

Fusion 3.0

Unified
Communication
Solution for Small,
Mid and Corporate
size companies

Product Leaflet



ESCAUX Fusion covers all your communication needs.

The ESCAUX Fusion feature pack is tailored to the needs of the small and mid-size customers, 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 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
- Messaging
- 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 English, French and Dutch

About ESCAUX

ESCAUX has developed its Unified Communication Solution as a modular solution based on open standards. ESCAUX's communication software is hardware agnostic offering customers freedom of choice in terms of 3rd party hardware. The solution is efficiently packaged and brings all communication applications bundled into a single hardware platform. Additional servers can be added to offer local or distributed redundancy. Multi-site solutions are managed as a single logical entity through ESCAUX' unique consolidated and cloud based management platform.

With ESCAUX you get big company features at small company prices.

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. 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.

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