



VOICE OVER INTERNET PROTOCOL

THE FUTURE OF **COMMUNICATION** + COLLABORATION, NOW.

Recognized for its innovation and cutting-edge technology, our VoIP business telephone solution is a software based utility that goes far beyond traditional features.

*We are a **technology** consulting firm specializing in technology implementation.*

www.directive.com

How does VoIP **work** ?

VoIP uses your internet connection and can reduce telephone costs by up to 80% through features like unlimited calling to remote extensions and offices and reducing the number of fixed telephony lines.

Not only are all calls to the office free of charge, but employees can leverage one single number and make a professional impression.

Innovative

With softphones for Mac and Windows you can manage your calls from your desktop and make and receive calls from your computer. Using a headset you can use a software client as a desk phone replacement.

Flexible

The platform includes clients for smartphones and Mac or Windows laptops that allow users to use their office extension from anywhere, seamlessly integrated as if they were in the office.

Scalable

It's possible to manage all IP phones from within a management console, including the ability to deploy new firmware on many phones at one time with just a few mouse clicks.

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Your IT is Our Priority!

EVOLVE YOUR COMMUNICATIONS WITH VoIP

An open standard software-based IP PBX providing easy management and Unified Communications at lower cost.

Our VoIP solution is a software based PBX which runs on mainstream operating systems, and works with SIP standard based IP Phones, SIP trunks and VoIP Gateways to provide a full PBX solution – without the inflated cost and management headaches of an ‘old style’ PBX.

HALVE YOUR TELEPHONE BILL AND INCREASE SALES

Recognized for its innovation and cutting-edge technology, our VoIP business telephone solution is a software based utility that goes far beyond traditional features. All calls are free of charge and can reduce telephone costs by up to 80% through features like unlimited calling to remote extensions and offices and reducing the number of fixed telephony lines. Users are given a single extension that can be accessed from anywhere with an internet connection.

- Save on call costs by lowering mobile & customer service number bills
- Easily add and remove extensions - no per user license
- Know who's calling with CRM integration - increase customer satisfaction
- Leverage existing hardware, wiring and low cost open standard hardware

AN EASY TO INSTALL AND MANAGE PBX

Because the system is software-based, it is easily installed and managed by IT administrators without the need for special telecom skills.

- No need for extensive telecom knowledge or training
- Central Control from the Management Console
- Choose from popular IP Phones, VoIP Gateways, SIP Trunks, use your computer and a headset
- Easily deploy automatic updates via email, greatly reducing help desk calls.

TAKE YOUR EXTENSION ANYWHERE

Our VoIP solution includes clients for smartphones and Windows or MAC laptops that allow users to use their office extension from anywhere, seamlessly integrated as if they were in the office. Not only are all calls to the office free of charge, but employees can leverage one single number and make a professional impression.

- Take your extension everywhere you go
- All calls are free of charge – slash your mobile phone bills
- Increase productivity – work from anywhere
- One number – No longer give out your personal mobile number

INNOVATIVE FEATURES INCLUDE:

- Call forwarding
- Call waiting
- Call monitoring
- Call logging
- Call Recording
- Queuing
- Voicemail to Email
- Transcription
- Conferencing
- Application Integration
- Increased Portability
- Video Chat Capability
- Central Phonebook
- Real Time Queue Statistics

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Features Comparison: Commercial Editions

General Features	Standard	Pro/Enterprise
Extensions	Unlimited	Unlimited
Number of Simultaneous Calls Supported	4=>1,024	4=>1,024
Call Logging	X	X
Call Reporting	X	X
Call Forward on Busy or No Answer	X	X
Call Routing by DID	X	X
Auto Attendant / Digital Receptionist	X	X
Voicemail/ Music on Hold	X	X
Central Phonebook	X	X
Call by Name	X	X
Call Parking / Pickup	X	X
Call Transfer	X	X
Call Queuing	X	X
Call Recording	X	X
MWI – Message Waiting Indicator	X	X
Supports Popular SIP Phones	X	X
Supports SIP Trunks / Gateways	X	X
Intercom/ Paging	X	X
Ring Extension & Mobile Simultaneously	X	X
Extensive Codec Support (G711, G722, GSM, Speex, ILBC, G729)	X	X
Automatic Pickup on Busy	X	X
Call Recordings Management		X

Management and Scalability	Standard	Pro/Enterprise
Web-based Management Console	X	X
Automated Provisioning of Devices	X	X
Real Time Web-based System Status	X	X
Integrated Web Server	X	X
Easy Backup and Restore	X	X
SBC to Configure Remote Extensions	X	X
VMware / Hyper-V Compatibility	X	X
Connect Remote PBX Systems (Bridges)	X	X
Scheduled Backup	X	X
Scheduled Restore		X
Inbuilt Fail Over Functionality incl. Standby License		X

IP Phone Management	Standard	Pro/Enterprise
Automatic Plug & Play Phone Provisioning	X	X
Manage IP Phones Network Wide from Console	X	X
Restart Phones Remotely	X	X
Update & Manage Firmware Network Wide	X	X

Unified Communications	Standard	Pro/Enterprise
Setting Up Conference Calls	X	X
See the Presence of Your Colleagues	X	X
Receive Voice Mail via Email	X	X
Receive Faxes via Email as PDF	X	X
Integrated Fax Server	X	X
Integrate Offices with System Bridge	X	X
Advanced Forwarding Rules	X	X
View Presence of Bridged PBXs		X

Features Comparison: Commercial Editions

(Continued)

Mobility

	Standard	Pro/Enterprise
Android Client	X	X
iOS Client	X	X
Windows Phone Client	X	X
CTI Support	X	X
Seamlessly Create Conference Calls	X	X
Users can Configure their Own Extension	X	X
Provisioning by Email	X	X
Manage Phone from within the Console	X	X
Includes Tunnel to Avoid NAT Problems	X	X

Call Center / Contact Center

	Standard	Pro/Enterprise
Advanced Queue Strategies		X
Advanced Call Reporting		X
Real Time Queue Statistics		X
Queue Reports		X
Barge In / Listen In / Whisper		X
Query Customer Name Based on Caller ID		X
Ability to Use Phone API		X
Link Company Directory with LDAP / ODBC		X
Sync Phonebook with Microsoft Exchange		X
Real Time Queue Monitoring		X
Wallboard		X
Switchboard Queue Manager View		X
Call Recordings Search		X
Supervisor can Log Agents In/Out		X
Supports External Agents		X
Callback if queue full		X
CRM Integration / Scripting Interface		X
SLA alerting/reporting		X

Web Conferencing

	Standard	Pro/Enterprise
Plugin Free – WebRTC	X	X
One-click conference	X	X
Meeting Recording	X	X
Remote Control / Assistance	X	X
Screen Sharing	X	X
Unlimited Users	X	X
Participants Included	10	25

Application Integration

	Standard	Pro/Enterprise
Microsoft Outlook	X	X
Office 365 (address book only)	X	X
TAPI	X	X
Office 365		X
Salesforce		X
Microsoft Dynamics		X
Microsoft Exchange 2013 / LDAP / ODBC SugarCRM		X
Google Contacts		X
Exact		X
Zendesk		X
Freshdesk		X
act!		X
Datev		X