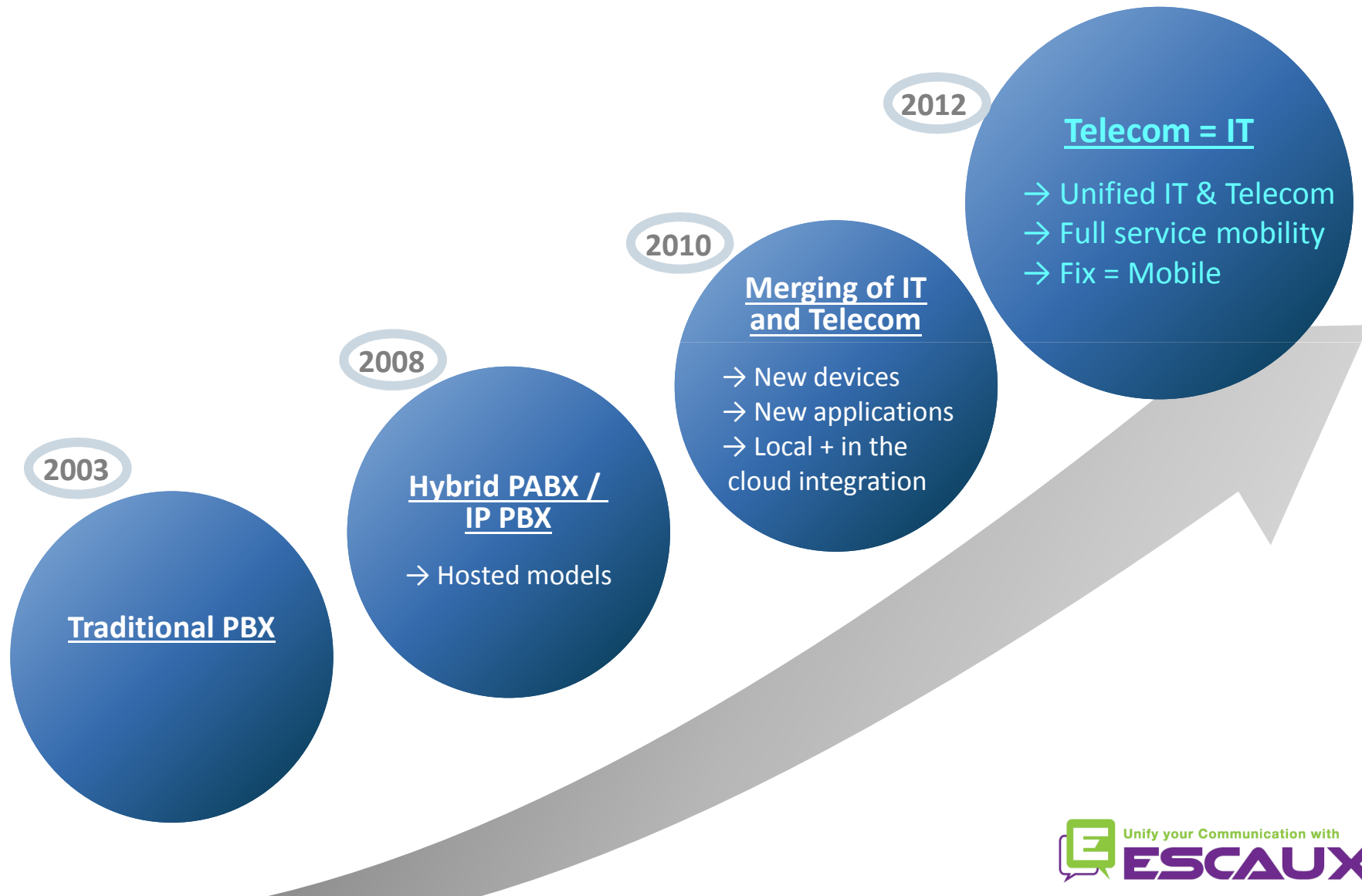


ESCAUX Fusion 3.0

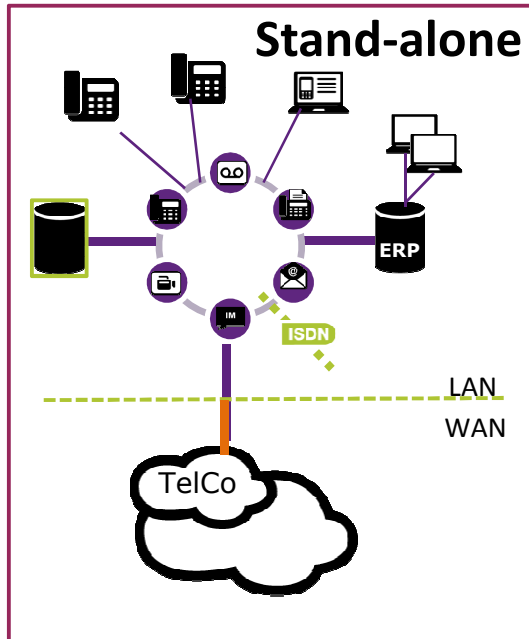
Sales Presentation



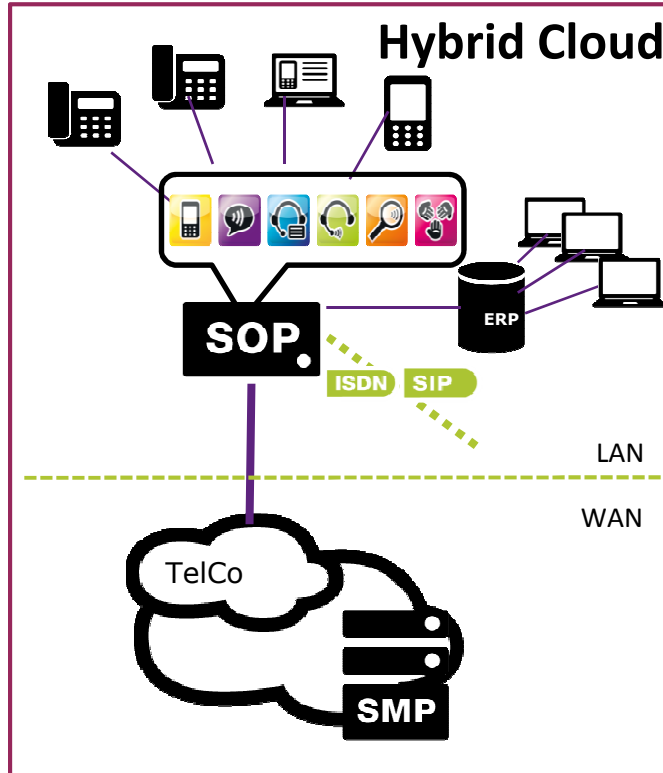
ESCAUX = a unique position to help tackle the challenge of accelerated IT & Telecom merger



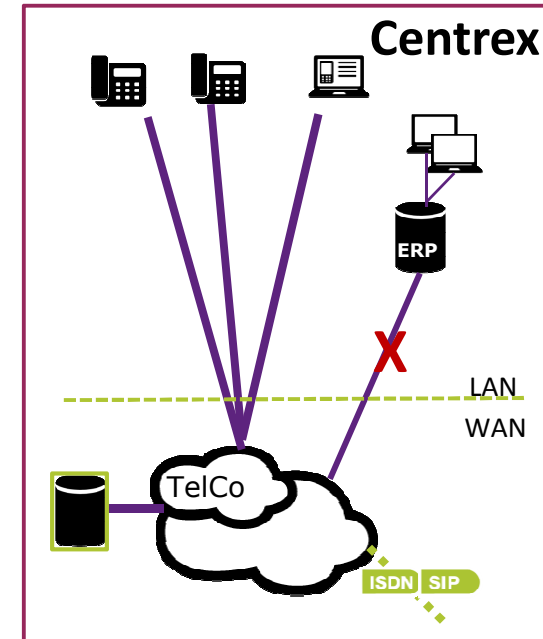
Hybrid Cloud architecture: Combining the best of “stand-alone” and “centrex”



Business Integration	+
Built-in Services	-
Features	+
Robustness & QoS	+
Certified engineer independency	-
International deployment	-



Business Integration	+
Built-in Services	++
Features	+
Robustness & QoS	+
Certified engineer independency	+
International deployment	++



Business Integration	-
Built-in Services	+
Features	+
Robustness & QoS	-
Certified engineer independency	+
International deployment	-

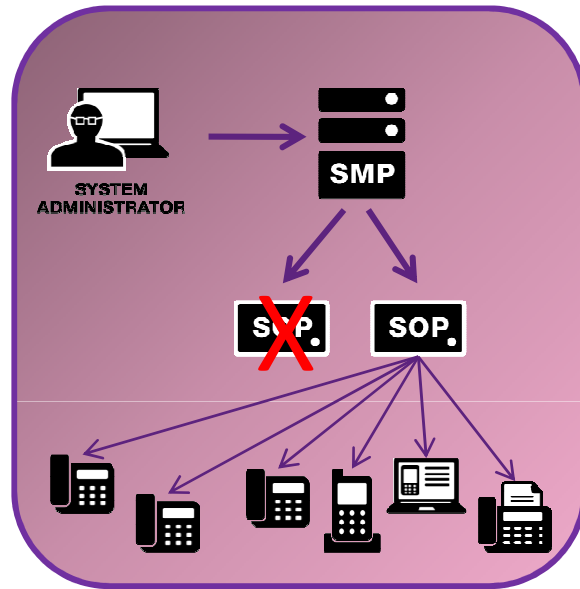
ESCAUX Cloud Services



Accurate & guaranteed
back-up



Complete & accurate back-up
available at any time



Disaster recovery



Quick and risk-free recovery
for all applications



Filtering, Alarming, Monitoring



Proactive SLA monitoring,
whatever the service
architecture!

ESCAUX Fusion 3.0 in a nutshell



ESCAUX
building blocks

+



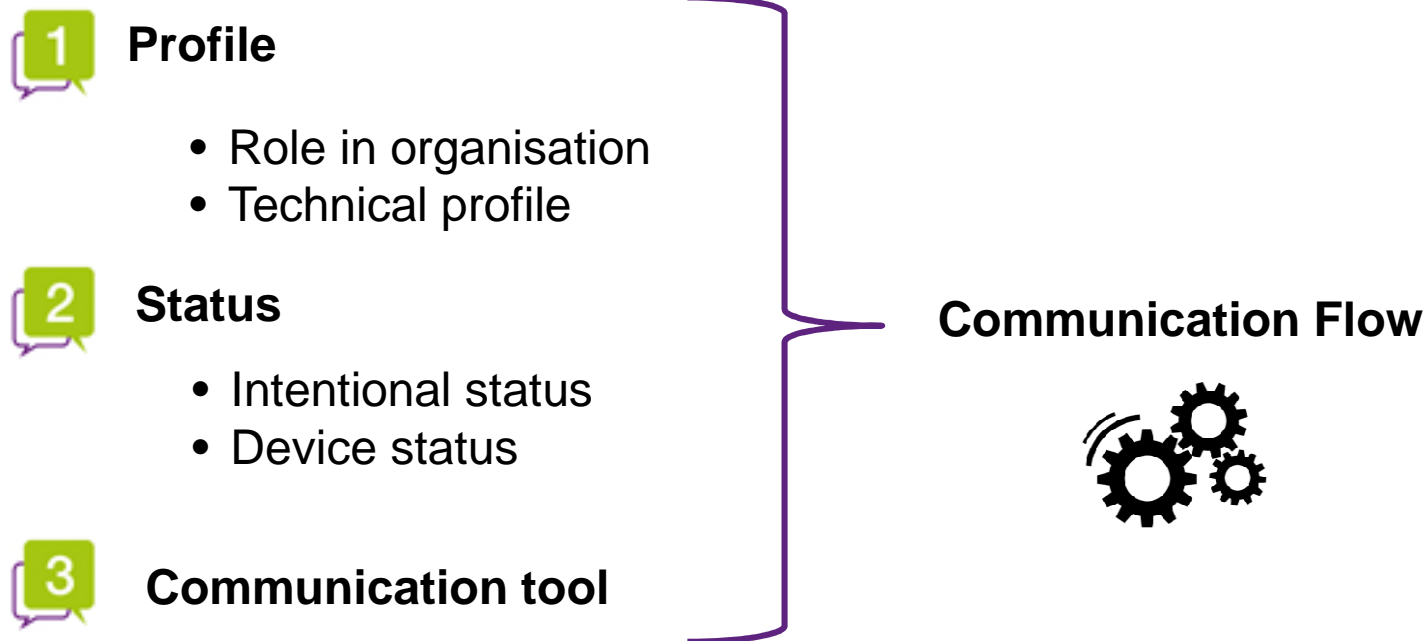
INSIGHT
SME requirements



ESCAUX Fusion 3.0

Rich modular communication solution for a unique unified user experience

- ✓ Unified Communications approach to increase efficiency of business communication



Communication flow

1 Profile

+

2 Status

+

3 Communication tool

Role



USER



MANAGER



RECEPTIONIST

Intentional status



OFFICE



BUSY



OUT OF OFFICE



TELEWORKING



HOLIDAY



RING PHONE



SEND TO
VOICE MAIL



PLAY MESSAGE

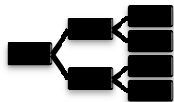
Technical profile



GROUP



SERVICE AVAILABILITY
Time check



IVR



CONFERENCE ROOM
(virtual)

Device status



IDLE



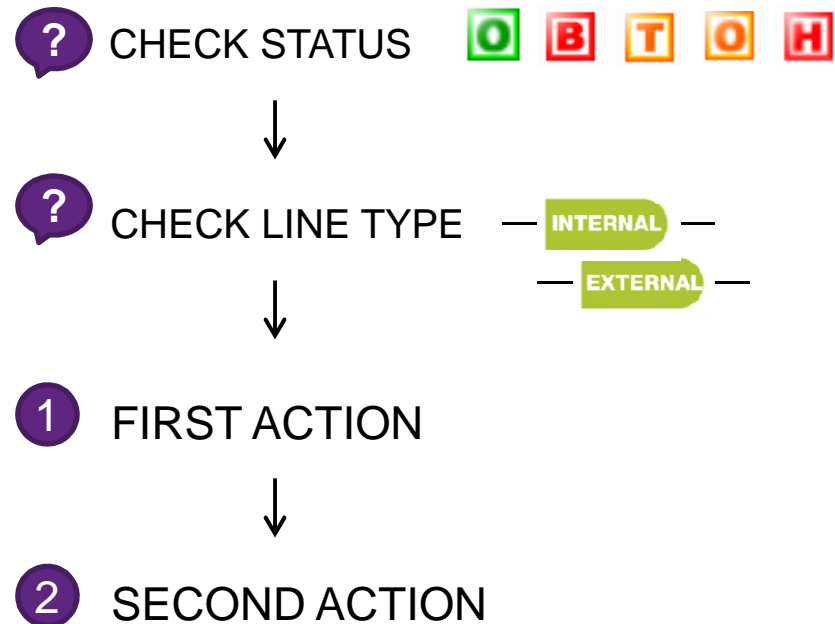
BUSY



NOT CONNECTED

Communication flow (2)

- ✓ General concept = management by user & Administrator



Communication flow (3)

1 FIRST ACTION - OPTIONS :



RING PRIMARY PHONE



RING SECONDARY PHONE



RING PRIMARY + SECONDARY PHONE



RING ASSISTANT



SKIP – SAME ACTION AS WHEN I DO NOT ANSWER



if : BUSY



CALL WAITING



CALL FORWARD ON BUSY



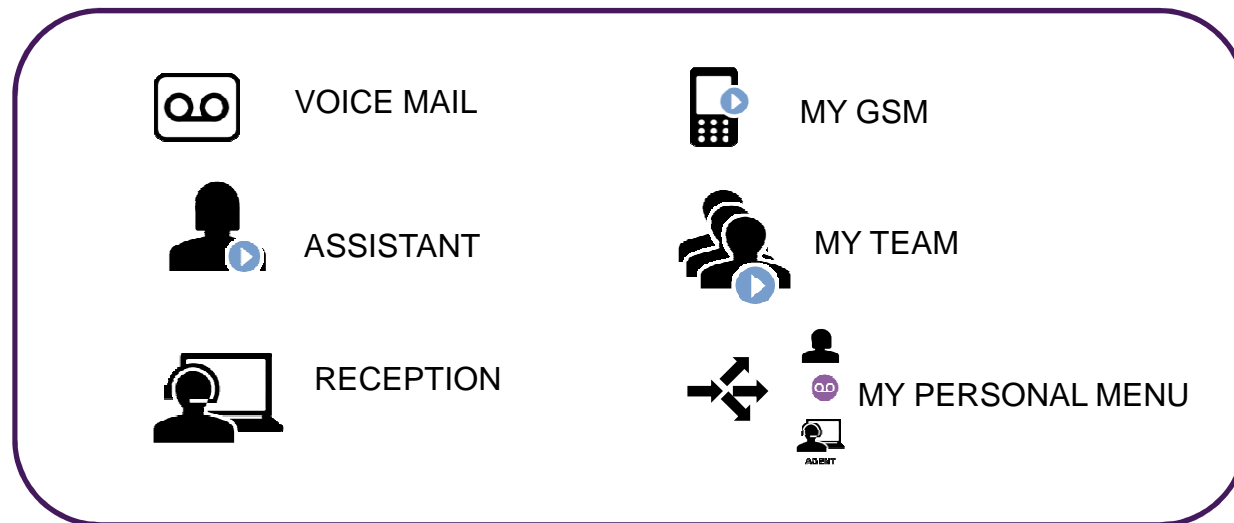
SAME NO ANSWER

Communication flow (4)

2 SECOND ACTION: OPTIONS

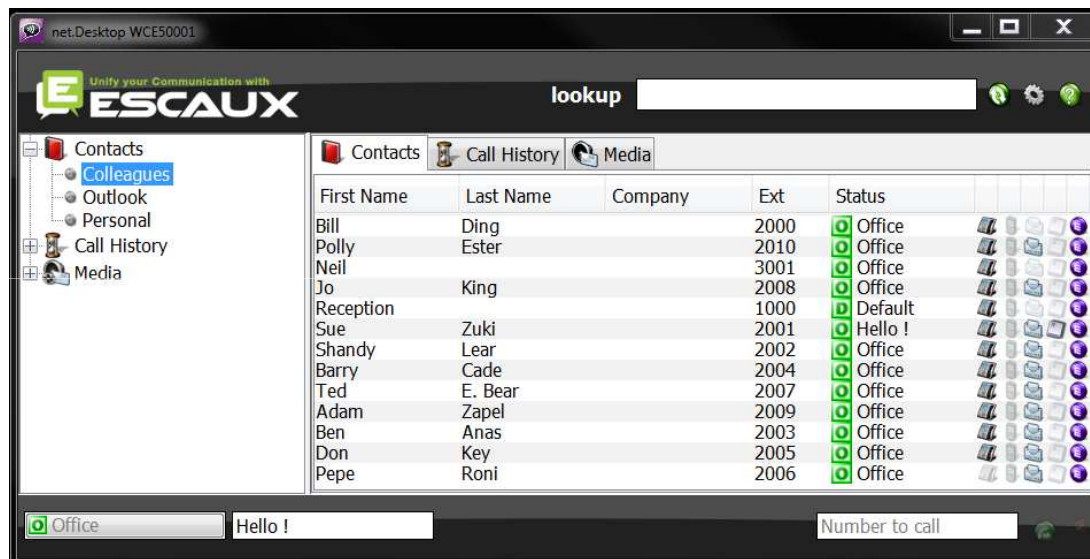


if : NO ANSWER



Management by end-user

- ✓ Self management by end-user (via net.Desktop)



User can :

- change his **Intentional Status**
- consult & change **settings** at all times
- define **telephony behavior** for his own extension

Management by end-user (2)

First action		
When my status is OFFICE	Go to SECOND ACTION if I do not answer within:	30 seconds
	and I receive an internal call:	Ring my primary and second...
	and I receive an external call:	Ring my primary and second...
When my status is TELEWORK	and I receive an internal call:	Ring my secondary phone
	and I receive an external call:	Ring my secondary phone
When my status is BUSY	and I receive an internal call:	Play busy message
	and I receive an external call:	Play busy message
When my status is HOLIDAY	and I receive an internal call:	Play holiday message
	and I receive an external call:	Play holiday message
When my status is OUT OF OFFICE	and I receive an internal call:	Skip - Same action as when I...
	and I receive an external call:	Skip - Same action as when I...
When I am on the phone	Action:	Call waiting - warn me for ne...
When my assistant calls	Action:	Ring my primary and second...
Second action		
	When I do not answer:	Send calls to voicemail

User can :

- Adapt his own **communication flow**

Management by end-user (3)

	Main	My communication flow	General settings
Privacy settings			When I make an external call: Show my number
Important numbers			My team: 002123456
			My alternative number:
			My reception:
My personal menu options			Send to voicemail: Yes
			Forward to my alternative number: No
			Forward to cell phone: Yes
			Callback (internal calls only): No
			Talk to reception: No
			Talk to a member of my team: No

Help Apply

User can :

- Define his own **settings**
- Define his own **personal menu**

Management by Administrator

- ✓ Management by Administrator (via SMP) of
 - **all extensions** telephony behavior
 - user available **parameters**
 - access **profiles**

Extension	First Name	Last Name	Site	Department	Office	Context	CallFlow
							user
2000	Bill	Ding				internal	Template-User-Green
2001	Sue	Zuki				internal	Template-User-Green
2002	Shandy	Lear				internal	Template-User-Blue
2003	Ben	Anas				internal	Template-User-Purple
2004	Barry	Cade				internal	Template-User-Red

	Forward settings	First action	Second action	My groups	Important numbers	Personal Menu options	Security options
Green							
Blue							
Purple							
Red							

Management by Administrator (2)

Profile Parameter Management

2000 Bill Ding (Template-User-Green) ?

Forward all calls: No ▼

If my calls are forwarded, forward them to: Enter value manually Select value from list

Restriction for call forwarding: No restrictions ▼

My communication flow

FIRST ACTION

Go to SECOND ACTION if I do not answer within:

When my status is OFFICE

and I receive an internal call: Ring my primary and secondary phone ▼

and I receive an external call: Ring my primary and secondary phone ▼

When my status is TELEWORK

and I receive an internal call: Ring my secondary phone ▼

and I receive an external call: Ring my secondary phone ▼

When my status is BUSY

and I receive an internal call: Play busy message ▼

and I receive an external call: Play busy message ▼

When my status is HOLIDAY

Restriction for call forwarding:

- No restrictions
- No restrictions
- Only to internal numbers
- Only to national numbers
- Only to national and mobile numbers
- Only to national mobile and international numbers
- Only to national mobile and premium numbers

30 seconds ▼

User roles : types



User

- Communication flow – subscribe in up to 3 groups
- Possibility of unconditional forward to over-ride communication flow



Manager

- Idem as 'User' – possibility to define assistant



Receptionist

- Limited number of customizable parameters (selection of queue) – managed by Administrator

Technical profiles



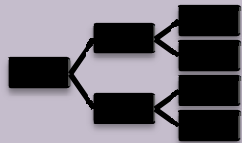
Service Availability (time checker)

- Up to 5 time schedules + holiday calendar
- Used in combination with IVR and 'Group' profile



Group

- Welcome message
- Differentiation of actions according to service availability



IVR

- Welcome message : 1 x 10 options (basically) + infinity of levels
- To have more layers : forward to another IVR extension



Conference Room

- Up to 20 virtual conference rooms

Call Groups



✓ Features

- Welcome message
- Configurable ring time for agents
- Fallback to voicemail / other number
- Opening hours / holiday check date
- Log in / log out via shortcodes and/or via status

✓ Calls strategies

- Ring all
- Least recent call
- Fewest calls
- Random

1000 Reception (Template-CallQueuer)

General settings

GROUP

Group name:

Display name:

TIME BASED ROUTING

Service availability time check:

Extension: Enter value manually Select value from list

ADVANCED UC

Use of net.Console:

SECURITY OPTIONS

Pincode:

Communication flow

FIRST ACTION

When service available

Play a welcome message:

While waiting:

Out of office hours

Action:

Number to forward to: Enter value manually Select value from list

During lunch

Action:

Number to forward to: Enter value manually Select value from list

During holidays

Action:

Number to forward to: Enter value manually Select value from list

When no members available

Action:

Number to forward to: Enter value manually Select value from list

RING TIME

Ring time in group before second action:

SECOND ACTION

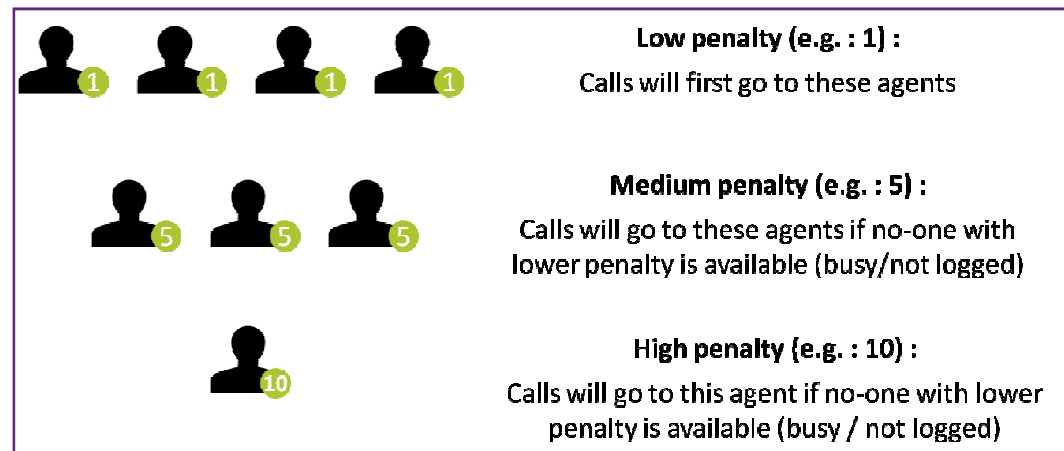
Action on no reply:

Call Groups (2)

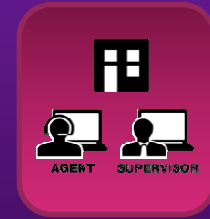


- ✓ Users can be subscribed in **up to 3 groups**
- ✓ **Penalty (0 > 10)** will influence the amount of calls (managed by administrator)

- ✓ Low penalty > more calls
- ✓ High penalty > less calls



Call center functionalities



Available features

- ✓ Queuing
- ✓ Waiting music
- ✓ Periodic announcements
- ✓ Hold time announcements
- ✓ IVR based call routing
- ✓ Time based call routing
- ✓ Date based call routing
- ✓ Caller information based on call routing
- ✓ VIP based call routing
- ✓ Load based call routing
- ✓ Fallback to assistant
- ✓ Fallback to manager
- ✓ Fallback to supervisor
- ✓ Fallback to queue

Available features

- ✓ Fallback to IVR
- ✓ Fallback to voicemail
- ✓ Fallback to another site
- ✓ Fallback using email
- ✓ Agent wrap-up time
- ✓ Agent login/logout
- ✓ Agent intentional status
- ✓ Agent call processing (forward, transfer, requeue, ...)
- ✓ Agent colleague consult
- ✓ Supervisor listen-in
- ✓ Supervisor whispering mode
- ✓ Audio conferencing
- ✓ Call recording (with optional message)
- ✓ Multi-tenant call center

Pick-up functionalities

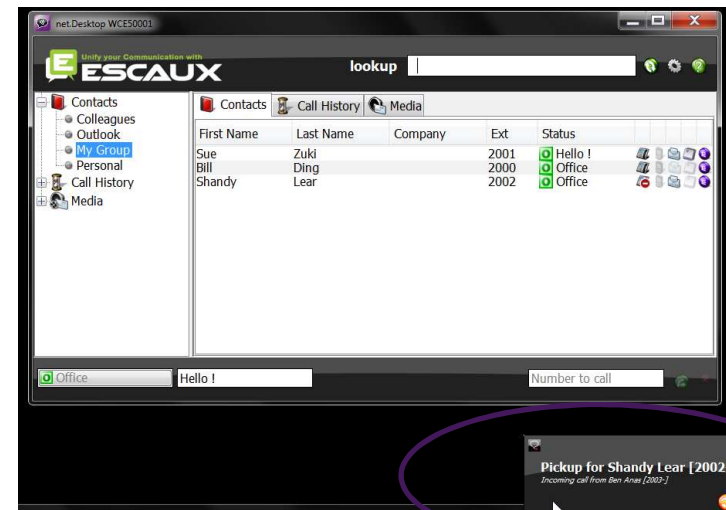
✓ 3 types

- Group pick up : pick up phone of somebody in same group
- Extension pick up : pick up for a specific extension
- Department pick up : pick up for somebody in same department

✓ via shortcodes

Feature	Code	Alternative code
Toggle call waiting	8522	#2
Consult voicemail	8567	#67
Consult voicemail other extension	8568	#68
Consult voicemail other extension	8568<extension>	#68<extension>
Change pincode	8570	#70
Change status	8571	#71
Change status other extension	8577	#77
Change status other extension	8577<extension>	#77<extension>
Group pickup	8572	#72
Extension pickup	8572<extension>	#72<extension>
Department pickup	8573	#73

✓ via net.Desktop



IVR's – Interactive Voice Response




Time checker



Interactive Voice Menu (IVR)



- Voicemail 
- Play message
- Forward to other number
(group, other level IVR, fixed phone...)

- ✓ Up to 10 available options
- ✓ Messages uploaded or recorded via phone

Telephony features

Available features

- ✓ IP telephony
- ✓ Second line calls
- ✓ Directory on phone
- ✓ Speed dials
- ✓ Blind/attended transfer
- ✓ Voicemail
- ✓ Call waiting
- ✓ Conference calls
- ✓ Call history
- ✓ Active directory (for users only)
- ✓ Dial plan
- ✓ Incoming/outgoing traffic management
- ✓ Personal User Mobility (PUM)
- ✓ Audio conferencing
- ✓ Signal second call
- ✓ Ring time (up to 5 min)
- ✓ Show / hide number (CLIP/CLIR)
- ✓ Up to 3 dynamic call queuers

Available features

- ✓ Call forwarding unconditional
- ✓ Call forwarding busy
- ✓ Business code
- ✓ Display caller ID
- ✓ PIN codes
- ✓ Groups of lines
- ✓ Short numbers
- ✓ Call pick-up
- ✓ Hunt group
- ✓ On-hold music or messages on hold
- ✓ Park functionality (net.Console)
- ✓ Identification
- ✓ Messaging
- ✓ Multi-line functionality
- ✓ Mutli-ringing
- ✓ Individual language selection
- ✓ ...

Functionalities : some highlights

✓ **Trilingual** support

- Messages in user's language
- User interfaces
- Phone display
- net.Desktop



✓ External **connectivity** via multiple technologies

- SIP / RTP
- BRI - ISDN (BA)
- PRI – ISDN (PRA)

✓ Fixed Mobile Unification (**FMU**) compatible



✓ **Monitoring** and back-up

Functionalities : some highlights (2)

✓ **Conference rooms**

- Up to 20 individually configurable conference rooms
- Conference number protected by PIN code
- Waiting music



Profile Parameter Management

8701 Conference room 1 (Template-Conference) ?

Conference room

virtual room number:

Security

pincode:

Functionalities : some highlights (3)

✓ Fax

FAX	Incoming faxes*	Outgoing faxes
Fax machine + T38 compatible ATA**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fax machine + FXS port on server	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fax server	<input checked="" type="checkbox"/>	

* Fax server : faxes digitalized + sent by email as pdf file

** ATA : 1 or 4 ports (Cisco)

- ✓ Connected Line Identification Presentation (**CLIP**)
- ✓ Possibility to define different settings per **trunk**
- ✓ “**Multi route**” configuration (shared billing for outgoing calls)




Functionalities : some highlights (4)

✓ Time checker

- up to 5 configurable schedules
- Holiday calendar available
- used in combination with
 - IVR
 - Group profile

Profile Parameter Management

8000 Time checker always open (UC-Technical-ServiceAvailability) 

Holiday calendar

List of recurring holidays:

List of non-recurring holidays:

Weekly calendar

Monday:

Tuesday:

Wednesday:

Thursday:

Friday:

Saturday:

Sunday:

Work schedules

SCHEDULE A

General

Type of schedule:

Use lunch break check:

Opening hours

Opening time:

Closing time:

Lunch break

Start lunch break:

End lunch break:

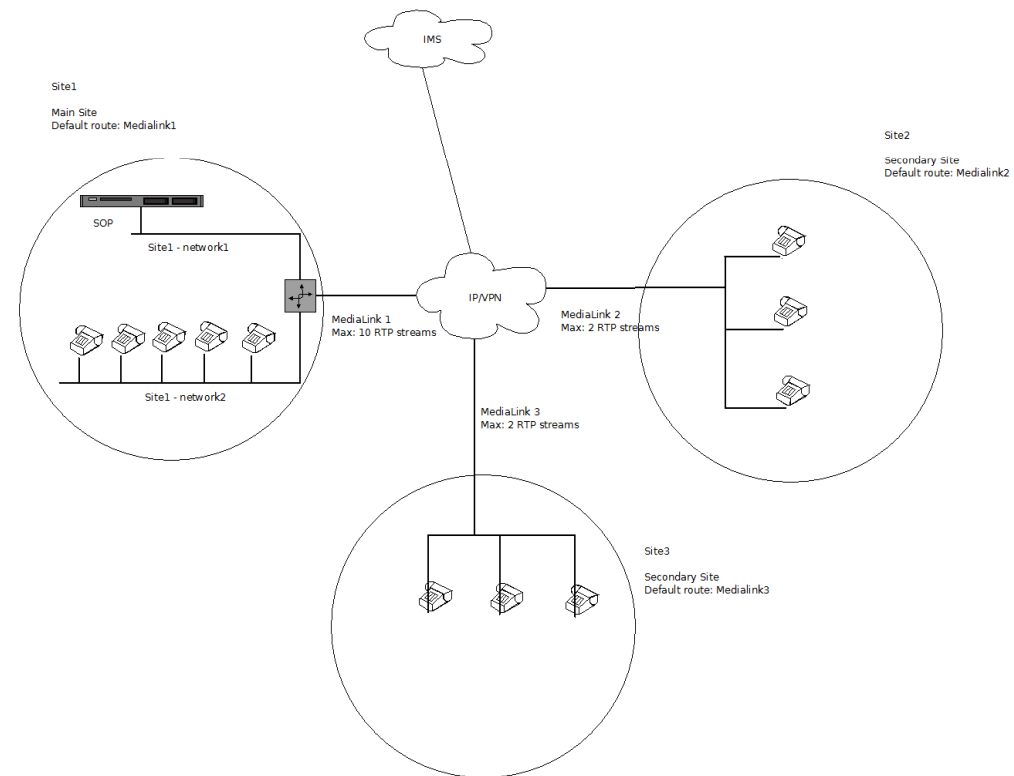
SCHEDULE B

Functionalities : some highlights (5)

✓ Call Admission Control (**CAC**)

= limiting of ongoing media streams on media links to provide from losing packets randomly

- Compatible with
 - Redundant topologies
 - SIP reinvite



net.Desktop

- ✓ **Unified** communications application
- ✓ Available for 4 profile colors
- ✓ Installed by default

net.Desktop WCE50001

Unify your Communication with
ESCAUX

Contacts

- Colleagues
- Outlook
- Personal
- Call History
- Media

First Name	Last Name
Bill	Ding
Polly	Ester
Neil	
Jo	King
Reception	
Sue	Zuki
Shandy	Lear
Barry	Cade
Ted	E. Bear
Adam	Zapel
Ben	Anas
Don	Key
Pepe	Roni

Call History

Office Hello ! Number to call

- ✓ Unified directory
- ✓ Presence & status management **O B T O H**
- ✓ Device independent communication
- ✓ Universal click-to-call
- ✓ Call transfer
- ✓ Call history, voicemail & fax management
- ✓ Instant messaging, SMS communication
- ✓ Video

net.Desktop: 4 versions

Feature	X100	X300	X350	X500
Unified Directory				
Company Contacts	✗	✓	✓	✓
LDAP/Active Directory	✗	✓	✓	✓
Speed dials	✗	✓	✓	✓
External data sources, CRM (optional)	✗	✓	✓	✓
Call Control				
Click-to-dial using desk phone	✓	✓	✓	✓
Click-to-dial using soft phone	✓	✓	✓	✓
Click-to-dial using mobile phone	✗	✓	✓	✓
Dial Shortcut* <Alt-q>	✓	✓	✓	✓
Blind Transfer	✗	✓	✓	✓
Attended Transfer	✗	✓	✓	✓
Multi-party Conference (planned)	✗	✓	✓	✓
Unified Messaging				
Visual Voicemail	✗	✓	✓	✓
Presence				
Intentional Status	✓	✓	✓	✓
Phone Status	✗	✓	✓	✓
Keyboard Status	✗	✓	✓	✓
Notify when available	✗	✓	✓	✓

Feature	X100	X300	X350	X500
Instant Messaging				
Intra-company	✗	✗	✓	✓
SMS	✗	✗	✗	✓
Fax				
Outgoing fax client	✗	✗	✗	✓
Multi-media communication				
Video communication*	✗	✗	✗	✓
History				
Calls	✗	✓	✓	✓
Recordings	✗	✗	✗	✓
Misc				
Web link	✗	✓	✓	✓

X100 : basic version / no interface window / universal click to dial

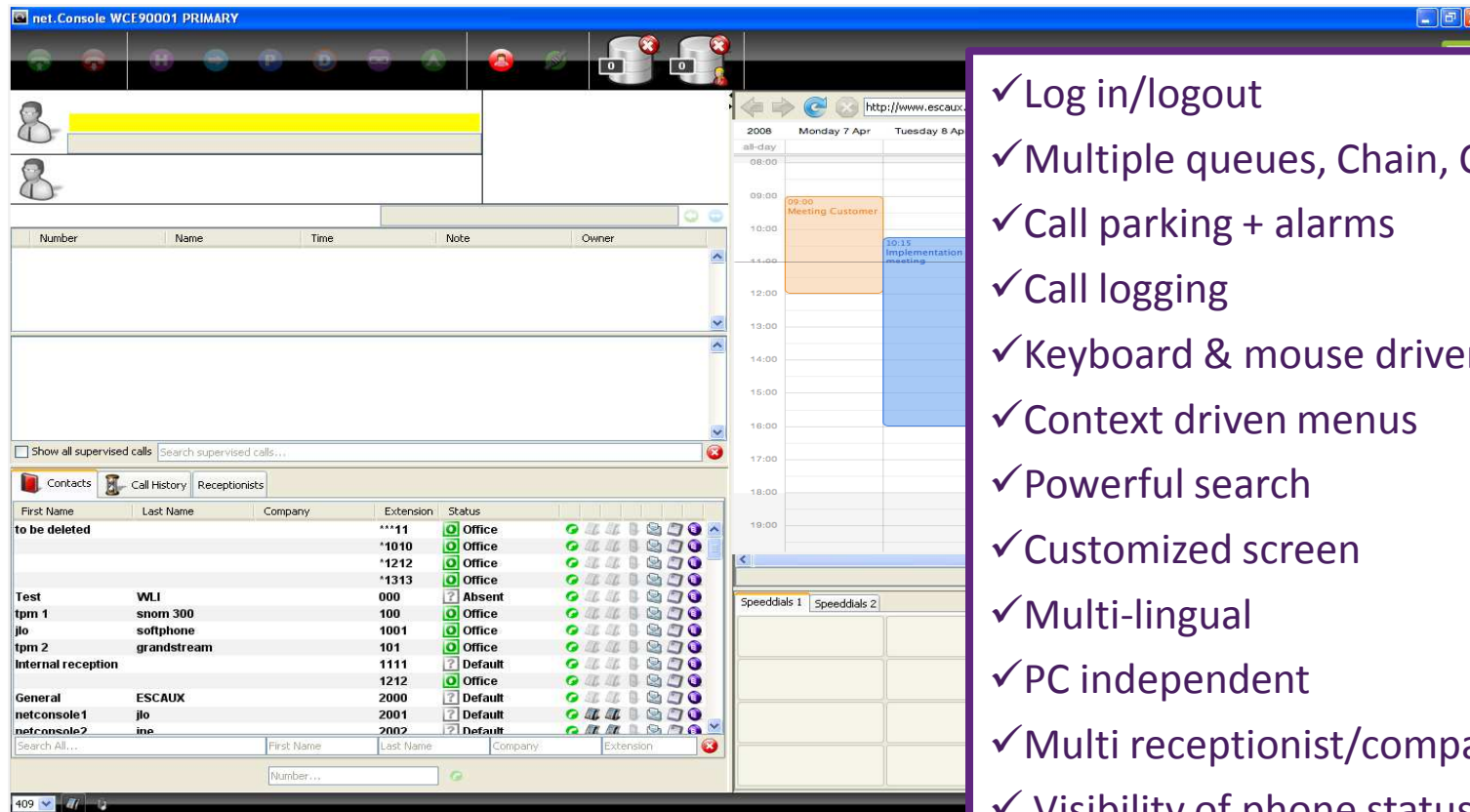
X300 : graphical user interface / sync with unified directory

X350 : instant messaging intra company

X500 : instant messaging / SMS / fax / video

net.Console

- ✓ **Advanced UC** for high volume call handling
- ✓ Installed by default

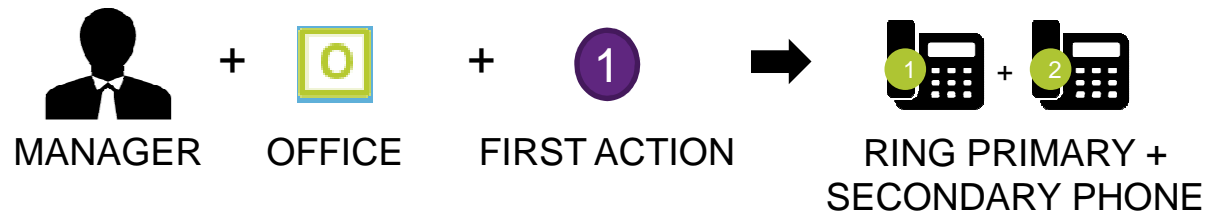


- ✓ Log in/logout
- ✓ Multiple queues, Chain, Camp on, ...
- ✓ Call parking + alarms
- ✓ Call logging
- ✓ Keyboard & mouse driven
- ✓ Context driven menus
- ✓ Powerful search
- ✓ Customized screen
- ✓ Multi-lingual
- ✓ PC independent
- ✓ Multi receptionist/company
- ✓ Visibility of phone statuses in directory

Operational efficiency

Initial configuration

- ✓ Bulk upload through excel file
 - Names / primary – secondary numbers / e-mail address
- ✓ Default parameters set for user / manager
 - E.g.



Operational efficiency (2)

Phones Deployment : from 'zero touch' to 'zero config'

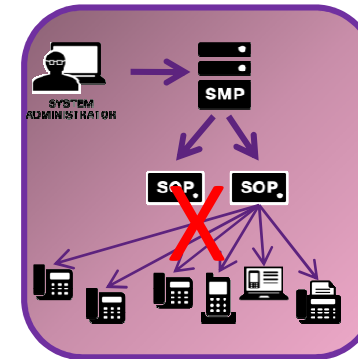
- Take any phone – assign it to any extension
 - Call 'zero config'-IVR and enter extension
 - ➔ automatic configuration done by phone
- ✓ 'Zero Config'-supported phones :
- Mainly Polycom & Aastra + others



Architectures & Hardware

Architecture

- ✓ Standalone
- ✓ Active / Standby
- ✓ Cluster with Active / Active SOP pair
- ✓ Cluster with combination of above setups



Hardware

- ✓ **Sangoma Interfaces**
 - 1-2-4 PRI
 - 2-4 BRI with 2 FXS
 - 4 FXS
- ✓ **HP servers**
 - HP DL 120
 - HP DL 360



Curious to know more about ESCAUX Fusion 3.0 ?

Visit our documentation website !

→ <https://www.escaux.com/docs/UcTemplate30.html>

