



The **Office Pro plus IP PBX** is designed to fit into the SMB, Enterprise and Corporate market space where companies are looking for those extra features crucial to their operations. The Office Pro Plus license includes everything offered by the Office Pro license PLUS **System Initiated Call Recording** and call centre features such as **Call Listen In**, **Call Barge In** and **Call Whisper** (teaching mode). Additional features for reporting include the ability to use the **SOAP CDR mechanism** for extraction of CDRs from the PBX, this will allow companies to compile data from the IP PBX that is vital to cost and time management.

Licensing

Licenses are sold on a per-extension basis and purchased on blocks of 10. An extension includes voicemail and all the features associated with it. The EPB-100 includes 100 extension and support up to 500 extensions.

System and User Call Recording

In this day and age, companies require the option to record calls. The Office Pro PLUS IP PBX includes 'System Initiated Call Recording' and 'User Initiated Call Recording'. This means the system can be configured to automatically record calls, recordings can be carried under a group of extensions, an Agent Group (ACD), Hunt Group, internal and external calls or individual extensions. A User can still initiate their own recording manually.

Call Centre Features

Advanced PBX features include:

- Barge In - used within a contact centre environment where a supervisor could interrupt a call or a secretary can inform the boss he needs to leave for a meeting.
- Listen In - for monitoring agents in a contact centre environment
- Whisper or Teach Mode - used to teach agents what to say in a contact centre environment

SOAP CDR Mechanism

The CDR Mechanism is designed to send each and every Call Data Record (CDR) out to a third party application web server. From here the data can be imported into a database of your choice and reports carried out on data.

Unlimited Features

With the Office Pro PLUS IP PBX, your company benefits from unlimited features such as :

- Auto Attendants
- Hunt Groups
- Agent or ACD Groups
- Conference Rooms
- Service Flags
- Paging
- IVR Nodes
- Calling Cards

Unlimited Trunks

With the possibility to connect to many different devices or Unified Communications (UC), your Office Pro IP PBX includes unlimited trunks. A trunk is used to connect to PSTN Gateways, Digital Lines, ITSP SIP trunks, other IP PBX deployments and a range of Microsoft products.