

IP PBX INBOUND User Experience

1



OLNOs dial to
Celcom Pilot #

1. Client
2. Vendor
3. Authorities
4. Government Officer
5. Business Partner



Main Number
(fixed line provided)

2

- Customizable Welcome Announcement
- Customizable Q Music
- Office Hour Setup
 - After Office Hour Announcement
 - Auto transfer to specific Extension



Receptionist

1. GSM Deskphone
2. PC + VirtuExt™
Switchboard Client



3a

Single Operator or
Group Operator Hunting

- Sequence
- Simultaneous
- Skill Based

3b

- SwitchBoard Client – Enterprise Address book
- Transfer to Extension (Drag and Drop)
- Option BLIND or SUPERVISE Transfer
- Option transfer to OLNOs
- Voice Conference Moderator



4



Mobile Extension Transfer

- Capability to transfer call from a Mobile Extension to another Mobile Extension at any point of time



5

Blind Transfer

- Receptionist enter Ext # and the call immediately transfer

Supervise Transfer

- Receptionist put caller into Q Music
- Dial the intended Ext #
 - If the Ext # agree to speak to the caller, Receptionist join the call
 - If the Ext # disagree, Receptionist pick up caller from Q Music and advice accordingly

IP PBX OUTBOUND User Experience

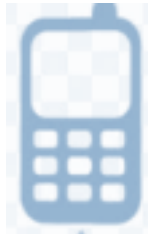
1



Mobile Extension CLIP Option

- Display Short Extension # for call to peer
- Display Company Pilot Number
- Display Personal Mobile Number

2



Mobile Extension Status Profile

- Ability to set available status e.g. Meeting, On Leave, Roaming/Travel
- E.g. Caller dial an Ext # or Company Mobile Number number while Roaming profile in ON
 - “The person you’re calling is currently on Roaming.
Press 1 to leave voice mail.
Press 2 to talk to colleagues.
Press 3 to speak to this person any way.

3



Voice Conference Moderator

- Instant / Ad-hoc Conference Call to (other local operatpr)OLOs
- Schedule Conference. Participant dial in to Conference Bridge #

Note: Applicable if subscribe to Conference service and to employees with permission by company admin only.

