

The Vonexus System *Enterprise Interaction Center*®

Proven. Practical. Powerful.

Vonexus has taken a systems approach, combined with open-standards software, to develop a 100% Microsoft®-based IP communications solution for small, medium and enterprise-sized companies.

For the IP telephony market, we've packaged world class communications software on a resilient, backup Raid-1 or 10 Vonexus Server built to our specifications to provide the highest quality communications system for your business.

IP communications solutions made for **Business Beyond Usual**. Only from Vonexus.

Server Components

Mid-range configuration

- 1 Intel® Xeon® Processor
- 1 GB RAM
- 3 x 80 GB SATA hard drives (one Raid-1 pair)
- DVD/ CD-ROM drive
- Dual power supplies
- Dual GB NIC
- Remote desktop support

High-end configuration

- 2 Xeon Processors
- 2 GB RAM
- 6 x 80 GB SATA hard drives
(four drives in Raid-10 array and one Raid-0 pair)
- DVD/ CD-ROM drive
- Dual power supplies
- Dual GB NIC
- Remote desktop support



Vonexus has built its server solution specification with *your* mission-critical communications in mind. This recovery strategy is available only in a Vonexus Mid-range or High-end server.

Server Features

Recovery

- 1st layer:** RAID disk protection
- 2nd layer:** On-board disk image back-up feature
(scheduled back-ups with point and time recovery)
- 3rd layer:** "As-shipped" recovery DVD

Others

- Polycom®/ Vonexus IP phone sets (SIP based)
- Polycom phone configuration utility
- AudioCodes/ Vonexus Media Gateways
- Pre-engineered, pre-tested server and components
- Pre-installed software
- Recovery from a software fault

Data Sheet



The Vonexus System *Enterprise Interaction Center*

System Features and Applications

Server Applications

IP PBX features
SIP station
Account Codes
Interaction Attendant
Call center (ACD)
Interaction Administrator
System monitoring
System diagnostics
Standards supported
Voice mail
Unified messaging
Fax server
Screen pop
IVR
Web services
Reporting
Multi-site replication
Interaction Tracker
Mobile Office
ClientComLite API

Interaction Administrator®

Stations
Users
Workgroups (ACD)
Trunks/ lines
Dial plan
Web services
Response management
Presence/ status
Security
Rights and permissions
Templates

Interaction Attendant®

Priority routing
Scheduled menus
IVR (ODBC)
Pre-integrated Microsoft Dynamics™ CRM
Pre-integrated Microsoft Dynamics GP (Great Plains)
Screen pop
Intelligence in queues

Desktop Productivity

SIP softphones
Interaction Client®

- Win32 Edition
- .NET Edition
- Outlook .NET Edition
- Web Edition

Conference on-demand
Recording
Presence management
Directories
Microsoft Outlook® Contacts dialing (call control)
Outlook Contacts screen pop

Departmental Call Center (ACD)

Voice queue
Web chat queue
Voice callback
Web callback
Skills routing
Priority routing
Monitoring
Coaching
Reports
Recording
Auto status change
Remote agent
Remote supervisor
Alarms/ SLA

Phone Features

Hold
Answer
Transfer
Group pick up
Shared line appearance
Multi-line appearance
Park/pick up
Intercom Page
Conference (3 party)



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