

Unified Communications

for Enterprise

Hybrid-cloud UC for
Small, Mid-size and
Large Enterprises

Product Leaflet



ESCAUX Fusion covers all your communication needs.

The ESCAUX Fusion feature pack is tailored to the needs of the enterprise market, offering all standard and advanced telephony features like IP Telephony, VOIP/SIP trunking, Voice mail, Conference calling, Inbound Call Center, Call Back and much more.

Benefits at a glance

Simplicity

One communication platform covering all your needs.

Ease of management

Consolidated management of multiple sites.

Cost reduction

Free intra-company calls through VoIP.

Ready for UC

Comes packaged with Unified Communication applications.

Communication Flows

ESCAUX Fusion is based upon the concept of Communication Flows, handling incoming calls based upon the following elements:

- The user's role (office worker, manager, ...)
- The user's Intentional Status (in the office, busy, in a meeting, on holiday, ...)
- The user's Device Status (desk phone or mobile phone is busy, ...)



These calls are then directed towards destinations like the user's desk phone, soft phone, mobile phone, voicemail, a colleague, an external number, etc...

Self Management

Each user has the possibility to change his Intentional Status and Communication Flow parameters. The Administrator has additional rights to set system wide parameters and change user roles and rights.

Packaged with Unified Communication applications

These applications give control to the user and provide Status Management, Presence, Instant Messaging, Softphone and Point-to-Point video.



net.Desktop, the UC application for office workers



net.Console, the UC application for switchboard operators and call center agents



net.Buzz, the softphone application for nomadic users

Preconfigured features for basic and advanced telephony needs

- Place, answer, hold and mute calls
- Blind and attended transfer
- Multiple line calls
- Local and corporate phone directory
- Short number dialing (internal and external destinations)
- Personal voicemail
- Call history
- Personal User Mobility (PUM)
- Audio conferencing: 20 conference rooms (from internal/external phones, with PINcode)
- Ring time configurable up to 5 minutes
- Individual language selection
- Display and manipulate caller name
- Show/hide number (CLIP/CLIR)
- Up to 3 dynamic call groups
- Up to 5 configurable schedules
- Call forwarding (CFU, CFB, CFNA)
- Business codes & PIN codes
- Groups of lines, Call pick-up, Hunt groups
- On-hold music & messages
- Multiple-ringing
- Flexible IVR's, easy to record, up to 10 options

Multi-language support

All audio messages, user interfaces, phone interfaces and desktop applications are available in a wide range of languages and additional languages can be added easily.

Fax support

- Support for plain old fax via an ATA box
- Fax over IP via T38
- Fax-to-email

Call Admission Control

Fine-grained control over simultaneous call limitations towards remote offices connected through a VPN.

ESCAUX – Many Solutions built with One Technology

ESCAUX is a worldwide reference in Unified Communications platforms for fixed line, mobile and military satellite operators. The ESCAUX Unified Communication Solutions are future proof and built on a modular technology with respect for open standards. The extremely powerful & patented ESCAUX technology enables operators and integrators, from within one Service Creation Environment, to address any possible market segment (SOHO, Small & Mid-size Enterprises, Corporate) with any possible deployment architecture (on-site, hybrid cloud, pure cloud). Please contact us for further information about our other solutions.

Call Center features

- Call queuing
- Periodic announcements
- IVR based call routing
- Time & date based call routing
- Fallback to assistant, manager, supervisor
- Agent login/logout
- Agent call processing (consult, transfer, requeue, ...)

External connectivity

- SIP trunking
- ISDN (BA-PRA)

Fixed-Mobile integration

ESCAUX Fusion is FMU ready. FMU stands for Fixed-Mobile Unification, ESCAUX' patented technology for natively attaching mobile phone devices to your IP-PBX without additional mobile phone software, WiFi or mobile internet connectivity.

Hybrid-cloud architecture



ESCAUX Fusion is an onsite HP appliance (SOP) running in the customer LAN or VPN network. The Fusion appliance is remotely managed from a Service Management Platform (SMP), located in the operator's cloud, allowing intelligent consolidated management across multiple sites, consolidated reporting, configuration, software updates and disaster recovery.

