



Unifying People Productivity and Communications

www.ipfx.com



IPFX Director

Overview

IPFX Director is an integrated IP Telephony solution for small-medium businesses which provides the functionality historically only available to large organizations.

Designed to operate on a single Microsoft Windows server, IPFX Director includes an IP PBX along with an integrated suite of applications which will provide increased productivity for your organization and increased levels of customer service to your clients.

**"32 minutes saved per day (per employee)
by reaching workers on the first try"**
(Source: Sage 2006)

Being an integrated solution, IPFX Director is very simple to manage for administrators. The range of functions available with the IPFX Director solution includes:

- IP Telephone System (IP PBX)
- Voicemail (Presence aware)
- Unified Communications
- Outlook or Lotus Notes Integration
- Unified Contact Center
- Operator Console
- Mobile Phone Integration
- Call Recording
- Hot Standby
- Fax Integration
- IVR

The integration between the PBX functionality and IPFX's market leading Unified Communications, Unified Contact Center and Unified Productivity applications provides unique functionality only available from IPFX.

Redundancy

For customers that require a higher level of reliability, IPFX has the option of a hot failover server. This server may be configured on the same network or alternatively at a remote site such as a disaster recovery (DR) site. The hot failover IPFX server retains all the data and configurations of the prime server such that in the event of a failover, all voicemails, contact center data and configurations are retained and commence operation automatically.

Single Server

IPFX Director is installed on a standard Microsoft Windows powered server. This is typically provided by your IPFX reseller or can be supplied by the customer subject to meeting certain specifications.

Optionally, a hot standby server may also be supplied to provide redundancy for the IP PBX component as well as any other IPFX applications that are being used. Remote branches are supported as well as teleworkers.

Open Standards

Being SIP based, IPFX Director is designed to inter-operate with a range of phones and data infrastructure equipment. In particular, tight integration is provided for Cisco, Linksys and Polycom IP phones and Cisco and Linksys data infrastructure.

Specifications

Maximum Number of Extensions	1000*
Maximum Number of Trunks	120*
Maximum Number of Contact Center Agents	250*
Maximum Number of Operators	16*

** This number can be increased subject to design approval by IPFX.*

Features

IPFX Director has a comprehensive range of telephony features and when combined with IPFX's advanced Unified Communications and Unified Contact Center, provides the most feature rich solution available for SMB customers.

Features of IPFX Director include:

- Account codes
- Audio-text
- Auto-answer
- Auto-attendant
- Break codes
- Call park
- Call pickup (various types)
- Call profiles
- Call recording (ad hoc and optionally comprehensive)
- Call retrieve
- Call screen
- Call wrap up duration
- Company contacts
- Company directory
- Conference call
- CTI
- Document queuing
- Fax
- Forward all
- Forward busy
- Forward no answer
- Hot Desking
- Hot Standby (option)
- Hunt groups
- Insight
- Instant Messaging
- Least Cost Routing (LCR)
- Meet me conference
- Mobile clients
- Multiple time zone support
- Music on hold
- Night service
- Operator console
- Out of Office integration
- Outlook or Lotus Notes integration
- Personal contacts
- Picture display
- Presence
- Reporting
- SIP DDI
- SIP speed dials
- SIP trunks
- SMS integration (option)
- Speed dials
- Survivable Remote Site Telephony (SRST) at remote branches if using Cisco capable routers
- Teams
- Transfer – blind, supervised
- Unified Communications
- Unified Contact Center (option)
- Unified Messaging
- Voicemail (with smart greetings)
- Web clients
- Wireless IP Phones
- Work time
- Wrap-up codes



About IPFX

IPFX develops and distributes advanced Computer Telephony Integration (CTI) solutions. With offices in the United Kingdom, Australia and New Zealand, over 1500 customers with 300,000 end users currently enjoy products from our company.

IPFX software is renowned for being sophisticated, feature-rich and easy to use. Ongoing product developments ensure that your investment in IPFX is protected.

Ongoing support and training offered is of a high calibre and extensive documentation is available to assist users. Customers also have support of IPFX's extensive reseller network, which includes some of the largest IT integrators. All resellers are certified and trained in IPFX products.

IPFX customers range from small to medium sized businesses to some of the world's largest enterprises and government. Product flexibility and modularity enables system to be tailored to suit any size business.

IPFX Dimensions

"Dimensions" is the collective name for the IPFX suite of communication and productivity solutions.

IPFX Dimensions enhances productivity and professionalism, and although each component can operate independently, additional incremental advantages are realized when multiple solutions from the Dimensions suite are adopted. The greater the number of Dimensions solutions enabled by a company, the greater range and breadth of organizational and user benefits.

All IPFX Dimensions applications can run on a single server allowing users to configure the best communication and productivity solution for their business by addressing many challenges faced such as multiple communication channels, an array of non interrelated communication devices, frequent interruptions, and a lack of focus.

With several decades of combined experience, the IPFX development team works to continually refine and enhance the existing product suite, and ensure that upcoming technological advances are also leveraged to extend world-class solutions to a growing customer base.

IPFX provides the tools to enhance professionalism, service and productivity, while allowing mobility and teleworking with powerful and adaptable tools, which are still simple to use and easy to understand.

Working with an extensive and well-regarded reseller network around the world, IPFX delivers telephony, Unified Communications and Unified Contact Center solutions to businesses of international standing. These solutions are 'end-to-end', from system design, implementation, training and support. The IPFX support team currently provides technical expertise to hundreds of thousands of end users around the globe.

IPFX will soon be setting another international standard with the launch of a new solution; IPFX Unified Productivity. This will deliver substantial increases in efficiency from the most common activity, to multi-user projects. It will put users in control of their time, and allow them to get where they want to be faster.



IPFX Unified Productivity

A world-first suite of efficiency tools for knowledge workers and organizations, soon to be launched by IPFX.

IPFX Unified Communications

Telephony, mobility and message software solutions and operator consoles that enhance visibility and increase the contactable nature of office workers.

IPFX Unified Contact Center

Software solutions for Contact Centers that effectively utilize time, resources and expertise across a range of media.

IPFX Telephony

IPFX integrates with a wide range of Private Branch Exchange (PBX) platforms to suit all requirements.

Auckland

London

New York

Sydney

Melbourne

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