

Ravon solutions and services enhance the workplace with an extensive list of time saving, cost reducing features and benefits. While leading edge user features provide options that automate and improve the efficiency of inter- and intra-office voice and data communications, hard-hitting system features and administrative tools provide management with all they need to streamline operations and improve the bottom line.

## User / Station Features

- ▶ Voicemail
  - > Voicemail to email
  - > To text (transcription)
  - > To PC, mobile phone or pager
  - > Visual/Web voicemail
  - > Visual indicator for message waiting
  - > Exit to operator
- ▶ Transfer—blind or attended
- ▶ Find Me / Follow Me that rings up to 5 numbers either all at once or one at a time
- ▶ Conferencing
  - > Scheduled Start Time
  - > PIN Protected
  - > Listen Only Option
  - > Email Invites from Website
- ▶ Call Forwarding
- ▶ Call Parking
- ▶ Paging Intercom
- ▶ Three-way Calling
- ▶ Call Monitoring
- ▶ Do Not Disturb
- ▶ Custom Music on Hold
- ▶ Customizable Ringtones
- ▶ HD Voice/Noise Cancellation
- ▶ Personal/Company-wide Phonebook
- ▶ Simultaneous Ring



- ▶ Free User Softphone Account
- ▶ Directed/Remote Call Pickup
- ▶ Custom Soft Keys
- ▶ Hot Desk Users/Roaming Extensions
- ▶ Headset Compatible – Wired/Wireless

## Admin / System Features

- ▶ SIP Trunking
- ▶ Auto provisioning & change management
  - > Auto discovery
  - > Backup and restore
  - > Inventory and asset management
- ▶ Accounting management
  - > Usage tracking
  - > Service cost allocation
- ▶ Security Management
  - > Around-the-clock monitoring
  - > Early detection
  - > Network security options
  - > Fraud protection
- ▶ Performance management using PBX Manager
- ▶ Remote Office Support
- ▶ Enhanced 911
- ▶ Call Reports
  - > Calls by User
  - > Inbound/Outbound Calls
  - > Internal Calls
  - > Hourly Calls
  - > Daily Calls Chart
  - > Queue Calls Chart
  - > Destination Calls
  - > Channel Reports
  - > Fax Reports

# Ravon System and User Features

## Automated Attendant

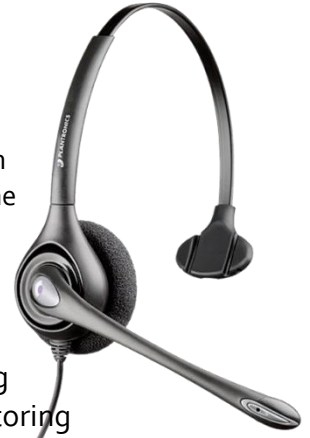
- ▶ Time-of-Day Routing
- ▶ DTMF Routing
- ▶ Extension Dialing
- ▶ Dial by Name – First or Last
- ▶ Advanced Logic
  - > Route by Variable
  - > Route by Caller ID
  - > Set Caller ID
  - > Query User
  - > Persistent Variable Storage
  - > Say Number



## Queues / ACD Features

- ▶ Remote Agents
- ▶ Call Recording
- ▶ Position/Estimated Hold Time
- ▶ Announcements
- ▶ Flexible Ring Strategies
  - > Ring All
  - > Round Robin
  - > Least Recent
  - > Fewest Calls
  - > Random
  - > Ordered

- ▶ Agent Wrap-up Time
- ▶ Custom Music on Hold
- ▶ Queue Call Forwarding
- ▶ Queue Call Back Option
- ▶ Queue Voicemail – same as user voicemail
- ▶ Dynamic Agent Log-in via Phone/Web Page
- ▶ Real time Monitoring
  - > Queue Monitoring
  - > User/Agent Monitoring
  - > User Status/Current Calls
  - > One-Touch Recording
  - > Listen/Coach/Whisper/Barge



## Codecs & Protocols

- ▶ Codecs
  - > ADPCM
  - > G.711
  - > G.722
  - > G.723.1 (pass through)
  - > G.726 G.729 (commercial license required)
  - > GSM
  - > iLBC
  - > Linear
- ▶ Protocols
  - > IAX™ (Inter-Asterisk Exchange)
  - > H.323
  - > SIP (Session Initiated Protocol)