help you to improve your contact center workflow and efficiency, detect bottlenecks and act in order to eliminate them.

	business	contact center	multi tenant
<p><b>Pre-defined Date Ranges: Today</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for current day.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Pre-defined Date Ranges: Yesterday</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for yesterday.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Pre-defined Date Ranges: This Week</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for last seven days.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Pre-defined Date Ranges: This Month</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for current month.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Pre-defined Date Ranges: Last Month</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for last month.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Pre-defined Date Ranges: This Year</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for last year.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Pre-defined Date Ranges: Custom Date range</b></p> <p>PBXware statistics allows you to use predefined data statistics filter to display information for custom date range.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Other filters: Call Duration</b></p> <p>Using Call Duration filter will allow you to get additional information based on call length.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

<p><b>Other filters: Hold Duration</b></p> <p>Using Hold Duration filter will allow you to get additional information based on how long caller waited prior connecting.</p>	○	●	○
<p><b>Other filters: Time format</b></p> <p>You can change format of value for all time related fields. Possible options are:</p> <p>dd-hh-mm-ss    normal time format    e.g    01d 02h 03m 04s</p> <p>Days            time format in days            e.g    1.25d</p> <p>Hours            time format in hours            e.g    1.25h</p> <p>Minutes         time format in minutes         e.g    1.25m</p> <p>Seconds         time format in seconds         e.g    1.25s</p>	○	●	○
<p><b>Report actions: PDF Download</b></p> <p>This option allows you to download your reports in PDF format.</p>	○	●	○
<p><b>Report actions: CSV Download</b></p> <p>This option allows you to download your reports in CSV format.</p>	○	●	○
<p><b>Report actions: Email</b></p> <p>This option allows you to send your reports via E-mail. Report will be delivered in PDF format.</p>	○	●	○
<p><b>Report actions: Print</b></p> <p>This option allows you to print your reports from HTML page.</p>	○	●	○
<p><b>Report actions: Graph</b></p> <p>This option allows you to display graphs for your report.</p>	○	●	○
<p><b>Report actions: More</b></p> <p>This option allows to split you report into shorter date ranges.</p>	○	●	○

# Agent statistics

	business	contact center	multi tenant
<b>Other filters: Agents</b> You can filter your reports per specific agents, allowing you to get even more precise information in your reports.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<b>Agent Reports: Agent availability</b> Shows detailed information about agents. It provides a lot of information in a single report to give a quick overview of agent availability to the customer. The main feature here is agent idle time. This report focuses on all calls of agents, sessions, pauses and provides you with accurate information about agent idle time.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<b>Agent Reports: Agent calls per direction</b> Shows a number of calls per direction. For each agent, the data is grouped per agent and then additionally grouped per direction ( direct in, direct out, inbound, outbound).	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<b>Agent Reports: Agent direct in calls</b> Shows agents direct in calls. The main feature here is calls > 1m. Those calls should be looked like as effective calls. This value is configurable.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<b>Agent Reports: Agent direct out calls</b> Shows detailed information about agents direct out calls. The main feature here are calls > 1m. Those calls should look like as effective calls. This value is configurable.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<b>Agent Reports: Agent direct out calls per project</b> Shows detailed information about agents direct out calls that were made with project codes. The data is grouped per agent, and for each agent the data is grouped per project code. Eg. If one agent made direct out calls with three different project codes, that will be also shown in statistics.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

<p><b>Agent Reports: Agent occupancy</b></p> <p>Shows detailed information about agent sessions, pauses, talk time and occupancy. The data is grouped per agent. Provides a lot of information in a single report to give the customer a quick overview of agent occupancy.</p>	○	●	○
<p><b>Agent Reports: Agent pauses</b></p> <p>Shows number of agent pauses with/without reason, billable/payable pauses. The data is grouped per agent.</p>	○	●	○
<p><b>Agent Reports: Agent sessions and pauses</b></p> <p>Shows information about agent sessions and pauses. The data is grouped per agent. The main feature here is a number of agent pauses per session.</p>	○	●	○
<p><b>Agent Reports: All calls</b></p> <p>Shows summary information about all agent calls. Includes all calls dispositions which contains the total number of calls, number of answered and unanswered calls.</p>	○	●	○
<p><b>Agent Reports: Direct out answered calls</b></p> <p>Shows summary information about agent direct out answered calls. Includes direct out answered calls dispositions (agent hangups, caller hangups, transferred calls).</p>	○	●	○
<p><b>Agent Reports: Direct out calls</b></p> <p>Shows summary information about all direct out calls. Includes direct out calls dispositions which contains the total number of calls, the number of answered and unanswered calls.</p>	○	●	○
<p><b>Agent Reports: Direct out unanswered calls</b></p> <p>Shows summary information about agent direct out unanswered calls. Includes direct out unanswered calls dispositions where users can see what was the reason for not answering (busy, no answer, cancel).</p>	○	●	○
<p><b>Agent Reports: Project Calls</b></p> <p>Shows a number of calls made with some project code. The data is grouped per Project so the user can see how project codes are used. You can see here how calls are distributed per each project code.</p>	○	●	○



# Dialer Statistics

	business	contact center	multi tenant
<p><b>Other filters: Campaigns</b></p> <p>You can filter your reports per specific campaigns, allowing you to get even more precise information in your reports.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Other filters: Members</b></p> <p>You can filter your reports per specific campaign members, allowing you to get even more precise information in your reports.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Other filters: Lead</b></p> <p>You can filter your reports per specific lead number, allowing you to get even more precise information in your reports.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Agent Reports: Agent calls</b></p> <p>Shows a detailed report about agent outbound calls. Data is grouped per agent.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Campaign Reports: Campaign all calls</b></p> <p>Shows detailed information about agent sessions, pauses, talk time and occupancy. The data is grouped per agent. Provides a lot of information in a single report to give the customer a quick overview of agent occupancy.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Campaign Reports: Campaign calls per disposition</b></p> <p>Shows summary information about campaign all calls which include talk time, hold time and ring time. Data is grouped per campaign.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Summary Reports: Abandoned calls rate</b></p> <p>Shows the number and percentage of abandoned calls.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<p><b>Summary Reports: All answered calls</b></p> <p>Shows summary information about all answered outbound calls. Includes all answered calls dispositions where we can see how did call finished (agent hangups, caller hangups, transferred).</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

<p><b>Summary Reports: All calls</b></p> <p>Shows summary information about all outbound calls. Includes all calls dispositions which include the total number of calls, number of answered and unanswered calls.</p>	○	●	○
<p><b>Summary Reports: All unanswered calls</b></p> <p>Shows summary information about all unanswered outbound calls. Includes all unanswered calls dispositions where we can see what was the reason for not answering (abandoned, machine, busy, noanswer, cancel).</p>	○	●	○
<b>Queue Statistics</b>			
	business	contact center	multi tenant
<p><b>Other filters: Queues</b></p> <p>You can filter your reports per specific queues, allowing you to get even more precise information in your reports.</p>	○	●	○
<p><b>Other filters: Members</b></p> <p>You can filter your reports per specific queue members, allowing you to get even more precise information in your reports.</p>	○	●	○
<p><b>Other filters: Caller</b></p> <p>You can filter your reports per specific caller number, allowing you to get even more precise information in your reports.</p>	○	●	○
<p><b>Other filters: DID</b></p> <p>You can filter your reports per specific DID number, allowing you to get even more precise information in your reports.</p>	○	●	○
<p><b>Agent Reports: Agent dumped calls</b></p> <p>Shows how many calls agent had dumped. Note that for one call, an agent can dump several times. Total is the number of calls agent had including calls that are dumped. This type of calls happen when agent hang up on the caller while the queue announcement (agent announce) was being played.</p>	○	●	○

<p><b>Agent Reports: Agent inbound calls</b></p> <p>Shows information about agent inbound calls. Data is grouped per agent.</p>	○	●	○
<p><b>Agent Reports: Agent inbound calls per queues</b></p> <p>Shows detailed information about agent inbound calls. For each agent, data is grouped by queue. Users can see here how calls are distributed per agent per each queue.</p>	○	●	○
<p><b>Agent Reports: Agent missed calls</b></p> <p>Shows agent missed calls, average of missed calls and total ring time. Important thing here is that we can have more than one missed call for one agent call in queue.</p>	○	●	○
<p><b>Queue Reports: Entry positions</b></p> <p>Shows average, min and max entry positions of the calls in the queue. Data is grouped per queue. This is a very important report because from this report we can find out how much load was in queues.</p>	○	●	○
<p><b>Queue Reports: Queue answered calls</b></p> <p>Shows more detailed information about queues answered calls. Data is grouped per queue. Includes answered calls dispositions where we can see how did call finished (agent hangups, caller hangups, transferred).</p>	○	●	○
<p><b>Queue Reports: Queue callback calls</b></p> <p>Shows information about queues callback calls. Data is grouped per queue. Includes callback calls dispositions which contain the total number of callback calls, number of answered and unanswered calls.</p>	○	●	○
<p><b>Queue Reports: Queue calls</b></p> <p>Shows summary information about all queue calls. Data is grouped per queue. Includes Queue Calls Dispositions which contains the total number of calls, answered and unanswered calls.</p>	○	●	○
<p><b>Queue Reports: Queue calls per agents</b></p> <p>Shows detailed information about queue calls per agent. Data is grouped per queue. For each queue, data is additionally grouped by an agent. You can see here how calls are distributed per queue per agent.</p>	○	●	○

<p><b>Queue Reports: Queue unanswered calls</b></p> <p>Shows more detailed reports about queues unanswered calls. Data is grouped per queue. Includes unanswered calls dispositions where we can see what was the reason for not answering (abandon, exit with key, timed out).</p>	○	●	○
<p><b>Queue Reports: Repeated callers</b></p> <p>This report shows statistics of a caller who has called the queue at least two times.</p>	○	●	○
<p><b>Summary Reports: All answered calls</b></p> <p>Shows summary information about all answered inbound calls. Includes all answered calls dispositions where we can see how did call finished (agent hangups, caller hangups, transferred).</p>	○	●	○
<p><b>Summary Reports: All calls</b></p> <p>Shows summary information about all inbound calls. Includes all call dispositions (Total, Answered, Unanswered).</p>	○	●	○
<p><b>Summary Reports: All unanswered calls</b></p> <p>Shows summary information about all unanswered inbound calls. Includes unanswered calls dispositions where we can see what was the reason for not answering (Abandon, Exit With Key, Timeout).</p>	○	●	○
<p><b>Summary Reports: Distributions for all calls per day</b></p> <p>Shows all calls per each day. List of days depends on the time range filter.</p>	○	●	○
<p><b>Summary Reports: Distributions for all calls per day of month</b></p> <p>Shows you all calls for every 1st, 2nd day of month.</p>	○	●	○
<p><b>Summary Reports: Distributions for all calls per day of week</b></p> <p>Shows how the calls were distributed per day of the week.</p>	○	●	○
<p><b>Summary Reports: Distributions for all calls per hour</b></p> <p>Shows how the calls were distributed per hour.</p>	○	●	○



<p><b>Summary Reports: Service level agreement</b></p> <p>Service level agreement is calculated per each time range(10, 20, 30, 40 ,50, 60, 70, 80, 90, 100, 110, 120) as: Service level = Answered calls inside time / Total answered calls * 100</p>	○	●	○
<p><b>Summary Reports: Service level agreement inclusive</b></p> <p>Service level agreement inclusive is calculated per each time range(10, 20, 30, 40 ,50, 60, 70, 80, 90, 100, 110, 120) as: Service level agreement inclusive = 100 - Answered calls inside time / Total all calls * 100</p>	○	●	○
<b>Voicemail</b>			
	business	contact center	multi tenant
<p><b>Authentication with PIN</b></p> <p>All users need to provide PIN in order to authenticate when accessing voicemail.</p>	●	●	●
<p><b>Voicemail to E-mail (Optional Attachment)</b></p> <p>It is possible to enable all voicemail notifications to be sent to e-mail address assigned to the extension. It is possible to select whether voicemail message should be included in the attachment.</p>	●	●	●
<p><b>Voicemail to E-mail (mp3 or wav)</b></p> <p>User can choose whether voicemails will be emailed in wav or mp3 format.</p>	●	●	●
<p><b>Custom greeting messages depending on status (Busy, Unavailable)</b></p> <p>Users are able to record their personalized voice messages for “busy” and “unavailable” status, which will be played to callers depending on the current status of their extension.</p>	●	●	●
<p><b>Voicemail operator support</b></p> <p>If enabled, callers are allowed to reach operators extension by pressing 0 once their call is forwarded to voicemail.</p>	●	●	●

<p><b>Timezone support</b></p> <p>Setting up matching time zone in extensions voicemail settings will make sure voicemail messages are played to users with correct time information.</p>	●	●	●
<p><b>Sounds per language</b></p> <p>If sound files in language other than english are uploaded to PBXware alongside default english language prompts, it is possible to set voicemail prompts to be played in preferred language.</p>	●	●	●
<p><b>Limit voicemail length</b></p> <p>This option will allow administrator to define maximum length of voicemail messages per mailbox, allowing you to limit space usage on servers with large number of users.</p>	●	●	●
<p><b>Limit voicemail count</b></p> <p>This option will allow administrator to define maximum number of voicemail messages per mailbox, allowing you to limit space usage on servers with large number of users.</p>	●	●	●
<p><b>Voicemail Groups</b></p> <p>Voicemail groups allow you to group multiple voicemail inboxes to a group, informing all users once voice message is left to their group.</p>	●	●	●
<p><b>Message Waiting Indicator (MWI)</b></p> <p>MWI option will inform user that they have voicemail message waiting in their mailbox by activating new voicemail message indicator on their phone or gloCOM desktop client.</p>	●	●	●
<p><b>Custom greeting for a voicemail group</b></p> <p>We have introduced an administrative option to upload a custom greeting for a voicemail group. Sound-files can be uploaded via the Sounds section as previously. Sound-files must begin with vm-greeting-*</p>	●	●	●
<p><b>Voicemail CSV upload</b></p> <p>Voicemail upload and Template download available on the Voicemail page. The template is: mailbox, name, pin, e-mail.</p>	●	●	●

<p><b>Speech to text ability to specify multiple languages</b></p> <p>This feature is located under: Settings &gt; Voicemail &gt; Show Advanced Options &gt; Transcription. Speech to text ability to specify more than one language for transcription is available. Multiple languages are available only via the Google Speech service.</p>	●	●	●
<p><b>Voicemail transcription on the tenant and extension level</b></p> <p>Under the Transcription options for the tenant the “Enable Transcription by Default” has been implemented. This option will determine if the transcription is enabled on all extensions for the tenant by default.</p>	○	○	●
<p><b>Control of voicemail messages from Admin GUI</b></p> <p>An administrator can view all voicemails from the selected voicemail box on the system. To view the voicemails go to: Home &gt; Voicemail &gt; Messages.</p>	●	●	●
<p><b>Custom voicemail login and access</b></p> <p>When creating a custom voicemail via Voicemail &gt; Mailboxes &gt; Add Voicemail, a “Password” field is added. This password together with the e-mail is used for the mailbox login. When logged in with this e-mail and password user will only see the Voicemail Page.</p>	●	●	●
<p><b>Carbon Copy E-mails</b></p> <p>On the Extensions page under the Voicemail section a field called “Carbon Copy E-mails” is available. “Carbon Copy E-mails” is used to add multiple recipients for e-mails, as BCC. Users can add multiple extensions in this field by typing them out and pressing Enter or the “Add xxxx” option displayed while typing.</p>	●	●	●
<p><b>Voicemail lockout</b></p> <p>If a user enters wrong pin for voicemail 3 times in a row, they will be locked out of the voicemail and the administrator will receive an email notification. These 3 failed attempts can be accross multiple calls.</p>	●	●	●

# Monitoring

Monitoring section allows PBXware administrator to monitor status of main system extensions, trunks, conferences, queues and live channel in real time.

	business	contact center	multi tenant
<p><b>System Extensions</b></p> <p>Extensions panel in Monitoring section will give you an overview of current status of extensions, what user agents (device) are registered to extensions, whether extensions are online or offline, and which extensions are on the call.</p>	●	●	●
<p><b>Trunks</b></p> <p>Trunks monitoring panel will display trunks current status (online/offline) and IP address of remote system trunk is registering to.</p>	●	●	●
<p><b>Show transport type on monitor page</b></p> <p>Implemented a monitor section for Extensions to check which transport was used aside from TLS that was already implemented (UDP, TCP, WS, WSS).</p>	●	●	●
<p><b>Conferences</b></p> <p>Conferences monitoring panel will display a list of available conferences, total activity time in the conference as well as list of active conference members.</p>	●	●	○
<p><b>Queues</b></p> <p>Queues monitoring panel will display information on Agent status (Unavailable, Idle, On call), statistics on queue calls etc.</p>	●	●	○
<p><b>Queue Panel</b></p> <p>Queues panel offers same information as Queues monitoring section, except information in it are adapted for displaying on large screens.</p>	●	●	○
<p><b>Live Channels</b></p> <p>Live channels monitoring panel will display information on active channels and it will allow administrator to monitor, transfer and hangup calls, as well as to see details on selected live channel.</p>	●	●	●



<b>Filter by IP address</b> Added an option to filter data by IP addresses.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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## System Extensions and Trunks Warning System

	business	contact center	multi tenant
<b>Monitoring of SIP and IAX2 system extensions</b> Monitoring system can be set to monitor status of SIP and IAX2 peers and if status is changed it will trigger offline warning notification.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Monitoring of Trunks via Outbound Test Number</b> In addition to monitoring trunk status it is possible to assign Test number to each trunk. This number will be dialed in predefined interval and if number is unreachable, warning notification will be triggered.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>E-mail notifications</b> If PBXware warning system is enabled notification will be sent to assigned email addresses whenever SIP or IAX2 peer goes offline or Test number on trunk is unreachable.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## CDR Reports

	business	contact center	multi tenant
<b>Linked ID for CDR's</b> Filtering CDRs by linked ID will display all CDRs that are "linked" to the selected one.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Control access to recordings</b> This feature provides control of who can access and manage call recordings, as well as the recording access history. This will ensure listening, downloading and deleting recordings is available only to authorized users.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CDR Search and Filters</b> The results will display as a call flow with the selected CDR included.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<p><b>Listen and Download Call Recordings</b></p> <p>Listen call recordings for specific call by locating specific CDR and downloading attached sound file.</p>	●	●	●
<p><b>Call Recordings - Listen recordings in-browser</b></p> <p>PBXware 5 interface now have integrated call recordings player, allowing users to listen PBXware call recordings directly from their browser and navigate through the recording with a simple click of a mouse. This prevents the issue users might experienced with earlier versions, as they had to find a media player that supports format in which recordings were being downloaded.</p>	●	●	●
<p><b>Delete Call Recordings</b></p> <p>PBXware allows you to delete call recordings from Reports page.</p>	●	●	●
<p><b>Make calls</b></p> <p>You are able to initiate calls from CDR page by selecting one record, picking up one of call parties and entering extension number you wish to use to make the call. Selected extension will ring and once you answer, call to destination chosen in CDR page will be initiated.</p>	●	●	●
<p><b>Print recordings</b></p> <p>Print recordings option allow you to click Print icon in order to print out CDR records that are displayed on current page.</p>	●	●	●
<p><b>E-mail recordings</b></p> <p>E-mail recordings option allow you to send specific call recording by clicking E-mail icon and entering e-mail address you would like to send CDR records to.</p>	●	●	●
<p><b>Information about calls (CLIRs)</b></p> <p>CDR page offers additional call information for easier debugging. To see detailed information about call, click Advanced icon, select checkbox for CDR in question and click CLIR icon to open popup window with full call report.</p>	●	●	●

<p><b>CLIR for Exceed Channels</b></p> <p>When the channels limit defined in the license is exceeded the CLIR will show the exact numbers ( current &gt; max ). The notification email body will contain the same information.</p>	●	●	●
<p><b>Origin IP address in CLIR</b></p> <p>Show an IP from which the call was initiated in CLIR.</p>	●	●	●
<p><b>CSV Download</b></p> <p>Click this option in order to download .CSV file which will include CDR records based on your search.</p>	●	●	●
<p><b>CSV Download with header in CSV file</b></p> <p>Added column names when downloading CSV files.</p>	●	●	●
<p><b>Option to disable IP address in CLIR</b></p> <p>Added the option to hide an IP address from CLIR.</p>	●	●	●
<p><b>Information about calls (CLIRs)</b></p> <p>CDR page offers additional call information for easier debugging. To see detailed information about call, click Advanced icon, select checkbox for CDR in question and click CLIR icon to open popup window with full call report.</p>	●	●	●
<p><b>SMS</b></p> <p>The SMS section on the Reports section displays all the necessary information about SMS messages on the system. For the Multi-Tenant Edition 6.3, it is possible to have access both on the Master and Slave Tenant level. The SMS reports provide information regarding specific Tenants, From/To numbers, Extension numbers, Date/Time together with the 'Direction' field (Inbound/Outbound). Moreover, each entry contains the 'Status' field for various cases, such as 'Received', 'Sent', 'Failed', and 'Pending'. If the message status is marked as 'Failed', there is the 'Error Message' field that specifically explains why certain messages failed.</p>	●	●	●
<p><b>Retention policy</b></p> <p>PBXware's retention policy for call recording files now go up to 7 years now.</p>	●	●	●

<p><b>Searching CDR by entering 'anonymous'</b></p> <p>This option enables to search reports by entering 'anonymous' in From field, to query the reports for Anonymous (inbound) calls.</p>	●	●	●
<b>CDR Statistics</b>			
<p>CDR statistics provides all the information related to calls made on your PBXware.</p>	business	contact center	multi tenant
<p><b>Daily statistics</b></p> <p>Daily statistics displays total number of calls per day for selected date range.</p>	●	●	●
<p><b>Compare data by day / month</b></p> <p>Compare section allow you to compare statistic per day/month range by selecting Date range filter.</p>	●	●	●
<p><b>Calls duration per month</b></p> <p>Compare section allow you to check call duration per month by selecting month range filter.</p>	●	●	●
<p><b>Statistics per Extension</b></p> <p>Extension section allows you to check call statistics per extension.</p>	●	●	●
<p><b>Concurrent Calls Report</b></p> <p>Ability to list concurrent calls statistic per tenant / trunk.</p>	●	●	●
<p><b>Incoming calls per DID</b></p> <p>DID statistics filter calls per DID.</p>	●	●	●
<b>File System controls</b>			
<p>All PBXware logs, sound recordings, CLI and CLIR files are stored on the local file system. Some of these files can grow to a size which will not leave any space on the system. This section provides management of how and when these files should be rotated or deleted in order to prevent such a scenario.</p>	business	contact center	multi tenant
<p><b>Set time for deletion of file sharing files</b></p> <p>PBXware admin sets time after files stored from file sharing will be deleted. Default value is 2 weeks.</p>	●	●	●



<p><b>Log rotation</b></p> <p>To prevent log files growing too large and consuming all the data on your PBXware's hard drive, data from the main log files is moved to another file after certain period of time.</p>	●	●	●
<p><b>Control of log rotation</b></p> <p>Select how often you would like PBXware log files to rotate. (default 2 weeks)</p>	●	●	●
<p><b>Other Log files</b></p> <p>Select how often you would like other log files to rotate. (default 2 weeks)</p>	●	●	●
<p><b>Files removal control: PBXware CLIR files</b></p> <p>Select for how long would you like to preserve PBXware CLIR files. (default 2 weeks)</p>	●	●	●
<p><b>Files removal control: PBXware CLIR files</b></p> <p>Select for how long would you like to preserve PBXware CLIR files. (default 2 weeks)</p>	●	●	●
<p><b>Files removal control: Asterisk backup files</b></p> <p>Select for how long would you like to preserve Asterisk backup files. (default 2 weeks)</p>	●	●	●
<p><b>Files removal control: Control of Voicemail removal</b></p> <p>Select for how long would you like to preserve Voicemail messages. (default 2 weeks)</p>	●	●	●
<p><b>Files removal control: Control of Call Recordings removal</b></p> <p>Select for how long would you like to preserve PBXware Call Recordings files. (default 2 weeks)</p>	●	●	●
<p><b>Files removal control: Control of FAX files removal</b></p> <p>Select for how long would you like to preserve received FAX files. (default Never)</p>	●	●	●
<p><b>Files removal control: System optimization</b></p> <p>System reload and memory usage on large system optimized.</p>	●	●	●
<p><b>Files removal control: System files upgraded</b></p> <p>System upgraded to PHP 7, Rebuilds of binaries.</p>	●	●	●

## Logs

	business	contact center	multi tenant
<p><b>CLI messages</b></p> <p>In case your system is experiencing some call issues you can inspect CLI messages log in order to get better understanding of the problem.</p>	●	●	●
<p><b>SMTP log</b></p> <p>SMTP log section will provide you useful information on eventual issues with e-mail notifications and messages.</p>	●	●	●

## Sounds and Music on Hold

	business	contact center	multi tenant
<p><b>Sounds download / upload and direct conversion of sound files</b></p> <p>There is a progress upload bar and .wav and .mp3 files will be auto converted to other native formats. Other file formats will just be uploaded without automatic conversion.</p>	●	●	●
<p><b>Music on Hold customisation</b></p> <p>In order to allow you to customize your system to your preference, Music on Hold classes can be easily assigned to queues, IVRs and even extensions.</p>	●	●	●
<p><b>Music on Hold options: Files only, grouped per class</b></p> <p>For easier management sound files are grouped in MoH classes which can contain one or more sound files.</p>	●	●	●
<p><b>Music on Hold options: MP3 streaming</b></p> <p>MoH MP3 streaming is set up by simply entering link to a streaming MP3 sound file.</p>	●	●	●
<p><b>Music on Hold options: Random playback</b></p> <p>To avoid playing same sound files to callers at all times it is possible to add multiple sound files to single MoH class and enable random playback option. PBXware will shuffle the order in which files are played to avoid monotonous playbacks.</p>	●	●	●

# Routing

	business	contact center	multi tenant
<p><b>E.164 routing</b></p> <p>E.164 routing mode is using destination routes based on E.164 numbering rules. E.164 defines a general format for international telephone numbers. Plan-conforming numbers are limited to a maximum of 15 digits, excluding the international call prefix.</p>	●	●	●
<p><b>Simple Dial plan Routing</b></p> <p>Simple routing mode allows you to manually create preferred destination routes based on number of digits dialed.</p>	●	●	●
<p><b>Disabled routes</b></p> <p>Disabled routes section allows you to enter specific destination routes in order to prevent callers from dialing the numbers that are part of those specific routes.</p>	●	●	●
<p><b>Special Routes</b></p> <p>Special Routes feature allows PBXware administrator to add special services numbers that will be distinguished from extensions numbers (even if they have same number of digits) and dialed through specified trunk, similar to how Emergency Services numbers are dialed through Emergency Trunk.</p>	●	●	●

# LCR

LCR (Least Cost Routing) section allows fine tuning of the system's trunks usage accordingly to the price and quality.	business	contact center	multi tenant
<p><b>Setup routing up to three trunks per Destination Group</b></p> <p>LCR allows you to setup up to three trunks to be used according to cheapest price for each available route to lower the costs of calls for you and your customers.</p>	●	●	●
<p><b>LCR per system extension</b></p> <p>Mini LCR on extension enables you to override system LCR and allow extension to make calls through different trunks.</p>	●	●	●

# Billing & Service Plans

	business	contact center	multi tenant
<p><b>Billing rates, Minimum charge, Connection charge and Billing type per Destination Group</b></p> <p>Billing rates can be set per Destination group but to allow better billing customization PBXware also allows setup of Minimum charge and Connection charge per destination group.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Time-Based Dialling</b></p> <p>Time based dialling allow administrator to set up different billing prices for specific time of the day.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Minimum charge</b></p> <p>You are able to set up Minimum charge amount that will be applied to each call regardless of call duration.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Connection charge</b></p> <p>Charge applied to any call that leaves the system, regardless if call was answerd or not.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Inclusive minutes</b></p> <p>Adding number of Inclusive minutes to Service Plan will enable callers to spend that time on calls to routes that have Inclusive minutes enabled, free of charge.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Billing increments</b></p> <p>Assign specific billing increment to your Service Plan or route to fine tune billing.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Option to limit service plan for tenants in "Tenant packages"</b></p> <p>An administrator user will now be able to select which service plans are allowed for each tenant. This will allow the restriction of tenant users to only the plans allowed by the administrator.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



<p><b>Enhanced services template</b></p> <p>When creating service plan default enhanced services can be selected, which will be available in OSC for end user.</p>	○	●	●
<p><b>Change word 'Billing' with 'Call Rating'</b></p> <p>Systemwide changed word 'Billing' with 'Call Rating'.</p>	●	●	●
<p><b>Call rating cost in OSC and CDR</b></p> <p>Options button "Show Call Rating Cost in OSC". When used on the extension it affects OSC and when used on a group it will affect all users that are in that group. If this option is set to "No" or is not checked then when looking at CDRs the Rating Cost column will not be shown.</p>	●	●	●
<p><b>LCR page visible on Master Tenant</b></p> <p>On Tenants it can set to use System Default LCR (the one on Master Tenant) or not. If Use System Default LCR is set to On then the configuration on that tenant will be ignored and the configuration on master tenant will be used. If it is set to Off then the configuration from that tenant will be used.</p>	●	●	●

## CRM Integration

	business	contact center	multi tenant
<p><b>SugarCRM</b></p> <p>PBXware supports SugarCRM 6.5 and later.</p>	●	●	●
<p><b>SalesForce</b></p> <p>PBXware supports SalesForce CRM.</p>	●	●	●
<p><b>ZenDesk</b></p> <p>PBXware supports ZenDesk CRM.</p>	●	●	●
<p><b>Zoho</b></p> <p>PBXware supports Zoho CRM. Added support for zoho API v2.</p>	●	●	●

<p><b>Microsoft Dynamics CRM</b></p> <p>PBXware supports Microsoft Dynamics 2015 CRM.</p>	●	●	●
<p><b>Bullhorn</b></p> <p>PBXware supports Bullhorn CRM.</p>	●	●	●
<p><b>Vtiger</b></p> <p>Support for Vtiger CRM.</p>	●	●	●
<p><b>The SuiteCRM</b></p> <p>Support for The SuiteCRM.</p>	●	●	●
<p><b>Pipedrive CRM</b></p> <p>Support for Pipedrive CRM.</p>	●	●	●
<p><b>CRM routing</b></p> <p>CRM Routing allows routing to a specific queue or IVR, or playing sound files based on information fetched from CRM. So, when the call comes in AGI, we will first contact CRM and then based on the result will make a specific action. In the PBXware Home tab we added CRM menu with Integration and Routing submenu. On Routing submenu one can set up rules based on which call is to be routed. On DID and IVR we added new destinations where one can select the rule which will be evaluated for particular DID/IVR.</p>	●	●	●
<p><b>SugarCRM</b></p> <p>Added support for API v10+.</p>	●	●	●
<p><b>Hubspot</b></p> <p>Support for Hubspot CRM.</p>	●	●	●
<b>E-mails</b>			
	business	contact center	multi tenant
<p><b>E-mail notifications control</b></p> <p>E-mail notifications control allows you to control which e-mail notifications will be sent to administrator.</p>	●	●	●

<p><b>E-mail Templates</b></p> <p>E-mail templates allows you to edit the content of each E-mail notification message that is sent to users and administrators. Number of available variables enables you to provide information tailored to specific user.</p>	●	●	●
<p><b>E-mail Template for Call rating</b></p> <p>New email template for Call Rating added to email templates.</p>	●	●	●
<p><b>Extension email templates per tenant</b></p> <p>Extension email templates per tenant will allow creating customized extension email templates for every tenant.</p>	○	○	●
<p><b>Proxy value for voicemail templates</b></p> <p>Variable %PROXY% is available for Email Templates, references the value of gloCOM SIP Proxy in the tenant / server settings.</p>	●	●	●
<p><b>%TENANT_CODE% variable to 'Voicemail Blocked Email Template'</b></p> <p>Added the %TENANT_CODE% variable to 'Voicemail Blocked Email Template'.</p>	●	●	●
<b>GUI notifications</b>			
<p>GUI notifications warn users about license expiry date, new updates and status of emergency trunks setup in order to prevent potential system issues.</p>	business	contact center	multi tenant
<p><b>License notifications</b></p> <p>PBXware GUI displays notifications on upcoming license expiry. Administrator will be informed both in web interface and by e-mail (on servers that have SMTP server configured).</p>	●	●	●
<p><b>Update notifications</b></p> <p>Update notifications will be pushed to PBXware GUI, notifying Administrators about new PBXware releases and informing them of new features/bug fixes.</p>	●	●	●
<p><b>Emergency Trunks Notification</b></p> <p>On systems that do not have Emergency trunks assigned, warning will be displayed in notification bar, informing administrators of potential issue.</p>	●	●	●

# DTMF Access Codes

DTMF access codes allow PBXware users to easily access and manage number of PBXware features.	business	contact center	multi tenant
<p><b>Access Voicemail</b></p> <p>Voicemail box is accessed by dialing *123 on phone connected to users extension. In addition, to access voicemail box from other extensions on PBXware, users can dial *124 and then authorize with personal extension number and PIN.</p>	●	●	●
<p><b>Voicemail Transfer</b></p> <p>To transfer call to extensions voicemail dial # *125 while on active call, followed by the number of extension you would like to transfer call to.</p>	○	○	○
<p><b>Agents Login / Logout / Pause / Not Ready</b></p> <p>PBXware allow users to enter range of access codes to log in/out agents, pause them or put them in not ready state.</p>	●	●	○
<p><b>Instant Call Recordings</b></p> <p>When enabled in enhanced services users can start call recording at any point in live call by dialing *159.</p>	●	●	●
<p><b>Pause/Unpause Call Recording</b></p> <p>To pause call recording, while on active call, users can dial *9. This is useful for situations where customer is providing personal data like credit card number. Once done, in order to continue call recording users can dial *91.</p>	○	○	○
<p><b>Start Monitoring a Call</b></p> <p>Users with Call Monitoring enabled, in extensions enhanced services, are able to listen active conversations by dialing *199 followed by the number of extension they would want to monitor, while that extension is on the call.</p>	○	○	○



<p><b>Paging</b></p> <p>Users can dial *399 to relay voice message to predefined set of extensions. To page single extension users have to dial *400 followed by number of extension they would like to page. Some phones require additional setup in order for speakerphone to activate automatically when device is paged.</p>	●	●	●
<p><b>Paging a Group Through Speakerphone</b></p> <p>Dial *600 followed by the number of paging group you would like to page in order to broadcast the message over speakerphone of extensions that are members of this paging group.</p>	○	○	○
<p><b>Speed Dial</b></p> <p>Dial *130 followed by short code assigned to number you frequently dial in order to initiate speed dial to specified number.</p>	●	●	●
<p><b>Select Other Networks</b></p> <p>Other network feature allow you to force calls to go through specific trunk by entering assigned number that can be 1-3 digit in length. If Other Networks option is set up to be used with numbers longer than 1-digit, access code *188 must be entered before assigned number and this is followed by the number caller wish to dial. For example, if you assigned 231 as an Other Network number for Trunk D, to force call to go out through that trunk you must dial *188 231 followed by number you wish to call.</p>	●	●	●
<p><b>Listen to CDR Recordings</b></p> <p>Access code *170 is used when user want to listen last 9 Call Recordings from CDRs page. For example User can dial *170 from their phone followed by a number between 1 and 9, where 1 is most recent recorded conversation.</p>	●	●	●
<p><b>Toggle Call Forwarding</b></p> <p>Dial *71 on your extension to enable call forwarding rules predefined in extensions enhanced services. To disable call forwarding dial *72.</p>	●	●	●
<p><b>BLF toggle for Call Forwarding</b></p> <p>Implemented the BLF toggle for Call Forwarding.</p>	●	●	●

<p><b>Toggle Group Hunt</b></p> <p>Dial *510 on your extension to enable Group Hunt rules predefined in extensions enhanced services. To disable Group Hunt rules dial *511.</p>	●	●	●
<p><b>Block Your Caller ID</b></p> <p>You are able to block your Caller ID by entering *67. Blocking will be in effect until you use *68 to unblock caller ID. If you would like to temporary block your caller ID, dial *81 to block it for next call only.</p>	●	●	●
<p><b>Call With CallerID</b></p> <p>If extension have a list of Allowed CallerIDs set, users can use access code *65 in order to use one of the available caller IDs to make temporary change of caller ID. Although this feature is meant to be used with gloCOM we have still make it available for use over deskphone.</p>	○	○	○
<p><b>Toggle Follow Me Rules</b></p> <p>Dial *520 on your extension to enable Follow Me rules predefined in extensions enhanced services. To disable Follow Me rules dial *521.</p>	●	●	●
<p><b>Call Parking</b></p> <p>If you would like to park call to available parking slots dial *700 while on call. System will play notifications to what parking slot number your call was parked. Default parking slot range spans starts at 701 and ends at 720. This can be changed from Settings → Access Codes page.</p>	●	●	●
<p><b>Direct call parking</b></p> <p>This feature allows you to directly park calls on a specific parking lot (701-720). e.g. to park a call in a parking lot 710, dial *710. If the specified parking lot is busy, the system will dial the next available parking lot. In order to pick up a call, dial the desired parking lot, or if you have set the BLF on your phone, you can simply press the corresponding BLF button.</p>	●	●	●

<p><b>Enhanced Call Parking</b></p> <p>While on active call you can dial '#800'. The call will be parked and Announce Extension will ring for set number of seconds. After that period call will be directed to Timeout Extension. Timeout, Announce Extension and Timeout extension must be set under Settings → Servers/Tenants → Master Tenant/TenantName → Enhanced Call Parking (section).</p>	●	●	●
<p><b>Test Music on Hold</b></p> <p>To perform system test for default music on hold class, dial *388 from your extension. If everything is ok you should be able to hear your MoH class playing without any issues.</p>	●	●	●
<p><b>Echo Audio Read</b></p> <p>Users can dial '*398' and talk into the phone. Everything they say will be played back to them to allow them to check server response time.</p>	●	●	●
<p><b>Record greetings</b></p> <p>Dial *301 on your extension to record greeting messages from your phone. Greeting messages recorded this way can be found in Sound files section under letter G and will be named greeting-DATE-TIME. Rename them to required format to use them with other PBXware elements.</p>	●	●	●
<p><b>Toggle Operation Times</b></p> <p>Use *401 on your extension to open your systems operation times or *402 to close it. Extension must have Operation Time option enabled in extensions Enhanced Services.</p>	●	●	●
<p><b>Reset Operation Times</b></p> <p>Users can dial *403 to reset Operation Time rules once they had to open them in order to allow calls to come in after closed time. In order to use this feature, Operation times must be closed first using *402.</p>	○	○	○
<p><b>Hot Desking</b></p> <p>Users can dial *555 in order to log in or log out of their hot desking extension.</p>	●	●	●

<p><b>Customizable Access codes for call pickup</b></p> <p>1. Under Settings &gt; Access codes, added codes for call pickup using *8 and *88+EXT_NUM  2. Under Extension &gt; Enhanced Services added codes for call pickup using *8 and *88+EXT_NUM next to the Call Pickup</p>	●	●	●
<p><b>Toggle Do Not Disturb feature</b></p> <p>Implemented an Access Code as a toggle for the “Do Not Disturb” feature, the default value is *77.  This Access Code can be used as a BLF in the BLF/Directory list by adding *77XXX, where XXX is the extension number.  When used as a BLF, the button will also switch colors when DND is enabled/disabled.</p>	●	●	●
<p><b>Voicemail transfer between tenants</b></p> <p>During an active conversation users can dial ‘*125 + \$TENANT + \$EXTENSION’ to transfer the calling party to a system \$EXTENSION number voice box.</p>	●	●	●
<p><b>Greeting access code for specific destination type (IVR, Ring Group etc)</b></p> <p>Change Greeting: defaults to *303 and takes a queue/IVR or ring group as destination. When dialed the user is prompted to record a new greeting. Once accepted the greeting is set as the destinations new greeting.  Change Greeting: defaults to *304 and takes a queue/IVR or ring group as destination.</p>	●	●	●
<p><b>Toggle Operation Times</b></p> <p>Dialing *405 will toggle *402 / *403 access codes.</p>	●	●	●
<p><b>Transfer call to voicemail on different tenant</b></p> <p>Redirect an ongoing call to a voicemail on a different tenant by dialing *125 + tenant extension.</p>	●	●	●



# FAX

	business	contact center	multi tenant
<b>SIP T.38 support</b> PBXware supports T.38 standard for faxing over SIP.	●	●	●
<b>Sending faxes</b> PBXware supports sending of FAXes using gloCOM desktop app.	●	●	●
<b>Receiving faxes (E-mail)</b> Fax to E-mail option on PBXware allow you to receive faxes in digital form and to automatically send them to specified e-mail address. Received FAXes will stay preserved on the server as well. In addition, it is possible to connect FAX machine to ATA device in order to receive FAXes in conventional manner.	●	●	●
<b>Viewing faxes in TIFF / PDF format</b> In FAX section of PBXware GUI you can see a list of FAXes received through Fax to E-mail feature. You can download them in TIFF or PDF format and view them on your computer.	●	●	●
<b>FAX Cover page customisation</b> PBXware allows you to set general FAX settings for FAX cover page which will be applied on every fax that is sent from PBXware. Additional options are available in gloCOM desktop client.	●	●	●
<b>Sending faxes between PBXware instances (Remote FAX functionality)</b> This options allows you to configure PBXware to transfer all incoming faxes to remote system.	●	●	●
<b>FAX caller ID</b> Choose CallerID when sending fax from list of predefined caller IDs. gloCOM users can choose different caller IDs, from predefined list in PBXware GUI, for sending a FAX.	●	●	●

<p><b>Email to fax</b></p> <p>This is a service that allows people to send faxes via e-mail.</p> <p>An e-mail can have multiple files attached but there is a configurable limit on those files, the default is max. 5 files per e-mail. E-mail To Fax must be enabled on the license.</p>	●	●	●
<p><b>Allow Caller ID Option to have both name and number</b></p> <p>This option enables to set both caller id name and caller id number for Email to Fax Caller ID.</p>	●	●	●
<p><b>Requeue Timeout</b></p> <p>This option defines the number of seconds after which a failed Fax try will be requeued.</p>	●	●	●
<p><b>Choose Trunks to use</b></p> <p>Set the primary, secondary and tertiary trunk for Email to Fax feature. These trunks would then override the trunks set on tenant/server level.</p>	●	●	●
<p><b>Email Addresses Whitelist</b></p> <p>Whitelist which email addresses can use Email to Fax feature.</p>	●	●	●
<b>GUI Global Settings</b>			
<p>PBXware graphical interface allows you to configure and supervise your PBX faster, easier, and much more efficient than any other product on the market.</p>	business	contact center	multi tenant
<p><b>Global Administrators</b></p> <p>Besides main administrative accounts PBXware GUI allows creation of additional administrator accounts so users do not have to share single account.</p>	●	●	●
<p><b>Site / Tenant Administrators</b></p> <p>To give customers management over settings on rented tenants administrator can create lower level administrator accounts with tenant level administrative privileges.</p>	●	●	●
<p><b>Option to force 2FA for GUI users</b></p> <p>Added the option to enforce 2-Step Verification for users and administrators.</p>	●	●	●

<p><b>Action Logs</b></p> <p>Action Logs feature will provide information on what changes are made, who made them and when, it can also help you detect unauthorized access by storing information of IP addresses from which connection to your PBXware was established.</p>	●	●	●
<p><b>Different action log for “Download” and “Listen” actions</b></p> <p>Separated logs for CDR Download and Listen actions. logs are available for CDR Download and Listen actions. These can be found under Admin Settings &gt; Action Logs.</p>	●	●	●
<p><b>Action Logs</b></p> <p>Added the CDR ID to show which recording was played and downloaded.</p>	●	●	●
<p><b>Admins/users permission to create Tenants</b></p> <p>Granted admins/users permission to create tenants along with other permissions. Full administrator access will not be granted but will be able to create tenants.</p>	○	○	●
<p><b>Date/Time format settings</b></p> <p>PBXware GUI allows you to Set/Change date time format settings according to your location.</p>	●	●	●
<p><b>Timezone per Tenant, Timezone per Extension</b></p> <p>Setup a default timezone for a tenant that will apply to all extensions on target tenant. Also added option on extension to change time zone for extension only. This option will enable usage of one multi tenant in different time zones.</p>	○	○	●
<p><b>Language settings (Internationalisation support)</b></p> <p>PBXware GUI is already translated to several languages but in case your language is not available, Bicom Systems will provide you with translation files which will allow you to translate PBXware GUI to your preferred language.</p>	●	●	●
<p><b>New language added</b></p> <p>French language translation added for GUI.</p>	●	●	●

<p><b>Tenant groups</b></p> <p>User can create one or more tenant to tenant calls groups with list of tenants allowed to call each other. Tenants and packages together with Call Groups are sub menu of Tenants menu items. On Tenant Add/Edit page option “Disable Tenant to Tenant calls” renamed to “Enable Tenant to Tenant calls”, choose tenant to tenant calls group (Field label “Tenant to Tenant calls groups”), when selecting/changing group tenant will be automatically added/removed to/from group. When no group selected tenant calls are allowed for all tenants.</p>	○	○	●
<p><b>E-mail sender per tenant</b></p> <p>On Tenant Add/Edit page option to customize e-mail sender per tenant is added.</p>	○	○	●
<p><b>Send e-mail in case special number is dialed</b></p> <p>Server/Tenant Edit - &gt; Emergency Services button. New field called Notification E-mail. When set on something that is not Master Tenant ( CC or Tenant ) after dialing one of the emergency numbers an e-mail will be sent to the provided address. If the e-mail field is left empty no e-mail will be sent. Note that setting this on Master Tenant will not affect anything. On E-mail Templates there is a new template called ‘Emergency Call Template’.</p>	●	●	●
<p><b>Emergency email improvement</b></p> <p>Added an option to use the emergency email set on the Master Tenant, if an emergency email is empty on the Tenant level.</p>	●	●	●
<p><b>HTTP API</b></p> <p>PBXware API is service that provides easy access to PBXware features and data over HTTP.</p>	●	●	●
<p><b>IP Address restrictions (blacklist/whitelist)</b></p> <p>It is possible to restrict access to PBXware GUI by either adding IP addresses to a blacklist to restrict their access or creating whitelist which will only allow access to specified IP addresses only.</p>	●	●	●
<p><b>LDAP Integration</b></p> <p>PBXware allows LDAP integration, allowing users with Active Directory or openLDAP account to authenticate to PBXware using their LDAP credentials.</p>	●	●	●



<p><b>Branding</b></p> <p>Branding allows you to customise PBXware GUI with your company logos and/or colors.</p>	●	●	●
<p><b>gloCOM WEB branding for OEM partners</b></p> <p>gloCOM WEB branding for OEM partners.</p>	●	●	●
<p><b>Simple Branding for Online Self Care</b></p> <p>This offers a possibility to brand the Online Self Care including the logo change. Location of the feature is : Admin settings &gt; Branding &gt; Online Self Care.</p>	●	●	●
<p><b>Sessions</b></p> <p>To prevent unauthorized access to PBXware web interface we created automatic account suspension feature. By default, accounts will be suspended after 5 unsuccessful login attempts in 1 minute but users can change these values to match their preferences. After account is suspended it will have to be unlocked by administrator.</p>	●	●	●
<p><b>CDR extension limit - advanced options</b></p> <p>A drop-down is added on the “Allow CDR extensions field” in user groups which will expand this field’s functionality.</p> <ol style="list-style-type: none"> <li>1. Including &gt; All CDRs that include the selected extensions can be shown.</li> <li>2. Between &gt; Only calls BETWEEN the selected extensions can be shown.</li> <li>3. From &gt; Only calls made FROM the selected extensions can be shown.</li> <li>4. To &gt; Only calls made TO the selected extensions can be shown.</li> </ol>	●	●	●
<p><b>Speed Dial settings can be managed per tenant</b></p> <p>The Speed Dial page is available per tenant - Tenant &gt; Settings &gt; Speed Dial. The Speed dial page was available only on Master tenant before.</p>	○	○	●
<p><b>Prevent users from deleting call recordings</b></p> <p>Prevent user from deleting call recordings.</p>	●	●	●

## Branding

	business	contact center	multi tenant
<b>Simple branding</b> Simple branding feature allows users to easily upload custom logo and change interface colors from PBXware GUI by simply clicking the mouse.	●	●	●
<b>Custom CSS branding</b> Advanced users are able to modify CSS files to visually adapt PBXware GUI to their preference.	●	●	●
<b>Custom Login logo</b> Your company logo can be uploaded to replace default Bicom Systems logo displayed on the PBXware login page.	●	●	●
<b>Product name branding</b> Bicom Systems is offering an option to change PBXware name to match our customers preferences. For more information please contact your account manager.	●	●	●

## GUI Tools

	business	contact center	multi tenant
<b>In-browser Asterisk CLI</b> To make it easier for our customers that do not have as much experience working in a terminal environment, PBXware 5 has an integrated Asterisk CLI monitor in its interface. The Asterisk CLI is accessible on main administrative accounts on PBXware and does not require a root password to access it. While this may sound like a potential security issue, we have prevented problems by allowing the execution of monitoring commands only when using the in-browser Asterisk CLI. Apart from permissions being limited, you will be able to use debugging and other monitoring features the same as if you were logged in to the Asterisk CLI from the shell.	●	●	●

<p><b>SMTP Log</b></p> <p>E-mail notifications are a useful tool for PBXware administrators as well as end users. By providing automatic reports on system status and issues or automatically emailing access details when new users are created, administrators will be relieved of the additional workload. At the same time, the end user experience is improved through the use of different e-mail notifications. In 5.0 we made things even better with a SMTP Log that is built-in to the PBXware interface, allowing easy debugging in cases where e-mails are not delivered. To see the issue, simply navigate to Reports → SMTP Log, from the Home tab of PBXware settings.</p>	●	●	●
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## Supported Browsers (GUI)

	business	contact center	multi tenant
<p><b>Internet Explorer 10+</b></p> <p>PBXware GUI supports Internet Explorer version 10 and later.</p>	●	●	●
<p><b>Safari</b></p> <p>PBXware GUI supports Safari web browser.</p>	●	●	●
<p><b>Google Chrome</b></p> <p>PBXware GUI supports Google Chrome web browser.</p>	●	●	●
<p><b>Firefox</b></p> <p>PBXware GUI supports Firefox web browser.</p>	●	●	●

## HTTP API

<p>In general terms, API is a set of clearly defined methods of communication between software components, or in our case between PBXware and custom solutions developed for working with PBXware.</p>	business	contact center	multi tenant
<p><b>Extensions</b></p> <p>You can add, edit, configure and delete or list PBXware extensions through API queries. In addition to these options it is possible to manage extension billing through API.</p>	●	●	●

<b>Trunks</b> API queries can be used to list Trunks available on PBXware.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Trunks extended API</b> Trunks: Add, Edit, Delete, Tenant actions.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>DIDs</b> It is possible to add, edit, delete or list PBXware DIDs through API queries.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>DID groups</b> API queries can be used to add, edit, delete or list DID groups on PBXware 5.0 MT.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b>Ring Groups</b> It is possible to add, edit, delete or list PBXware Ring groups through API queries.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>IVRs</b> It is possible to add, edit, delete or list PBXware IVRs through API queries.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>CDRs</b> It is possible to download CDRs and get information on billing ammounts through API requests.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Routes</b> It is possible to list available PBXware Routes using API queries.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Servers</b> On Bussines and Call Center edition you can use API queries to get server configuration details.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<b>Enhanced services</b> Enhanced Services API update , all enhanced services are exposed in new APIs.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Tenants</b> On MT edition it is possible to add, edit, delete or list PBXware Tenants through API queries.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



<p><b>Service Plans</b></p> <p>API queries can be used to list available service plans and list prices for available destination groups.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Print the API doc from within PBXware</b></p> <p>Print the API doc right from PBXware.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Advanced API keys management</b></p> <p>Advanced API keys management allows: Multiple API keys, Defining allowed actions per key, Which tenant ID can be accessed, Limit API key access per IP address (or address range), Add API key expiry, Add information about last access of API key, browser, IP address.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Apps license info</b></p> <p>Added the ability to get a count of the application licenses assigned to a Tenant.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>License refresh</b></p> <p>Added the option to refresh a license via API.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Setup Wizard</b>			
	business	contact center	multi tenant
<p><b>Timezone configuration</b></p> <p>In this part of setup wizard administrator is able to set up or change default time zone on PBXware.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Administrator password</b></p> <p>PBXware setup wizard will allow you to create/change main administrator username and password.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Licensing</b></p> <p>Licensing section allows administrator to apply new or reapply updated PBXware license when needed.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

<p><b>Services control</b></p> <p>From Services control section administrator can stop, start or restart server services like PBX service, PBXware, HTTP service, Database service etc.</p>	●	●	●
<p><b>SMTP Configuration</b></p> <p>Configure your PBXware with mail account in order to send out notification e-mails to users and administrators.</p>	●	●	●
<p><b>G.729 codec and license installation</b></p> <p>G729 section of PBXware setup wizard allows you to easily apply G.729 codec licenses to your PBXware.</p>	●	●	●
<p><b>Updates and Upgrades</b></p> <p>You can easily update or upgrade your PBXware server from Updates section. This feature only allows update between minor versions like 4.1 to 4.1.2 while major versions upgrades, 4.0 to 5.0 for example, can only be performed by trained Bicom Systems staff members.</p>	●	●	●
<p><b>Remote Logs</b></p> <p>Remote logs feature allow you to connect your PBXware to remote MySQL database in order to store CDR database on remote server. Please note that if this feature is enabled, in case connection to database server is interrupted, you will not be able to access CDR data until connection is reestablished.</p>	●	●	●
<p><b>SSL Certificate import</b></p> <p>Setup wizard allows you to create and download your PBXwares private key and CSR files in order to send them to certificate authorities. In addition, once you receive your certificate files you can use this tool to install it on your PBXware.</p>	●	●	●

<p><b>SSL Certificate integration with Let's Encrypt</b></p> <p>With Let's Encrypt integration in PBXware 5 our users will not have to worry about when their SSL certificate is about to expire as PBXware and Let's Encrypt service will renew the certificate every 90 days automatically without any need for user interaction.</p> <p>Let's Encrypt is a free, automated, and open Certificate Authority used for setting up an HTTPS server and having it automatically obtain a browser-trusted certificate, without any human intervention (<a href="https://letsencrypt.org/">https://letsencrypt.org/</a>).</p> <p>This means the customer will need to install the certificate only once and it will be automatically renewed once it is about to expire.</p>	●	●	●
<p><b>Backup</b></p> <p>Manually initiate PBXware backup or set up a backup to run daily by selecting option in Backup section. It is possible to exclude Recordings, Voicemails, CLIR files and/or Log files in order to preserve space.</p>	●	●	●
<p><b>QoS</b></p> <p>If you are experiencing call quality issues because of high network load, you can set tag VoIP packets based on your preferred QoS settings.</p>	●	●	●
<p><b>Progress bar in Setup Wizard</b></p> <p>Progress bar in Setup Wizard is added to show info about updates on tables.</p>	●	●	●
<p><b>BSSUP</b></p> <p>Integrated BSSUP with PBXware.</p>	●	●	●
<b>Auto Provisioning</b>			
	business	contact center	multi tenant
<p><b>HTTP/HTTPS provisioning with Authentication</b></p> <p>PBXware supports HTTP/HTTPS provisioning with Polycom, Yealink, Cisco SPA, Grandstream, Snom, VTech, HTEK, Denwa, Gigaset, Fanvil, Panasonic and Obihai devices.</p>	●	●	●

<b>TFTP provisioning</b> PBXware supports TFTP provisioning on all devices.	●	●	●
<b>TFTP provisioning enable/disable</b> TFTP startup can be controled in GUI (Master Server / Master Tenant).	●	●	●
<b>Exposing variables in Additional config</b>	●	●	●
<b>Security improvement</b> Implemented client certificate validation.	●	●	●

## Supported Devices

Wide range of supported UADs is advantage PBXware is providing for its users. With suport for all major brands in the industry we also offer support for range of devices not as widely supported on other platforms.	business	contact center	multi tenant
<b>Phones</b>			
<b>Aastra</b> Supported Aastra models: 480i, 53i, 55i, 57i, 9112i, 9133i.	●	●	●
<b>Alcatel</b> Supported Alcatel models: IP100, IP150, IP200, IP300, IP600, IP800, IP1020, IP2015.	●	●	●
<b>Grandstream</b> Supported Grandstream models: BT-102, BT-101, GXP-2000, GXP-2124, GXP-2160, GXW-4004, GXP1625, GXP1628, GXP1630, GXP1782, GXP2170, GXV3275, GXP2130, GXP2135, GXP1615, GXP1760W, GXP2140, GRP2612, GRP2613, GRP2614, GRP2615, GRP2616, HT802, HT818, DP752, GXV3350, GXV3370, GXV3380.	●	●	●
<b>Gigaset</b> Supported Gigaset models: Maxwell Basic, Maxwell 2, Maxwell 3, Maxwell 10 Supported Gigaset DECT model: N720, N510, N870.	●	●	●



<p><b>Cisco</b></p> <p>Supported Cisco models: 7940, 7941G, 7942G, 7945G, 7960, 7961G, 7962G, 7965G, 7971G, 7975G, 8851, 7821, 8841, 6851, 8865.</p> <p>WARNING: Cisco 79xx devices, other than 7940 and 7960, will not be able to work if PBXware is not in the same LAN.</p>	●	●	●
<p><b>Cisco SPA</b></p> <p>Supported Cisco SPA models: SPA301, SPA901, SPA501G, SPA502G, SPA504G, SPA508G, SPA509G, SPA525G2.</p>	●	●	●
<p><b>Denwa</b></p> <p>Supported Denwa models: DW-210P, DW-310P, DW-610P.</p>	●	●	●
<p><b>Fanvil</b></p> <p>Supported Fanvil models: X4, H3, H5, X2P, X3G, X3S, X4G, X5S, X6, X3U, X5U, X6U.</p>	●	●	●
<p><b>Hanlong</b></p> <p>Supported Hanlong models: UC902P, UC903, UC923, UC924 UC926.</p>	●	●	●
<p><b>Htek</b></p> <p>Supported Htek models: UC802P, UC803P, UC804P, UC806P, UC840P, UC842, UC860P, UC862, UC912P, UC912G, UC924E, UC926E.</p>	●	●	●
<p><b>Huawei</b></p> <p>Supported Huawei models: eSpace 7910, eSpace 7950.</p>	●	●	●
<p><b>Mitel</b></p> <p>Supported Mitel models: 6867i.</p>	●	●	●
<p><b>Panasonic</b></p> <p>Supported Panasonic models: KX-HDV130, KX-UT113, KX-UT123, KX-UT133, KX-UT136, KX-TGP550, KX-UTG300B.</p>	●	●	●
<p><b>Linksys</b></p> <p>Supported Linksys models: SPA-941, SPA-942, SPA-962.</p>	●	●	●

<p><b>Obihai</b></p> <p>Supported Obihai models: OBi110, OBi202, OBi302, OBi504, OBi508, OBi1022, OBi1032, OBi1062.</p>	●	●	●
<p><b>Polycom</b></p> <p>Supported Polycom models: IP301, IP320, IP321, IP330, IP331, IP335, IP450, IP501, IP550, IP560, IP601, IP650, IP670, IP5000, VVX101, VVX 201, VVX 300, VVX310, VVX400, VVX410, VVX500, VVX600, VVX1500, VVX150, VVX250, VVX350, VVX450, VVX411, VVX501, VVX x50 OBi Edition, VVX601.</p>	●	●	●
<p><b>Sangoma</b></p> <p>Supported Sangoma models: S500, S505, S700, S705.</p>	●	●	●
<p><b>Snom</b></p> <p>Supported Snom models: 320, 360, 190, D315, D345, D375, D715, D745, D765, D785, D735, D717, D120, D335, D385, M900, PA1, M300, M900.</p>	●	●	●
<p><b>Vtech</b></p> <p>Supported Vtech models: VCS754 VSP600 VSP715, VSP726, VSP736, VSP725, VSP735, VSP716A, VSP726A and VSP736A, VDP650, ET605, ET617, ET635, ET685</p>	●	●	●
<p><b>Yealink</b></p> <p>Supported Yealink models: T18P, T19P, T20P, T21PE2, T22P, T23G, T26P, T27P, T28P, T29G, T32P, T38P, T41, T41S, T42G, T42S, T46G, T48G, T48S, T49G, T58V, W52P, W56P, CP860, T60P, T65P, CP920, CP960, T40G, T52S, T64S, T56A, W60B, W53H, T53W, T53, T54W, CP930W, W80B, VP59, T57W, T41U, T42U, T43U, T46U, T48U.</p>	●	●	●
<p><b>ATAs</b></p>			
<p><b>Grandstream</b></p> <p>Supported Grandstream ATA models: HT-286, HT-386, HT-486, HT-488, HT-496, HT-502, HT-503, HT-701, HT-702, HT-704, HT-814.</p>	●	●	●
<p><b>Cisco</b></p> <p>Supported Cisco ATA models: SPA112.</p>	●	●	●

<p><b>Linksys</b></p> <p>Supported Linksys ATA models: PAP2.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Obihai</b></p> <p>Supported Obihai ATA models: OBi302, OBi110, OBi202, OBi300, OBi302, OBi504, OBi508.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Sipura</b></p> <p>Supported Sipura ATA models: SPA-841, SPA-1000, SPA-2000, SPA-3000.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>ReadyNet</b></p> <p>Supported ReadyNet models: AC1200MS, AC1000MS, AC1100MSF, QX300.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>UAD settings on Master tenant</b></p> <p>This extends the ability to set specific settings on the Master tenant for UADs. These settings are inherited when creating tenants.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>EOL Devices list</b></p> <p>End of life devices will be shown and flagged in UAD list.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>CNAM Integration</b>			
	business	contact center	multi tenant
<p><b>CNAM Lookup</b></p> <p>When phone calls are made, there are usually two user-facing identifiable pieces of information: a phone number and a Caller ID Name. CNAM can be used to display the calling party's name alongside the phone number, to help users easily identify a caller.</p> <p>There are numerous CNAM lookup services which allow you to pay a small fee to lookup the CNAM of a specified caller and PBXware now allows you to integrate with them.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Support for CNAM providers with text/plain response type</b></p> <p>Added support for CNAM providers which return plain text instead of json response.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Archiving

	business	contact center	multi tenant
<p><b>Archiving with FTP, Amazon S3 and Dropbox</b></p> <p>PBXware 5.0 includes a remote storage feature that can be used to keep your recordings, voicemails, and FAXes on a remote location. You can choose between three options for remote storage: Amazon S3, FTP server, or Dropbox. You can either keep these files on both your PBXware server and the remote server for backup purposes, or set files to be removed after the upload to preserve space on PBXware.</p>	●	●	●
<p><b>Archiving with Bicom Archiving Storage (BAS) and SFTP</b></p> <p>Archiving can be used now with BAS in ServerWARE and with SFTP which provides a secure way to transfer files.</p>	●	●	●
<p><b>Rename to Archiving Storage</b></p> <p>Formerly known as “Remote storage” is “Archiving storage”.</p>	●	●	●
<p><b>Google Drive support</b></p> <p>Customers can use Google Drive for archiving storage.</p>	●	●	●
<p><b>Archiving Storage Optimization</b></p> <p>Control of MP3 conversion, upload rate control, upload retries and email notification are exposed in GUI.</p> <ol style="list-style-type: none"> <li>1. Added option for control over MP3 conversion in PBXware GUI for archiving storage. This way users can choose either to compress uploaded recordings or leave in native format.</li> <li>2. “Upload Rate” field is exposed in GUI for users, this way users can manage upload rate to avoid network issues if necessary.</li> <li>3. “Max Retries” field is exposed in GUI for users to enter maximum number of upload retries for single file in a case of network error.</li> <li>4. Added E-mail Notifications for failed uploads.</li> </ol>	●	●	●



<p><b>Archiving Storage, schedule archiving</b></p> <p>A scheduling option introduced to Archiving storage on the master tenant/server. User can select the frequency in which the archiving storage daemon will execute data offload.</p>	●	●	●
<p><b>Access recordings from GUI (S3/Google Drive)</b></p> <p>This feature enables customers to listen to the remotely stored recordings from the GUI as well as download them. Recordings are streamed directly to the client and no local files are created on the system during the features use. There is a new option in CDR GUI page which replaces the listen button for a specific CDR which represents the option to listen to the remotely stored record and is indicated by the service the record is stored on. This option is controled by the licence.</p>	●	●	●
<p><b>Bandwidth Control</b></p> <p>To prevent Archiving Storage data upload to make a negative impact to your network performance PBXware enables you to easily restrict maximum upload speed, by entering the number of KB/s which will be used for upload to remote storage servers. Data is by default synced once a week.</p>	●	●	●
<p><b>Remove Files</b></p> <p>When enabled, Remove files option will delete the data on PBXware after transfer to remote storage server is successfully completed.</p>	●	●	●
<p><b>Reports page</b></p> <p>Reports page for Remote Storage is located under Home → System → Storage in your PBXware GUI. Here you will be able to see whether transfer was succesfull or failed, along with information on numbers of recordings, voicemail and FAXes that were uploaded to remote storage location.</p>	●	●	●

# Tenants / Servers

	business	contact center	multi tenant
<p><b>Not Active tenant status</b></p> <p>When set to not active, extensions can not be reached and the tenant is not available in the dropdown.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p><b>Suspended tenant status</b></p> <p>When set to suspended, extensions can be dialed, but they can not make calls.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p><b>Notification when an emergency service is called</b></p> <p>When 911 is dialed, an automated call goes out to a specified number or extension or ring group, playing an announcement that 911 was dialed from this extension. This can be done in ring all or ring single strategy.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Emergency Services: Notification E-mail Improvement</b></p> <p>In the previous version, users could enter 'Police', 'Fire', 'Ambulance' emergency numbers and a notification e-mail as a part of configuration for 'Emergency Services'. This is now improved, as users can enter one or multiple e-mail addresses depending on their preferences and needs. The box is also resizable, which makes the usage more convenient.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>%LOCATION% variable in the 'Emergency Call Template'</b></p> <p>Added the %LOCATION% variable to 'Emergency Call Template' on Extensions.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>Set maximum file size for file sharing</b></p> <p>PBXware admin sets maximum size of file that can be sent with file sharing. Value can be set between 25MB and 250MB, default value is 50MB.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p><b>STIR/SHAKEN</b></p> <p>Added the implementation of call signing and verification with STIR/SHAKEN.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

# Meetings

	business	contact center	multi tenant
<b>Meetings list: Scheduled</b> This list shows all Meetings that will be held in the future.	●	●	●
<b>Meetings list: Recent</b> This list shows all Meetings that have already been held.	●	●	●
<b>Meetings list: Date Range</b> This list shows all Meetings for the period selected beginning from the Start Date and finishing with the End Date.	●	●	●
<b>Meeting details: Status</b> Shows the Meeting's status.	●	●	●
<b>Meeting details: Date/Time</b> Date and Time showing if the Meeting will take place or it has been held.	●	●	●
<b>Meeting details: Duration</b> Time duration of a Meeting.	●	●	●
<b>Meeting details: Organizer</b> Name of the Meeting's organizer and his/her Extension.	●	●	●
<b>Meeting details: List of Participants</b> Shows Name and Extension of every Meeting's participant.	●	●	●
<b>Meeting details: List of DIDs</b> All DIDs in the Meeting.	●	●	●
<b>View Base Meeting</b> The button 'View base meeting' is visible only if a Meeting is recurrent. By pressing it, further information on Base Meeting becomes accessible.	●	●	●

<p><b>View Base Meeting: Meeting details</b></p> <p>Users may click the button 'Meeting details' if they want to return to the "Meeting Details" page as presented on the screenshot.</p>	●	●	●
<p><b>Meeting management</b></p> <p>Create, Update and Delete meetings.</p>	●	●	●
<p><b>Meeting Settings: Meeting Join links customization</b></p> <p>Meeting join link can be customized, so custom landing pages can be used.</p>	●	●	●
<p><b>Option to hide meeting button in gloCOM</b></p> <p>Ignoo connector change that will enable hiding of the Meeting button in gloCOM due to GDPR Compliance.</p>	●	●	●

## Meeting settings

	business	contact center	multi tenant
<p><b>Daily digest: Time Zone</b></p> <p>Preferable Time zone.</p>	●	●	●
<p><b>Daily digest: Use Custom Settings</b></p> <p>If this option is off, any settings set on the system will be used.</p>	●	●	●
<p><b>Daily digest: Week Days</b></p> <p>Specifies days in a week when e-mails will be sent.</p>	●	●	●
<p><b>Daily digest: Daily digest time</b></p> <p>Time of receiving daily e-mails.</p>	●	●	●



## Touchless provisioning

Feature that allows simple and fast phone provisioning. Allows the administrators to register the phones to provider's redirection services. After the phone is registered it needs to be factory reset and it will be provisioned automatically. No changes in the Phone's User Interface are needed.

business

contact center

multi tenant

### Support for Yealink Phones

Acquire an RPS account from the Yealink support and find the API AccessKeyID and AccessKeySecret. Enter those values in the User Interface and Yealink phones are ready for use with the Touchless Provisioning Feature.



### Touchless Provisioning Mode

Set where touchless provisioning can be configured, only on Master Tenant or Per Tenant.



### Touchless Provisioning Devices

A page where it is possible to see all devices that can use the touchless provisioning feature.



### Touchless Provisioning Reports

All requests and their results to the provider's redirecting services can be seen under Reports > Touchless provisioning.



### Touchless Prvisioning

Allowed setting HTTPS as the provisioning protocol.



## Central Phone Book

business

contact center

multi tenant

### Define a Global Phone Book

PBXware admins can add contacts to a global Phone Book which will be sent to gloCOM and to some phone models. Supported models as Yealink, Polycom and Cisco. To enable phone book for phones you need to enable LDAP option on Servers/Tenants > Edit page.



<p><b>Define an Extension specific Phone Book</b></p> <p>Phone Book contacts can also be added per extension. Contacts added here will be sent together with the global contacts to the extension. Only the extensions where these contacts are defined will see the contacts. Users can also manage their contacts through OSC.</p>	●	●	●
<p><b>CSV Upload/Download</b></p> <p>Upload Contacts using CSV or download existing contacts in a CSV format. When uploading a CSV all existing contacts will be removed (Only the contacts in the CSV file will be visible after the upload).</p>	●	●	●
<p><b>E164 format support</b></p> <p>Added support for '+' to be used when adding phone numbers and uploading CSV files.</p>	●	●	●
<b>Custom Code Detection</b>			
	business	contact center	multi tenant
<p><b>Custom Code Detection</b></p> <p>User is notified when custom code is detected on the system. The notification is shown on the Versions page in the About page and in the Updates page in the Setup Wizard.</p>	●	●	●
<b>Directory Sync Management</b>			
	business	contact center	multi tenant
<p><b>Enable DSM</b></p> <p>DSM is enabled by default on Business and Contact Center versions only. On MT systems PBXware admin can enable DSM per tenant on Settings/Servers page.</p>	●	●	●

<p><b>DSM configuration page</b></p> <p>On PBXware, DSM configuration can be enabled on 'Settings' → 'Directory Sync Management'. The 'Configuration' section has three additional buttons: 'Extension Template', 'Test', and 'Sync'. Extension Template Button.png</p>	●	●	●
<p><b>DSM reports</b></p> <p>Shows sync reporst.</p>	●	●	●
<p><b>DSM summary</b></p> <p>If 'Yes' is selected, users will receive a summary e-mail to the defined e-mail address. By default, the E-mail template includes the Date, number of Added/Edited/Deleted Extensions, and number of failed syncs. In case the number of failed syncs is larger than zero, the e-mail is sent together with an attachment containing the error message explaining why each sync failed.</p>	●	●	●
<p><b>DSM summary email template</b></p> <p>Set the e-mail template to be generated for any changes, errors, or failed Extension syncs. The %ATTACHMENT_MESSAGE% variable refers to the .txt file that will be sent together with the e-mail. It contains further information about why the sync failed or problem arose.</p>	●	●	●
<p><b>Spacial characters in password field</b></p> <p>Implemented supporting special characters when authenticating users with 'Directory Sync Management'.</p>	●	●	●

# SMS

	business	contact center	multi tenant
<b>SMS Trunks</b> The Trunks section allows users to create SMS Trunks and specify configuration details. The first page displays a list of all Trunks that have been created on the system. The 'Provider' field displays the provider that was chosen for that specific Trunk, so that users have all the information accessible at first glance. From here, users can add new Trunks and configure them accordingly. Additionally, they may edit and/or delete the existing ones.	●	●	●
<b>SMS Trunks &amp; Tenants</b> On the Multi-Tenant Edition 6.3, the Trunks & Tenants section permits users to assign specific SMS Trunks to Tenants that have been previously created. When users navigate to this page, the list of all Tenants on the system together with their codes will be displayed. If there are any SMS Trunks assigned to Tenants, they will be displayed for easier tracking and organization. From here, users can only edit the configuration for SMS Trunks and Tenants.	●	●	●
<b>SMS Numbers</b> The Numbers section allows users to add numbers to the system and assign them to specific Extensions. From this section, it is possible to manage the configuration of numbers by editing or deleting it.	●	●	●
<b>Bandwidth as SMS provider</b> New SMS provider has been added, with support for SMS, MMS and Bulk Messaging.	●	●	●
<b>Twilio</b> Added Twilio as an SMS provider.	●	●	●



<p><b>MMS</b></p> <p>Apart from SMS, users can now send and receive MMS (Multimedia Messaging Service) that includes multimedia content. Being able to send visual content is an effective way of keeping others informed with time-sensitive information. In the Reports section, users can see which type of message is sent or received.</p>	●	●	●
<p><b>Bulk Messaging</b></p> <p>The Bulk Messages section allows users to send bulk SMS messages. By using this feature, users can send important information to a larger number of people. Apart from adding Bulk SMS messages through the GUI, users can easily upload their data by using CSV files or filter their Bulk SMS messages by status. They can start new Bulk messages or stop the active ones. There is also a possibility to restart them.</p>	●	●	●
<p><b>Custom Bulk messages</b></p> <p>Added the ability to create custom messages by using values from uploaded CSV files.</p>	●	●	●
<p><b>VoIPInnovations</b></p> <p>Added VoIP Innovations as an SMS provider.</p>	●	●	●
<b>Other features</b>			
	business	contact center	multi tenant
<p><b>Enable jitterbuffer based on extension and tenant Configuration</b></p> <p>jitterbuffer on Extension. Jitterbuffer type:</p> <ol style="list-style-type: none"> <li>1. Fixed - Set a fixed jitterbuffer on the channel.</li> <li>2. Adaptive - Set an adaptive jitterbuffer on the channel.</li> <li>3. Disabled - Remove a previously set jitterbuffer from the channel.</li> </ol>	●	●	●
<p><b>Simplified Mobile app licensing</b></p> <p>Users are able to see mobile devices available on the system as one group of mobile devices. Both “iOS” and “Android” options are merged as single “Mobile Apps” option. This way customer buys “Mobile Apps” subscriptions and connects mobile apps regardless of the platform.</p>	●	●	●

<p><b>Hide extension in desktop/mobile apps</b></p> <p>Option to enable/disable non-gloCOM extensions from displaying in gloCOM. Added on PBXware extension so system admin can manage (enable/disable) this option directly from PBXware GUI.</p>	●	●	●
<p><b>Allow IP Address authentication for Extensions</b></p> <p>New field per tenant - Allow IP Address Authentication for Extensions and force IP based authentication. If option is disabled fields on extension:</p> <ol style="list-style-type: none"> <li>1. Incoming IP Addresses</li> <li>2. Insecure will be hidden.</li> </ol>	●	●	●
<p><b>Renamed “Number of Digits” to “Extensions digit length”.</b></p> <p>In the set-up wizard and in the option to create a new tenant “Number of digits” is changed to “Extension digit length” to avoid problems.</p>	○	○	●
<p><b>Configurable features permissions</b></p> <p>Separate permissions are available for chat, voicemail, osc, agent pause, access codes, qos, directory and phone DND. Permissions are set per tenant and edition in PBXware.</p>	●	●	●
<p><b>Control of MP3 conversion</b></p> <p>System settings option for audio conversion.  Convert files to mp3, this will apply to system-wide recordings  Select options from the drop-down:  Convert and remove original  Convert on listen / download  Convert and keep original  Do not convert  Will leave files in the original format without conversion. (recordings can't be played from GUI).</p>	●	●	●

<p><b>Keyboard friendly controls</b></p> <p>Using the tab key, users are able to access all links and controls in a predictable order based on their visual position on the page. User can tab over the “Yes/No/Not Set” buttons. Pressing enter while tabbed on a button will be the same as if you clicked on it with your mouse.</p>	●	●	●
<p><b>CDR partitioning</b></p> <p>Partitioning enables tables to be subdivided into smaller manageable pieces and each small piece is called a “partition” which can be safely archived. Users can see reports in GUI Home &gt; Reports &gt; Archived reports and download archived files.</p>	●	●	●
<p><b>Store Unanswered CDRs</b></p> <p>An option to exclude unanswered CDR records from a report. This option can be found under Extension &gt; Ring Groups &gt; Store Unanswered CDRs.</p>	●	●	●
<p><b>Mobile applications and queue calls</b></p> <p>If there is a mobile application registered on an extension in the queue and when a call is received from the queue, the mobile application will not be awakened via the push service.</p>	●	●	●
<p><b>Toggle directly to Advanced options screen</b></p> <p>On Tenants/Servers Edit there is a new option called “Show advanced options by Default”. It is available on Master tenant and per Tenant, meaning that if the option is not set on Tenant the value set on Master Tenant will be used. If you set the option to “Yes” then the “Show Advanced Options” on pages will be automatically clicked and you need to confirm that everything is the same as if you clicked the option yourself.</p>	●	●	●
<p><b>Custom statuses in PBXware</b></p> <p>So, on PBXware there would be a page where Admin could see a list of custom statuses, add new status, modify or delete old statuses. Each custom status has it’s corresponding state type (Dropdown with 4 possible values) and status message (Text field which must not be empty). Also there should not be 2 custom statuses with the same message.</p>	●	●	●

<p><b>Ability to disable chat for mobile applications</b></p> <p>Admin has ability to disable chat for users on mobile apps.</p>	●	●	●
<b>Apps</b>			
	business	contact center	multi tenant
<p><b>Overview / CVS Download</b></p> <p>The Overview page displays a full list of Extensions on PBXware and assigned gloCOM Editions. This page is used to make the management of Edition administration easier in case users need to switch permissions among Extensions. Users can now click the 'CSV Download' button to download a CSV file with the information from the Overview page, which can be used for data collection and information management.</p>	●	●	●
<p><b>Apps feature management</b></p> <p>Added the ability to enable/disable certain App features added per Tenant.</p>	●	●	●



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