

Alti-Contact Manager (ACM) New 5.1 Features

Many features below apply to both ACC and ACM Software versions

SIP and IP Trunking Implementation:

- SoftSwitch Architecture
- Separation of Media Channel and Signal Control Channel
- Binding SIP Phone to a Dedicated IP Extension Signal Channel
- SIP Trunk Support
- SIP IP Phones (IP600, IP710, IP705)
- Support SIP-based FXS Gateway for remote site using analog phones
- SIP NAT Traversal for IP Phone and IPTalk
- Support multiple AltiGen IP phones behind NAT
- Support RFC 2833 for SIP Trunks (DTMF payload embedded with RTP)
- Support both SIP and H.323 Tie Trunking
- Option to Force SIP Device to Always Connect Voice Stream (RTP) to AltiServ or AltiGateway
- RTP resource monitoring

VoIP and Multi-Site Management – AltiEnterprise Manager

(Replacing DINA Manager and IP Dialing Table in 5.0A)

- Enterprise VoIP Domain
- VoIP Domain Directory Synchronization and Call Routing
- VoIP Domain User Management
- Global Routing Rules
- Global IP Dialing Table
- Location-based Codec Profile
- Bandwidth Control for VoIP Sessions

Voice Processing New Features and Enhancements:

- Multi-lingual support
- Ability to select custom file name in phrase management menu
- Adjustable SYSTEM PHRASE for System Park

PBX New Features and Enhancements:

- 30-party Meet-Me Conferencing (12-party for the MAX1000)
- Ability to mute conferencing party during regular conference
- MobileExt Enhancements
 - Dynamically changing trunk property between regular trunk and MobileTrunk
 - Soft On-hook/Off-hook
 - Option to presses any digit to connect call
- Feature code #66 to collect trace files
- QoS setting to use TOS or DSCP EF
- System Call Park update phrase
- Exit Line Park to extension's voice mail
- PRI Calling Number Setting
- IP phone does not ring when a call is parked by user
- AltiService Utility to provide a better way to shut down and start up all AltiGen Services.

Call Center New Features and Enhancements: (ACM Only)

- Enhanced skill-based routing with skill level requirement support
- Ability to tag Skill Level Requirement (SKLR) for an incoming call in AA, DNIS Routing, Caller ID Routing, Advanced Call Router, and SDK
- Workgroup Queue distribution engine will try to match caller's SKLR with Agent's Skill Level
- Supervisor Coaching

Client Application New Feature and Enhancements:

Admin:

- XML/LDAP-based configuration storage
- Right-click to show channel information
- Display Application Extension connection status

AltiView:

- Add Meet-Me conference scheduling, monitoring, and control capability
- Add Dial Pad, Flash key, and programmable key
- Ability to manage Activity greetings
- Ability to transfer/conference by clicking on Speed Dial or Monitor List
- Add confirmation when user clicks "Delete All" in call History

IPTalk Enhancements:

- TOS configuration for IP Talk
- IP Talk using SIP protocol
- Support IP Talk behind NAT
- Dial pad will transmit DTMF to server when used with IP Talk
- Add Ringer/Voice path device selection

AltiAgent: (ACM Only)

- Add indication when calls in WG queue
- Ability to manage WG VM box
- Add WG VM indicator to alert agent
- Add DNIS field to AltiAgent Queue monitor
- Blink red light on the "Not Ready" button

AltiSupervisor: (ACM Only)

- Add agent SKL (Skill Level) field in the agent monitor screen.
- Add SKLR (Skill Level Requirement) to the WG Queue screen.
- Support Coaching in addition to Barge-in and Silent Monitoring.

AltiConsole:

- Ability to enable call recording
- Enhance Park and Page operation

IP Phone New Features and Enhancements (IP600, IP710, IP705)

- Secure IP phone password authentication
- The IP phone password is updated when the user changes the VM password
- Support SIP protocol through firmware upgrade
- Support of "Flash" and "Pause" in speed dial in the programmable key
- Add Network status display for troubleshooting
- Reorganize IP600 menu

Add-On Applications New Features and Enhancements: (ACM Only)

Call Router Advanced 5.1:

- Support Skill Level Requirement setting.

AltiReport 5.1:

- Add WG Service Level Analysis

AltiWeb 5.1:

- AltiWeb 5.1 uses SIP IP Talk to replace H.323 IP talk

VRManager 5.1:

- Play the session of a call