SanIPPBX ®

CAN YOU BELIEVE ?

This device can support up to **10 call center agents** along with the **SanCCS CRM** and recording or **2000** extensions with **200** concurrent calls without recording.

SanIPPBX

About SanIPPBX

Introducing **SanIPPBX** to connect branches and multi-branches office over internet to establish voice call. San-IPPBX can make inter connectivity of all medium like PRI, analog line, VOIP, GSM etc while using any resources analog phone, IP phone, PC, Laptop, smart phone etc. scalable and inter-operable with any existing set-up multi functionality.

How SanIPPBX Work

Note : This Brochure contains lots of additional modules, there are additional charges for them.

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Main Features

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- Support up to 200 concurrent call (without recording)
- Extension wise utilization Report
- Ac Code wise utilization Report
- Peak Hours Report
- Queue Report on basis of user rights
- Mobile agent Management and Report
- Dynamic field selection
- Different MOH for Extension, Queue and Agent
- Centralized CDR Reports of multi branch IP-PBX
- Bulk Upload/Bulk Modify extensions
- Bulk extensions upload and update
- Auto update of software just on click
- Inbuilt Firewall
- Group/Extension Pickup
- CDR Dashboard to monitor Outgoing/Incoming/ Intercom/ Missed Calls
- Third Party API Integration on Incoming/Outgoing/ Hangup/ IVR/IVR Selection
- Extension wise Grouping to make calls between groups/ society
- Address Book feature to display Caller name on incoming call
- Multiple Outbound routes extension/called number wise
- Recording on the basis of API/ Answered/Unanswered/ Complete
- Configuration Auto Backup/ Restore scheduler on other device
- DID/Outbound Route wise recording folder selection
- User rights to read/listen/ delete call logs on basis of department/ extension selection/extension range
- Personalized rules for extension like Dynamic Lock, Intercom, Barging/ Whisper
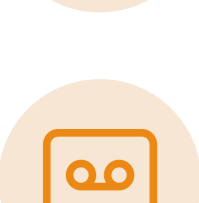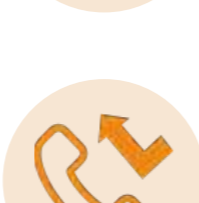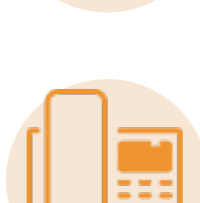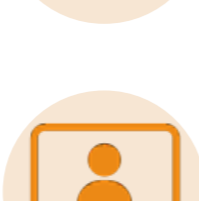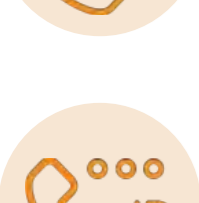
Other Features

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CDR Reports	Inbound	Call Conference
MIS Reporting	Outbound	Distinctive Ring
Remote Extension	Remote Barging	Call Waiting
Blacklists	Blind Transfer	Do Not Disturb
Automated Attendant	Call Detail Records	Call Forward on No Answer
Live Call Monitoring	Call Parking	Call Forward Variable
Voicemail to email	Roaming Extensions	Call Forward on Busy
Route by Caller ID	100% call recording	ACD(Automatic Call Distribution)
Three-way Calling	Trunking	Web Voicemail Interface
DISA/DOSA	VOIP/SIP Trunk	SMS/EMail API Integraon
Voicemail	Call Transfer	Flexible Extension Logic
Interactive Voice Response (IVR)	Local and Remote Call Agents	Call Routing (DID & ANI)
Caller ID on Call Waiting	Direct Inward System Access	Music On Hold
Music On Transfer	Remote Agent App Calling	Caller ID

CRM Features

SanIPPBX®

- Automated Call Distribution
- Multilevel IVR
- Seamless Integration
- Agent Performance MIS
- Click to Call Integration
- Self Designable Web Based CRM
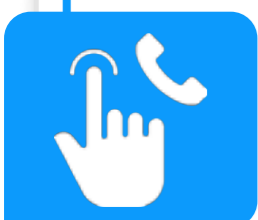
- Real Time Analytics and Report
- Skill Based Routing
- Unified Agent Desktop
- Thoughtful UI
- Customer Service
- 3rd Party CRM Integration

Highlights

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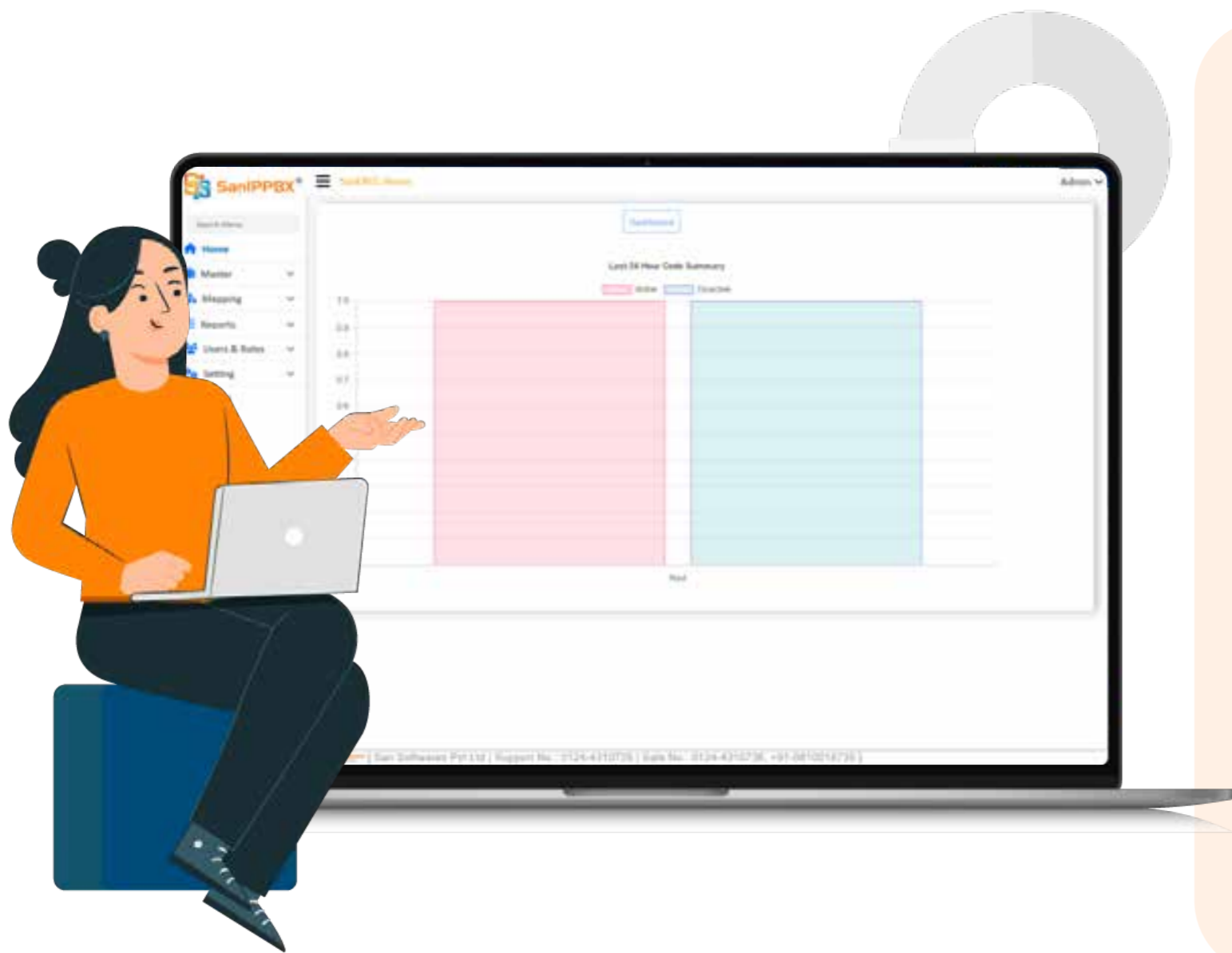
New Features

- ERCC
- Extension Wise Lock
- Block Intercom Call
- Feature Code
- PJSIP

IVR

- Unlimited Tree
- Time Conditions
- Retries Option
- Timeout Limit
- API Calling on DTMF
- Direct Dial

Press 1
Press 2
Press 3
Press 4

HMS Integration
(Hotel Management Software)

- Check In
- Check Out
- Room Status
- Room Shifting
- CDR Integration
- Wakeup Alarm

HOTEL

RECEPTION

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Conference Bridge (Optional)

- Multiple Conference
- Password Authentication
- Scheduling
- Predefined Conference Members
- Conference Timing
- Trunk Selection
- Dedicated Caller ID
- Welcome Message
- Quite Mode
- Assign Music on Hold Conference Wise
- Open or Dedicated Member List

CRM (Optional)

- Dialing Modes-Predictive, Progressive, Preview, Manual
- Online Agent Monitoring
- Retries Option
- Caller ID Popup
- Quality Monitoring Tools
- Dashboard Templates with user rights
- Unlimted Processes
- Provision to export in excel with user rights

SanCCS
CALL CENTER SOLUTION
A Complete Call Center Solution

SAN SOFTWARES®
A COMPLETE SOLUTION

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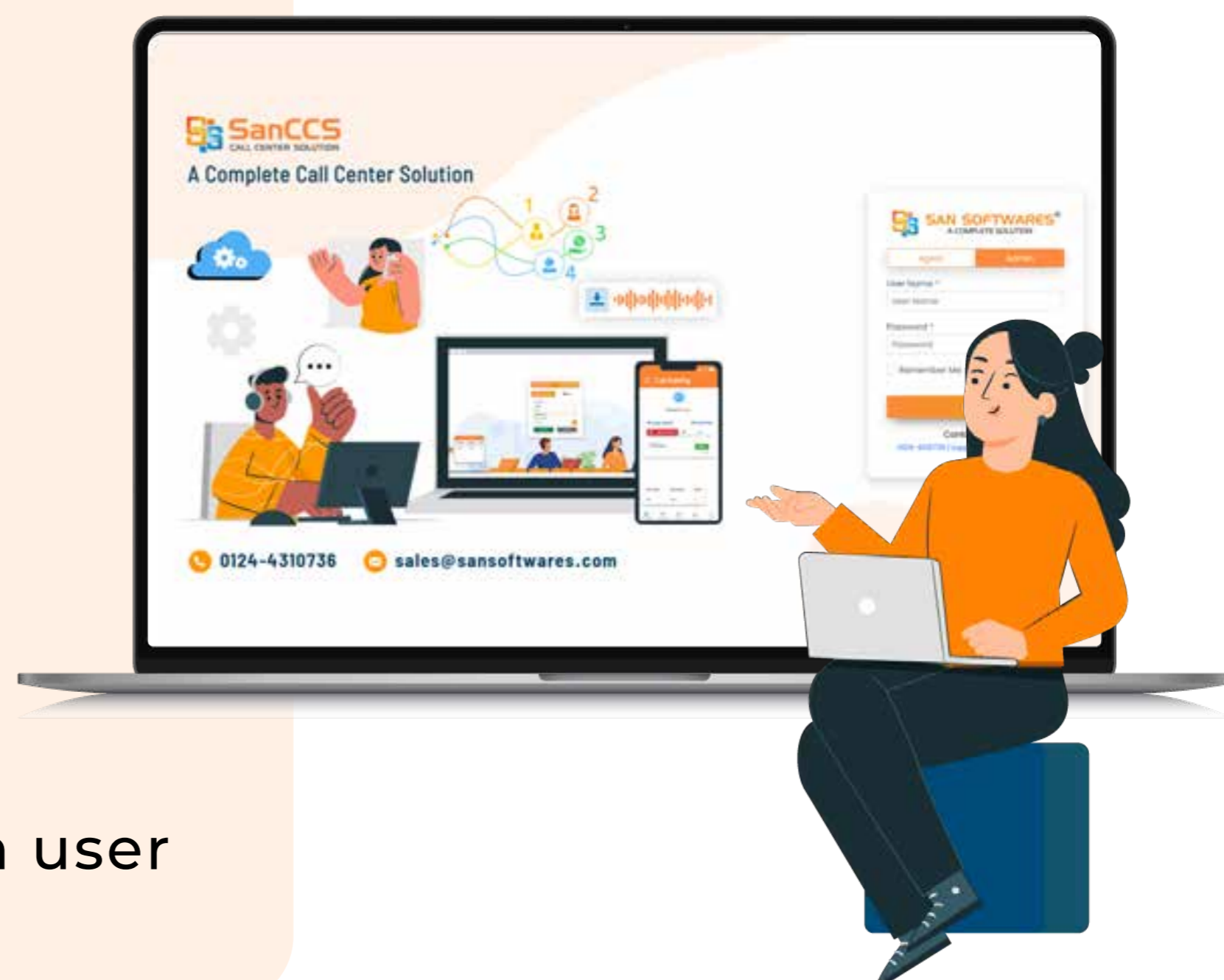
EMERGENCY RESPONSE
COORDINATION CENTER (ERCC) (Optional)

An application to schedule calls to specific department / people for any emergency code.
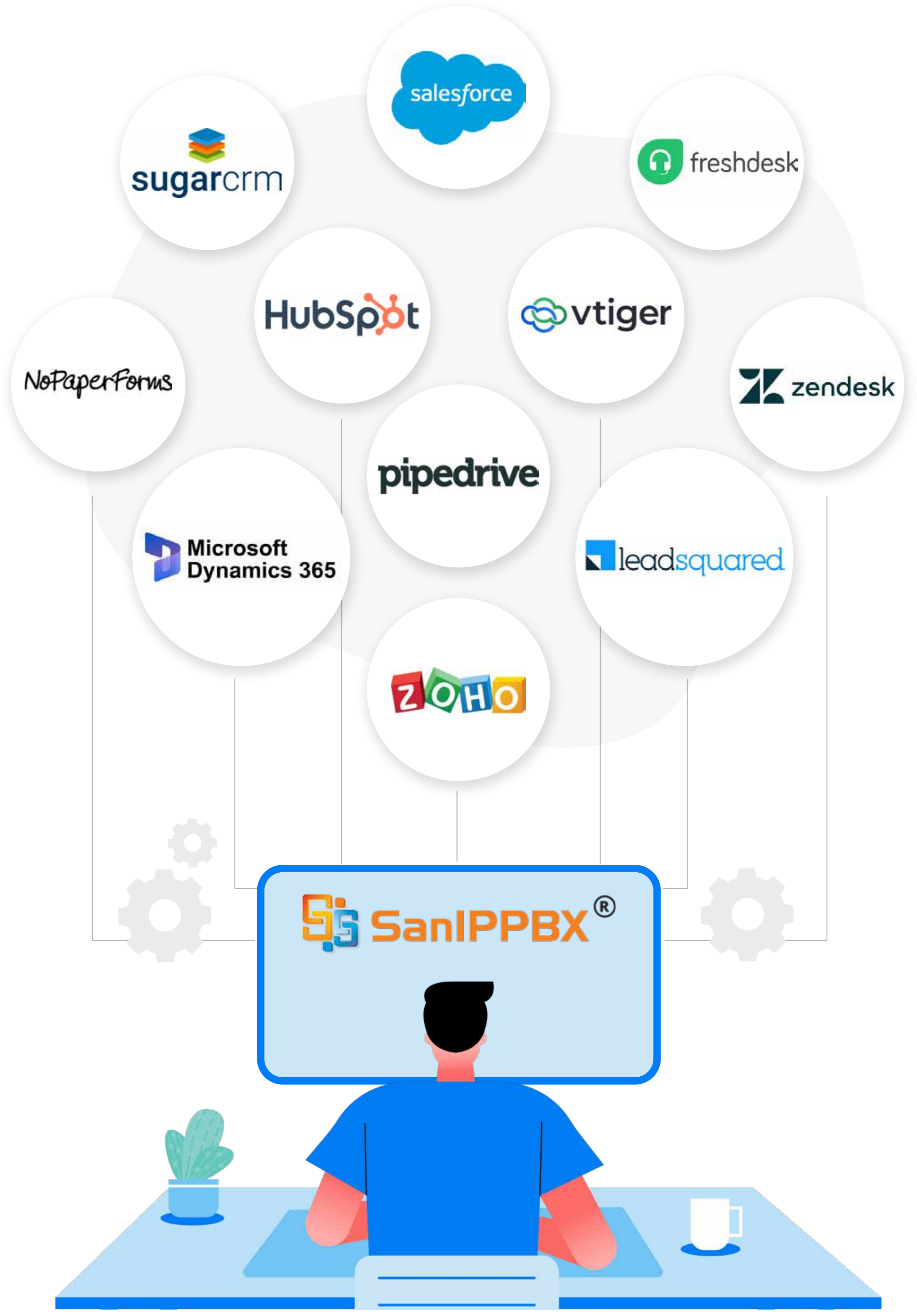

SanERCC - Emergency Response Coordination Center is best Application to schedule calls to specific department / people for any emergency code and can be use in hospitals , Army Cants and Factories.

3rd Party Integration
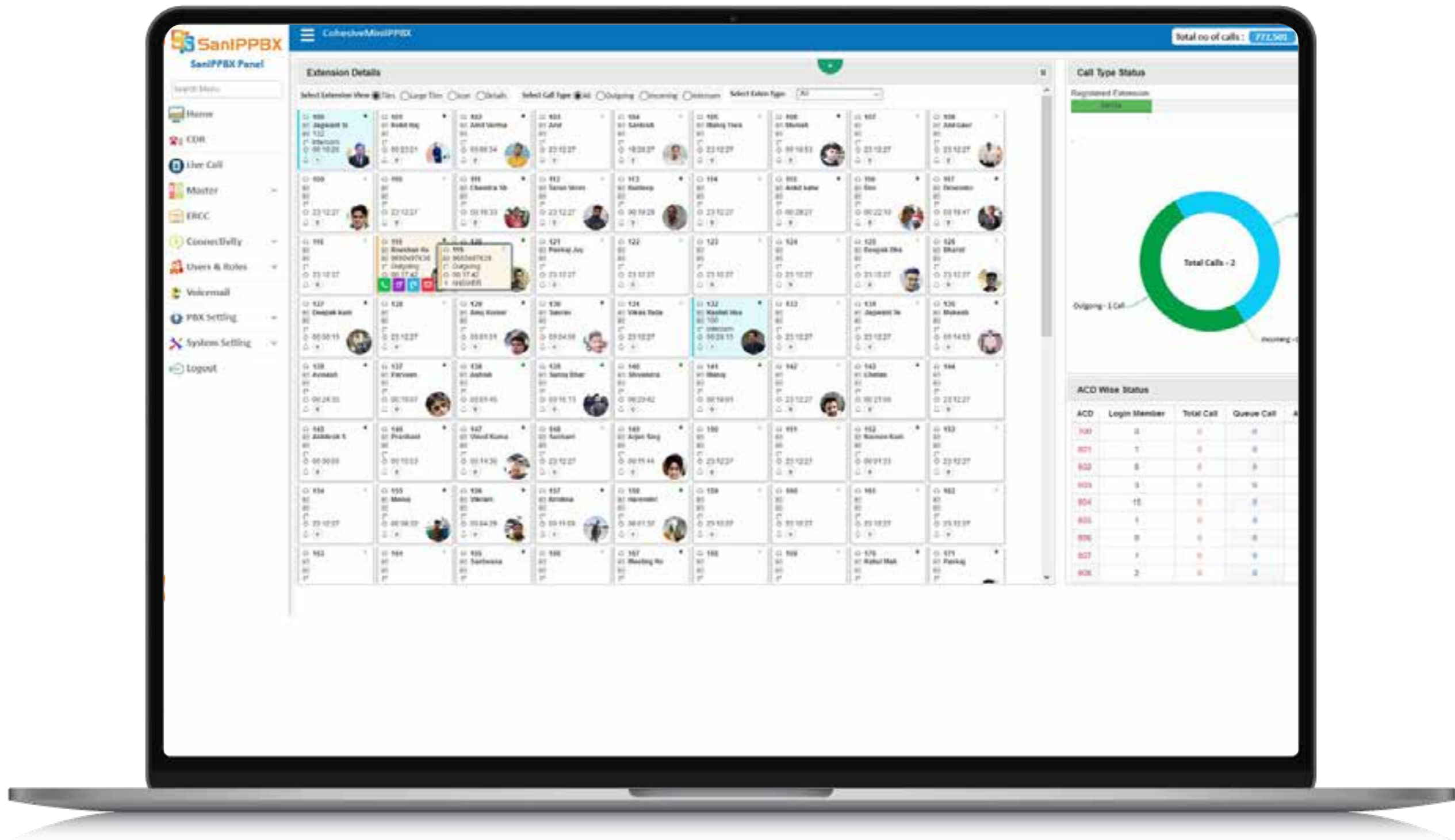
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salesforce

sugarcrm

freshdesk

HubSpot

vtiger

NoPaperForms

zendesk

pipedrive

Microsoft Dynamics 365

leadsquared

ZOHO

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Live Monitoring

CDR Dashboard

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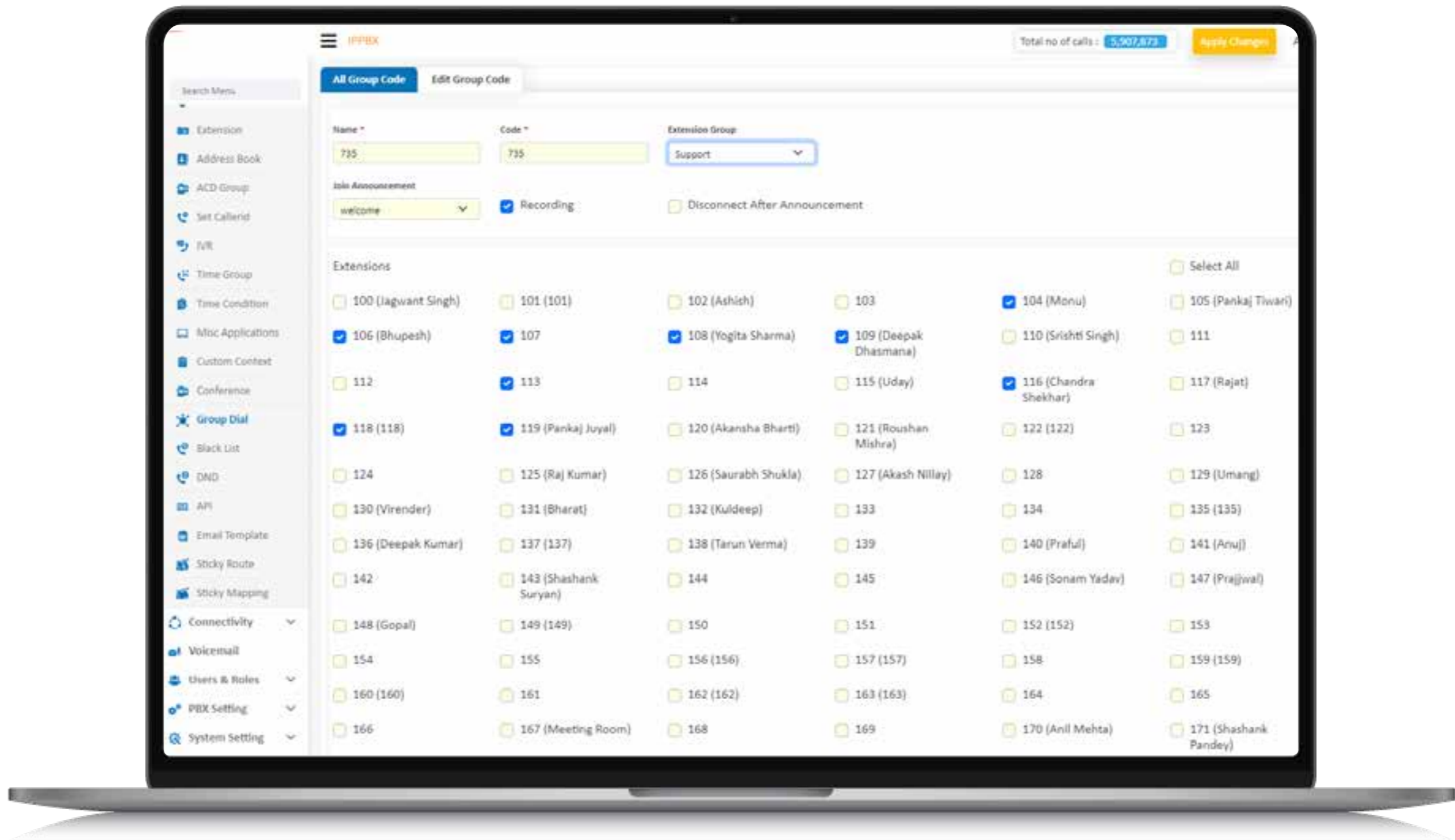
Group Dial

Conference Monitoring

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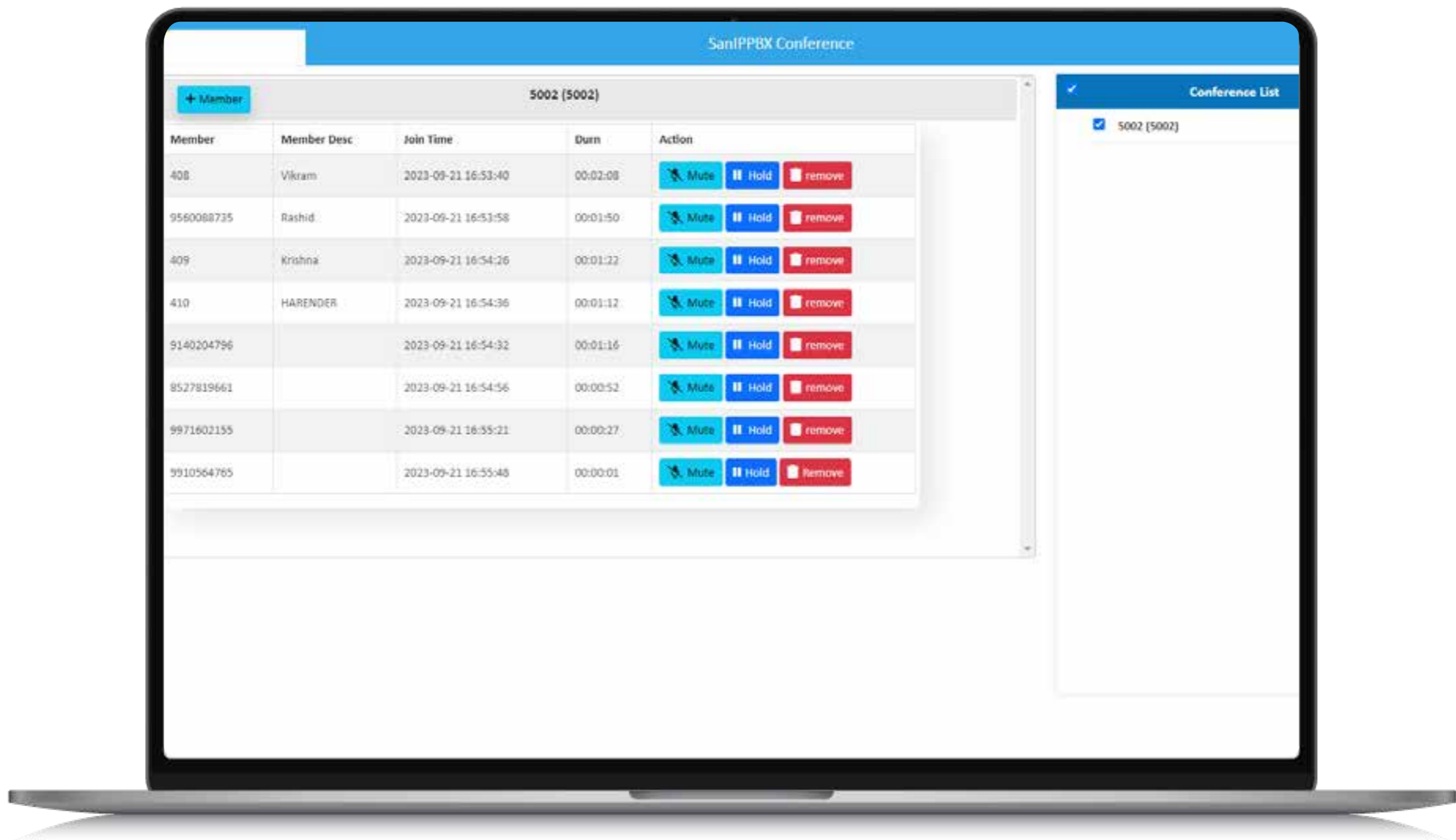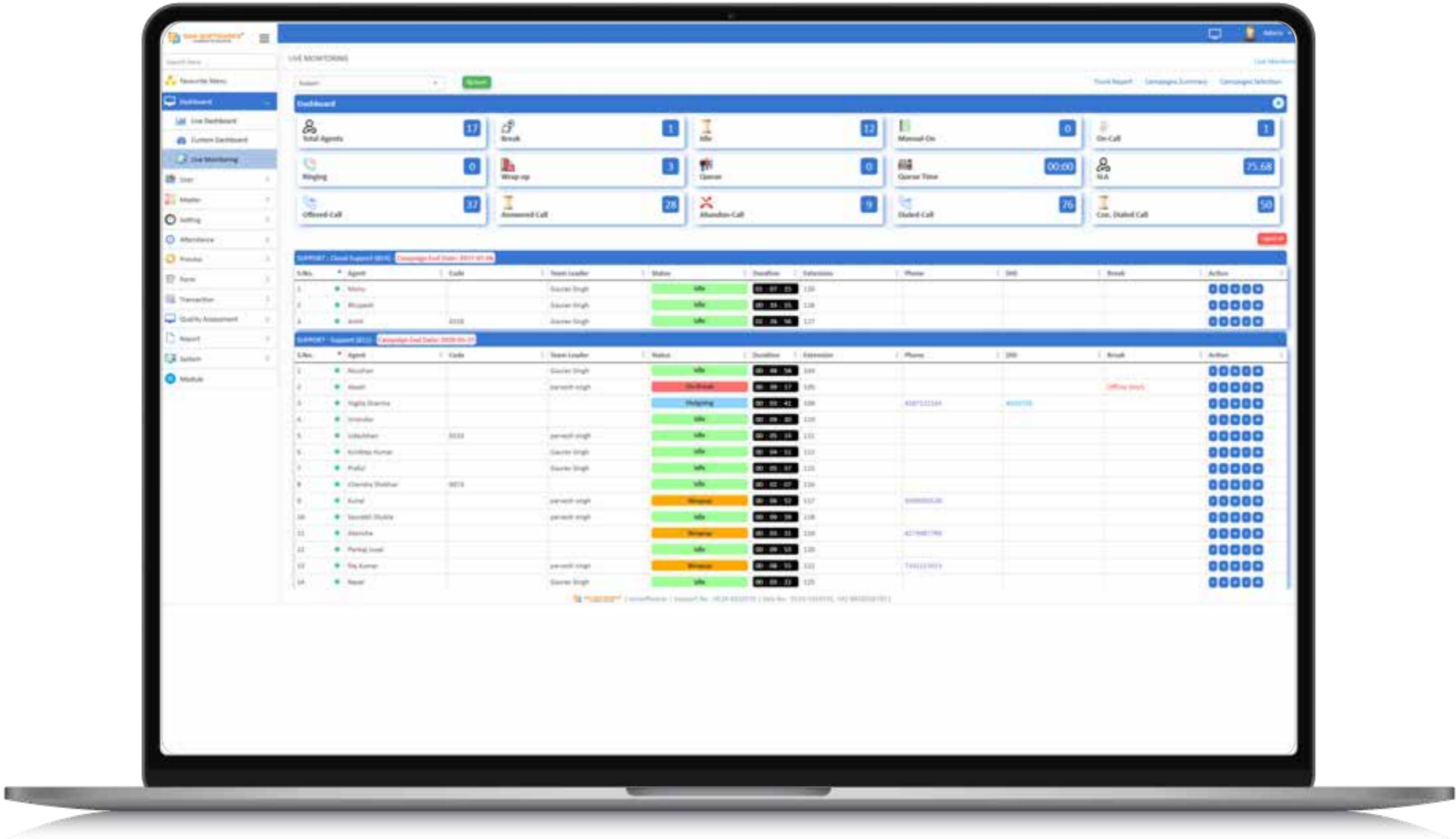
Live Monitoring
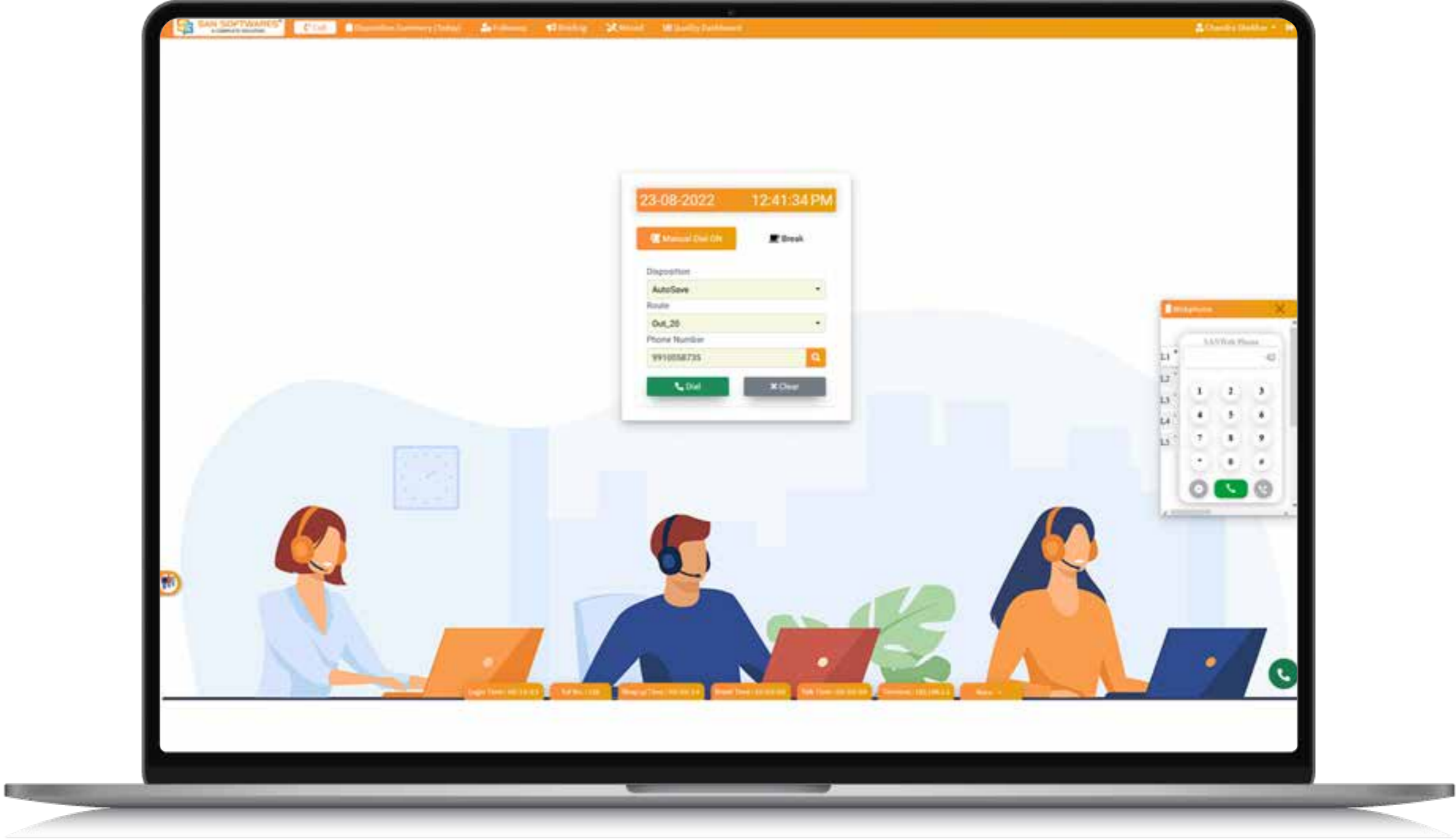
Agent Dashboard

CRM Screen

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Agent Screen

Mobile App

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Specifications

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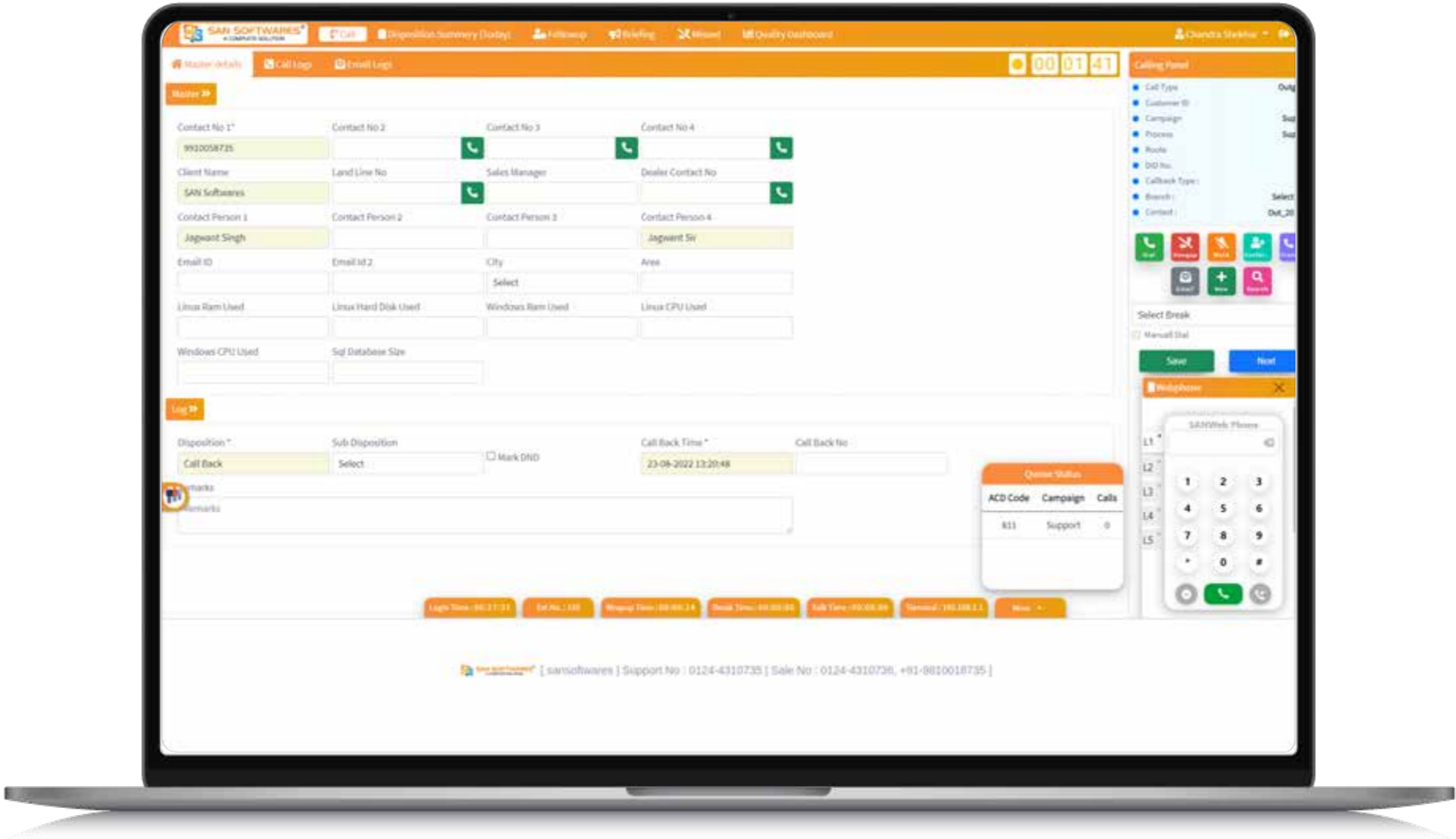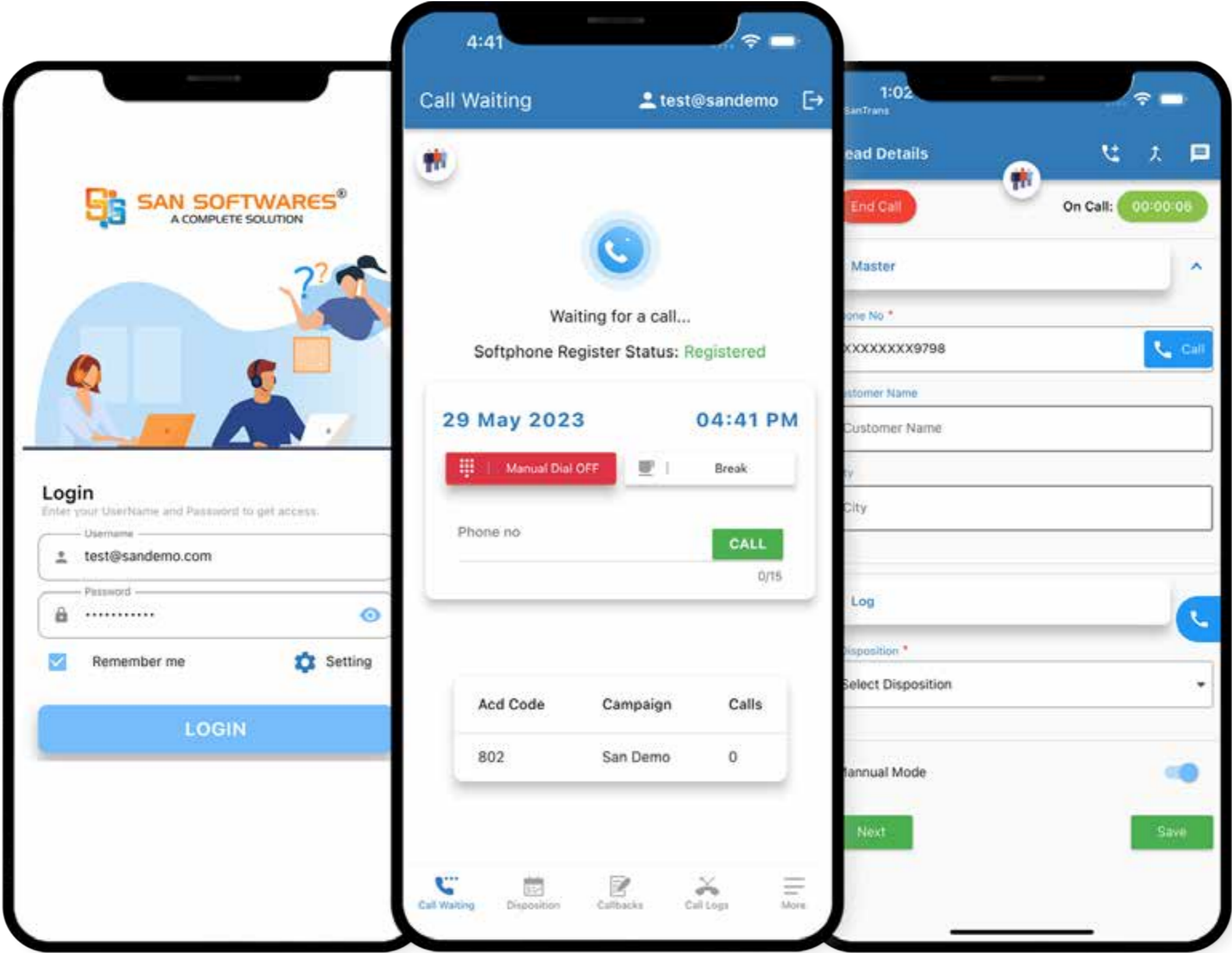
USB Port	4 Ports
VGA Port	2048 x 1152 @ 60Hz
HDMI	1920 x 1080 @ 60Hz (HDMI 1.4a)
LAN	2 Gigabit
HDD	128GB SSD
Processor	Intel® Celeron® Processor J1900
Universal Power	Input: 100-240VAC, DC 12V, 2.5 Amp, 50-60 Hz
Dimension	56.1x 107.6 x 114.4mm
Environment	System Environment Operating Temp: 0°C to +35°C
Mounting	Wall Mount

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CONTACT US

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Thank you!

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