



AltiWare Release 5.1 New Features and Enhancements

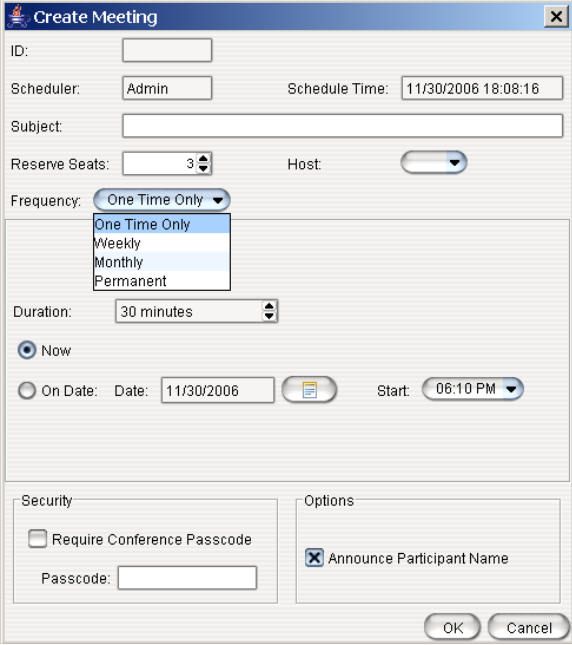
Published Version: V1.2

System Capacity

Feature	Description
PBX Capacity	<ul style="list-style-type: none"> • Maximum 400 extensions (IP and analog extensions) • Maximum 256 MobileExt ports per system (in addition to 400 IP and analog extensions) • Maximum 200 AltiView/AltiAgent sessions • Maximum 20 AltiConsole sessions • Maximum 20 AltiSupervisor sessions
Call Center Capacity	<ul style="list-style-type: none"> • Maximum configurable agents per workgroup - 512 • Maximum active login agents per workgroup - 256 • Total configured agents per system including all workgroups - 1280 • Total agent seats (License/Head) per system - 256

PBX and VoIP New Features and Enhancements

Feature	Description
Line Park Enhancement	<ul style="list-style-type: none"> • Line Park timeout options now include VM • Option to stop ringing IP phone when a call is parked by an extension user
MobileExt Enhancement	<ul style="list-style-type: none"> • Capacity increased to 256 MobileExt users • Dynamic changing trunk property between inbound/outbound trunk and MobileTrunk • Soft On-hook/Off-hook – MobileExt user can get dial tone from server after finishing or transferring a call by pressing **. This tells the system to disconnect the current call and play a dial tone. • Option to resolve Transmit Caller ID problem for PRI services that cannot accept non-authorized or less than a 10-digit calling number • Option to press any key to answer call – when a call is answered by this mobile extension user, the system plays the following phrase for the mobile extension user: “To accept this call, please press any digit.” The user must press any key within 3 seconds to connect the call; otherwise, it will time out and the call will be treated as an agent/extension RNA and will be routed according to its workgroup / extension setting.
Meet-Me Conference	<p>Allow conference participants to call into a pre-scheduled conference bridge. An extension user can schedule a Meet-Me conference session from an AltiView or AltiAgent client application to:</p> <ul style="list-style-type: none"> • Schedule, modify, or delete a meeting • Start or stop a meeting

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	<ul style="list-style-type: none"> • See meeting ID, subject, scheduler, time, frequency, start time, the last time the meeting started, its status, and the resource being used. • Open Microsoft Outlook to send an e-mail invitation to participate in the meeting <p>When scheduling a meeting, the user sees the following options:</p>  <p>Note: Meet-Me Conference board required for OFFICE servers.</p>
IP Extension Fallback to MobileExt	<p>When an IP extension loses its network connection or is logged out, the extension will fall back to a MobileExt channel automatically.</p> <p>When the network connectivity is restored, the fallback MobileExt stays active, and the IP phone user must re-register the phone.</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> 1. This feature is only available for an IP Extension with a dynamic IP address. 2. You should not assign an active Mobile Extension's channel as a fallback channel. This will cause conflict when fallback occurs.
Multi-Lingual (ACM Only)	<p>Multi-Lingual feature allows an administrator to add additional languages to the system. The administrator can assign a language to an extension.</p> <p>Whenever the extension user logs in to voice mail or hears system prompts, the system plays the prompts in the language assigned to this user.</p> <p>When a call reaches auto attendant, the system can prompt the caller to select a language preference. Once a language is selected, the entire call session uses the selected language.</p>

Feature	Description
SIP Implementation	Release 5.1 is using SIP Protocol for IP phones, IPTalk, and tie-trunks. It also supports SIP trunk services.

Call Center New Features and Enhancements

Feature	Description
Supervisor Coaching	Call center supervisor can initiate a coaching (whisper) session to instruct an agent what to say while connecting to a caller. The caller will not hear the instruction from the supervisor.
Enhanced Skill-Based Routing (ACM Only)	<p>ACM 5.1 has the following new features for skill based routing:</p> <ol style="list-style-type: none"> 1. Ability to tag Skill Level Requirement (SKLR) for a incoming call in AA, DNIS Routing, Caller ID Routing, Advanced Call Router, and SDK 2. Workgroup Queue distribution engine tries to match caller's SKLR with Agent's Skill Level. You can configure to: 1.) Exact Match; 2.) Equal or higher SKL; 3.) Equal or Lower SKL. 3. Caller's SKLR can be escalated based on wait time in queue. This expands the call coverage group. For example, if a caller's SKLR equals to 1 and all agents with SKL 1 are busy, the caller will stay in queue. If the WG call coverage expansion rule is set to increase caller's SKLR by 1 after 60 (definable) seconds waiting in queue, the Level2 agents will be included to cover this call.

Multi-Site (AltiEnterprise) New Features:

Feature	Description
VoIP Domain	Multiple AltiGen systems from different sites can be networked together to form a VoIP Domain. One system can be assigned as the VoIP Domain controller to propagate configuration data to member systems.
Directory Synchronization	When a new extension is added to one of the member systems and configured as a Global extension, the VoIP Domain controller propagates this extension to all member systems. Every member system within the VoIP Domain can see the extension number plan of the other systems.
Multi-site Call Routing	When a user dials an extension number which is not a local extension number, the system searches the Domain extension list. If a list is found, the system dials the number by using the IP address and extension number stored in the Domain extension list.
Global Dial-by-Name and Greeting Synchronization (Update1)	Caller using the dial-by-name feature from any system within the VoIP Domain can search the entire global directory. The global extension's greeting is replicated to all systems within the Domain.
Global Extension Relocation by User (Update1)	When a global extension user travels to any site, the user can dial #27 to log in to the local server. AltiEnterprise relocates the user's extension setting and voice mail to the local server and activates the extension as a physical extension. All member systems receive an update notice from AltiEnterprise Manager to change the routing destination.
Global DID Number List (Update1)	The DID number field has been added to the global extension. When a call comes in with a DID number, the system looks for a local extension with the same DID number first. If the system cannot find a matching local extension, it will match the global extension DID number and route the call.
Domain User Management	VoIP Domain controller can resolve the conflict if duplicated extension numbers are created in different member systems.
Global Least Cost Routing	When multiple systems are in different area codes or countries, the administrator can set up Global Least Cost Routing to route long distance or international calls through member systems. The routing rules are propagated to all members automatically.

Administration

Feature	Description
Configurable PRI Calling Number	<p>This feature addresses call failure when the calling party number sent to the carrier through a PRI trunk is rejected.</p> <p>The PRI Calling Number Setting allows you to select one of the following options:</p> <ul style="list-style-type: none"> Carrier can accept anything as Calling Number (default) Carrier can only accept Calling Number with a minimum of <i>n</i> digits Carrier can accept only assigned DNIS numbers as the Calling Number.
Ability to Select Custom File in Phrase Management Menu	<p>Custom file name can be selected as prompt or phrase in the following configurations:</p> <ul style="list-style-type: none"> Auto-Attendant Audio Peripheral WG Queue Phrase Management System Call Park Line Park
Ability to Change System Call Park Phrase	<p>You can define the phrase for the System Call Park greeting phrase from System Configuration.</p>
Ability to Collect Trace File by Pressing #66 on a Phone	<p>To help resolve problems in the field, a feature code #66 is added to allow convenient trace log collection for field problems. Extension users may enter this feature code to get relevant trace files. This feature can be used during the off-hook state or connect state when linked to a trunk, extension, or conference bridge.</p>
VoIP Enhancements	<ul style="list-style-type: none"> IP Dialing Table supports hop-off blocking by location to prevent unnecessary hop-off calling Multiple codec profiles with different codec, jitter buffer, and packet length can be created to accommodate different IP connections Bandwidth Control for VoIP Sessions - Each server can configure the maximum concurrent VoIP sessions based on its Internet or intranet bandwidth. This feature is to ensure that voice quality will not be impacted if too many VoIP sessions are connected at the same time. NAT Configuration for SIP/H.323 - When AltiServ is behind NAT with a private IP address, this feature helps to resolve IP address resolution problems when communicating with an external VoIP device.
Support for .WAV File as MOH (Update1)	<p>Windows .wav format [8K/sec 8bit Mu-law only] can be used as the Music-on-Hold file</p>

Client Application Enhancements

Feature	Description
AltiView Enhancements	<ol style="list-style-type: none"> 1. Ability to mute conferencing parties 2. Meet-Me conference scheduling, monitoring, and control capability 3. Dial pad, Flash key, and programmable key added 4. Ability to manage Activity greetings 5. Ability to transfer/conference by clicking on a Speed Dial or Monitor List 6. Added confirmation when user clicks "Delete All" in call history 7. Ability to forward VM to a "Golbal" extension in a VoIP Domain
AltiAgent Enhancements	<ol style="list-style-type: none"> 1. Added indication for calls in WG queue 2. Ability to manage WG VM box (Enable by Admin) 3. Blink "Not Ready" button when in Not Ready state 4. DNIS field added to queue monitor window
IPTalk Enhancements	<ol style="list-style-type: none"> 1. Uses SIP protocol 2. NAT traversal - This implementation allows the remote IPTalk behind a NAT router to make or receive VoIP calls from the server without configuring the NAT router 3. Ringer/Voice path device selection added in configuration
AltiSupervisor Enhancements	<ol style="list-style-type: none"> 1. Ability to coach an agent (whisper) 2. Agent SKL (Skill Level) field added in the agent monitor screen (ACM only) 3. SKLR (Skill Level Requirement) field added in the WG Queue screen (ACM only)
AltiConsole Enhancements	<ol style="list-style-type: none"> 1. Ability to record a conversation 2. Enhance Park and Page operation - Clicking on the "Overhead Paging" button when connecting to a call pops up a Park and Page window that allows the operator to select where to park and how to page. If the operation is not connecting to any call, clicking on the "Overhead Paging" button executes the configured paging function only.

AltiReport

Feature	Description
Export to PDF File	<p>You can view and export reports in PDF format. For scheduled favorite reports, the PDF file will be attached to the email.</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f0f0f0;"> <p>Total Page count: 3</p> <hr/> <p>Export Setting</p> <p>Export Format PDF</p> <p><input type="checkbox"/> Separate to files</p> <p>Page count per single file: 3</p> <hr/> <p><input type="checkbox"/> Export the specified page(s)</p> <p> <input type="radio"/> Single page <input checked="" type="radio"/> A Range of Pages </p> <p>From: 1 To: 1</p> <hr/> <p style="text-align: right;"> Browse HTML on web Export to local Add to favorites </p> </div>