

IP Telephony Call Center Solution for Small & Medium Site

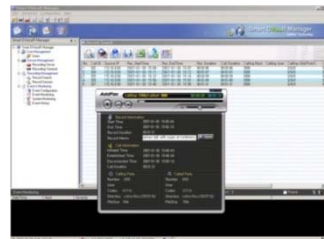
IPNext600 SIP Call Manager



Software Features for
Call Center Service



AP-NR1500
IP Voice Recording Server



AddPac

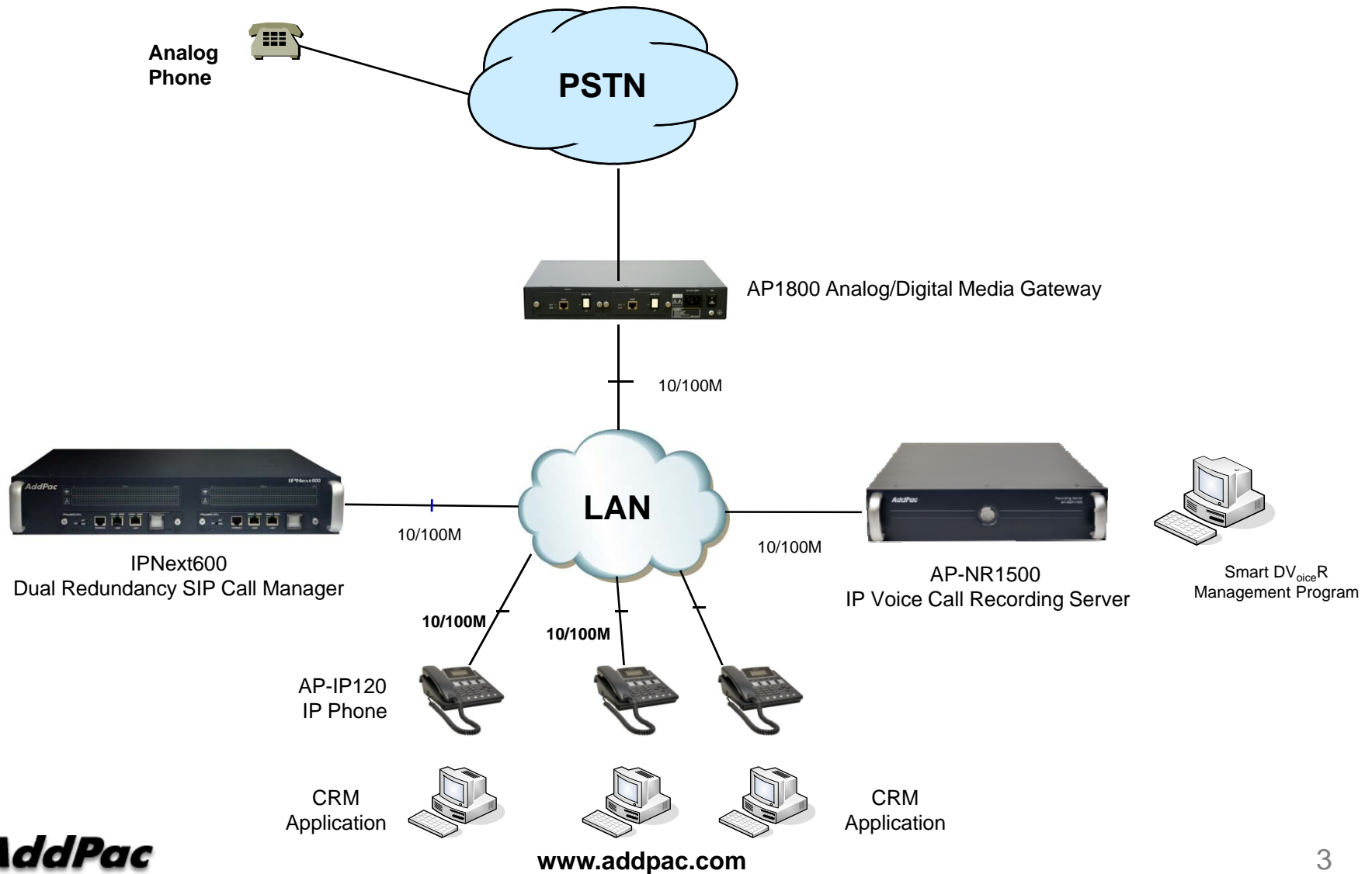
AddPac Technology

Sales and Marketing

Contents

- Network Diagram
- Small Scale IP Call Center Solution
 - IPNext600 SIP Call Manager for Fault Tolerant Service
 - AP1800 Analog/Digital Media Gateway
 - AP-IP120 IP Phone
 - AP-NR1500 IP Voice Recording Server
- Software Features for Call Center Service
 - Call Log, Call History
 - IVR Scenario Editor
 - CRM API
 - ACD, Call Hunt Group

Network Diagram



IPNext600 SIP Call Manager



Main Features

- SIP Application Server, Proxy, Registrar and Location Server
- Multiple ITSP Trunk with SIP & H.323 Accounts Support
- Dual System Redundancy Architecture
 - Two(2) Fast Ethernet Interface / System
- High Performance RISC Architecture
- Powerful Network Protocols (PPPoE, DHCP, Static Routing, etc)
- IPv4/IPv6 Dual Stack
- RTP Proxy Function Embedded for Private IP and IPv6 Address Interworking
- User Presence Service Features for Smart Multimedia Messenger and Smart IP Phone
- IVR Scenario Editor, Voice Mail, Media Service (Coloring), Conference
- Firmware Upgradeable Architecture
- Smart Multimedia Manager for IP-PBX Management
- Smart Messenger Service (click to dial) for Unified Communication
- VPMS (VoIP Plug&Play Management System) & Smart NMS for Large Scale Deployment
- Advanced Voice QoS Mechanism
- Dual Redundancy Power Module

Hardware Specification

RISC
CPU

- High-End Microprocessor Computing Power
- Main Chassis
 - Dual Redundancy CPU Boards for System Fault Tolerant
 - Two(2) 10/100Mbps Gigabit Ethernet
 - One(1) RS-232C Console (RJ45)
 - Dual Redundancy Power Supply Module
 - Hot-Swap Features

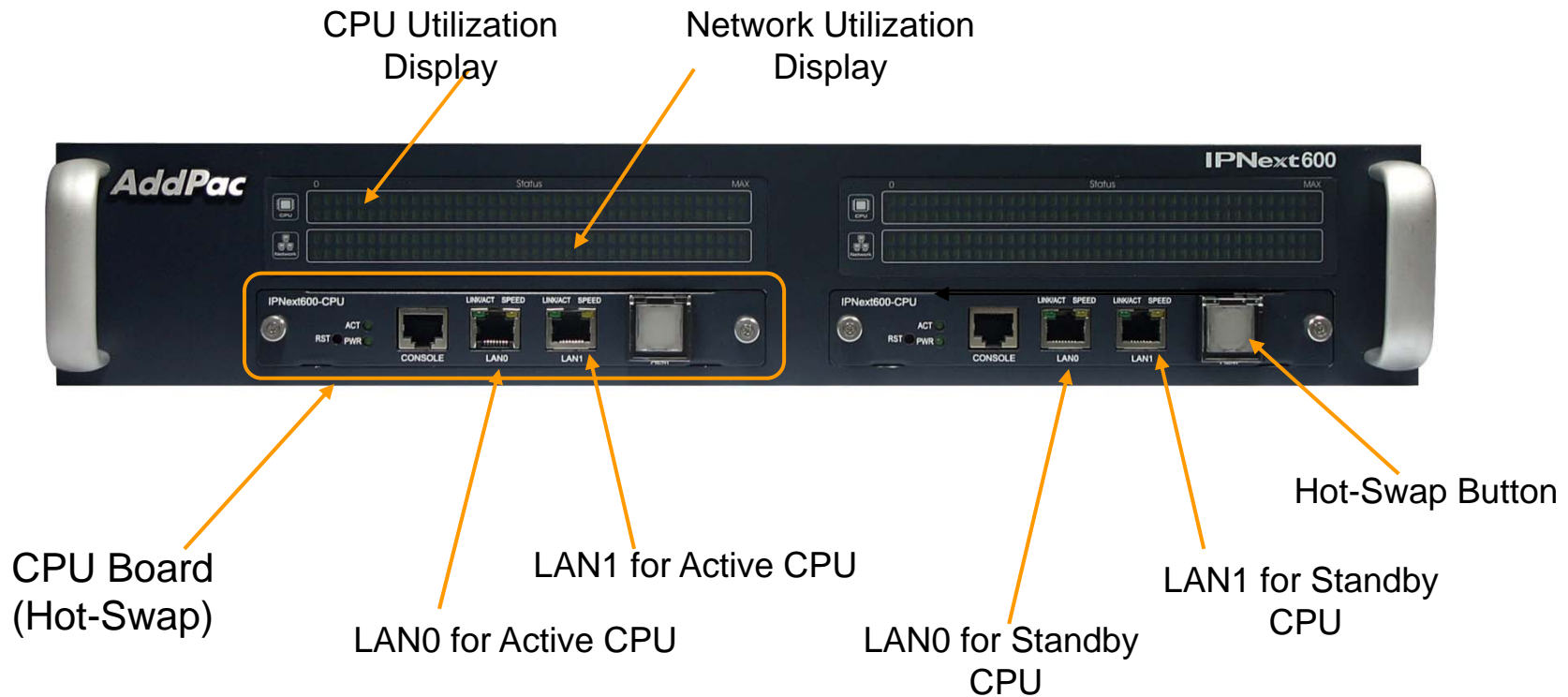


Hardware Specification

IPNext600 Call Manager

RISC
CPU

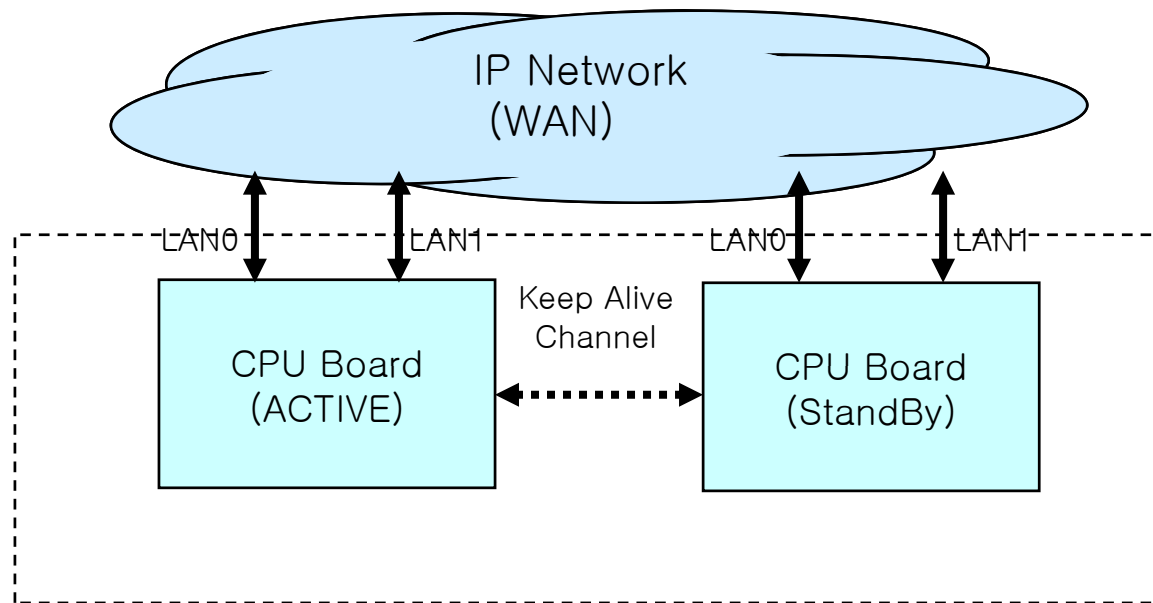
Front Side



System Redundancy Features

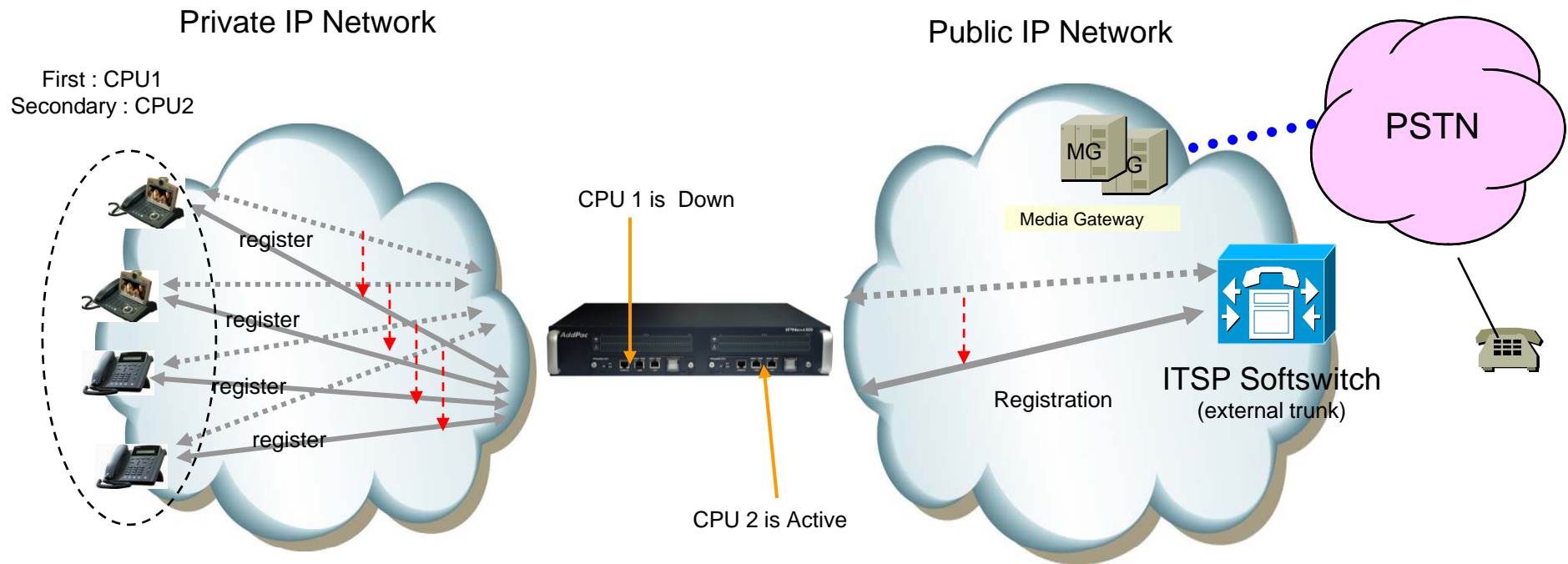
IPNext600 Call Manager

IPNext600 System Block Diagram



System Redundancy Features

- Active– Active Duplication Scheme
- Active – Standby Duplication Scheme
- VRRP based Duplication Scheme



Active – Standby Duplication Scheme (example)

IP Telephony Service and Features

- **Signaling Server**

- SIP Application Server, Proxy, Registrar and Location Server (RFC3261)
- Multiple ITSP Trunk with SIP & H.323 Accounts Support
 - IP UA Client Role for Registering to ITSP SIP Server
 - H.323 Gatekeeper Client Role for Registering to ITSP H.323 Gatekeeper Server

- **IVR & Auto Attendant**

- Default Auto Attendant Support
- Interactive Voice Response (IVR)
 - Provides with GUI-based Smart IVR Scenario Editor
 - Upload/Download Scenario by Smart IVR Scenario Editor
 - Supports Multiple Concurrent Scenarios
 - Supports Recordable IVR Prompts

- **Voice Mail**

- Support Voice Mail with IVR
- Access from Remote Site via Trunk Support
- Voice Mail Notification Support

IP Telephony Service and Features

- **Number & Call Routing**

- Trunk Hunting by Preference or Sequential
- Call Hunting by Preference, Simultaneous, Random
- Call Hunting by Chained Hunting Group
- Partition for Address Grading
- Call Class for Call Access Control
- Number Translation Rule for Inbound/Outbound Call
- Centrex with Prefix Support
- Multiple Shared Devices with One Number
- Multiple Numbers on One Device
- Individual Call Park within Park Number Pool
- Group Call Park within a Group or Other Group
- Call Pickup of Ringing Call of Same Group or Other Group
- Call Pickup of Parked Call
- Call Transfer - Blind, Consult
- Call Forwarding - Unconditional, Busy, No Answer, Voice Mail
- Call Waiting
- Call Swaping
- Call Hold

IP Telephony Service and Features

- **IP-PBX Advanced Features with AddPac IP Phones**

- Multiple Call Handling with Call Status and Calling Line Number and Name
- Plug and Play with Auto Discovery Function
- Softkey Map Download and Control
- Time and Date Setting
- Voice Mail List View
- Parked Call List View
- Call Forward Setting
- Recent Call List View
- Calling Number and Name Identification
- Individual Call Park within Park Number Pool by Softkey
- Group Call Park within a Group or Other Group by Softkey
- Call Pickup of Ringing Call of Same Group or Other Group by Softkey
- Call Pickup of Parked Call by Softkey
- Call Transfer - Blind, Consult by Softkey
- Call Waiting Indication
- Call Swaping by Softkey
- Call Hold by SoftKey
- Conference Control

AP1800

Analog/Digital Media Gateway



Product Overview

- H.323/SIP Dual Concurrent Stack Embedded
- High Performance RISC & Programmable DSP Architecture
- Analog/Digital VoIP Gateway Solution
- Various Analog Interface Support : FXS, FXO, E&M
- Two(2) 10/100Mbps Fast Ethernet (IP Share ,etc)
- High Performance LAN-to-LAN Routing Capability
- G.711/G.726/G.723/G.729, T.38 Fax , VAD, etc
- Powerful Network Protocols (PPPoE, DHCP, Static Routing, etc)
- Firmware Upgradeable Architecture
- Smart Network Management for Large Scale Deployment
- Advanced Voice QoS Mechanism
- Light and Compact Design with Internal Power Supply
- Two(2) VoIP Module Slot
- Hot-Swap Function Support

Hardware Specification

RISC
CPU

High-end
DSP

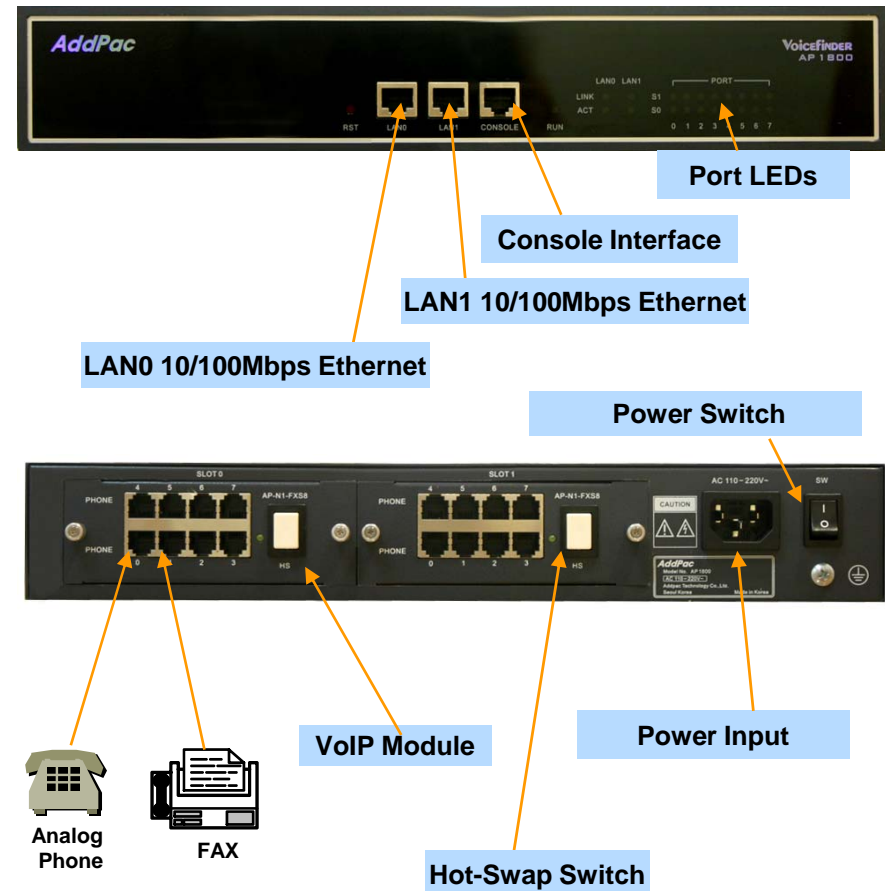
- **RISC Microprocessor Computing Power**
- **Up to 16 Port Analog VoIP Gateway**
- **Two(2) VoIP Module Slots (Hot-Swap)**
 - 8-Port FXS Card, 8-Port FXO Card, 4-Port FXS 4-Port FXO Card , Digital E1/T1 Card
- **Network Interface**
 - Two(2) 10/100Mbps Fast Ethernet (RJ45)
- **RS232C Console Interface**
- **Run LED, LAN LED, Port LEDs**
- **Internal Power Supply**

Hardware Specification

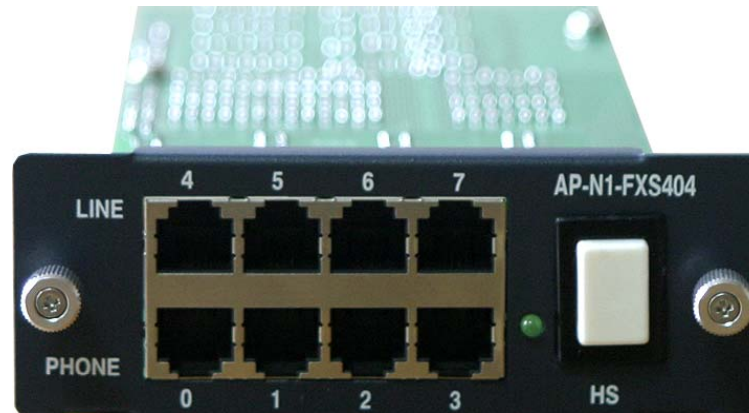
Hardware Specifications

AP1800 VoIP Series	Basic Specifications
Voice Interface	Two(2) VoIP Module Slots AP-N1-FXS8, AP-N1-FXO8, AP-N1-FXS4O4, AP-N1-E1
Ethernet Interface	2-Ports 10/100Mbps Ethernet Interface(RJ-45)
Flash Memory	4Mbyte High-speed Flash Memory
Base Memory	32 Mbyte High-speed SDRAM
Power Requirement	Power Supply Adaptor / VAC 110~220V, 50/60Hz,
Operating Temperature	0°C ~ 45°C (32 °F ~ 122°F)
Storage Temperature	-40°C ~ 85°C (-40°C ~ 185°F)
Relative Humidity	5% ~ 95% (Non-condensing)

Network interface Configurations



Hardware Specification



**AP-N1-FXS404
(4-Port FXS-
4-Port FXO Module)**



**AP-N1-E1
(Digital E1 Module)**

AP-IP120 IP Phone



Product Overview

- IP Phone Solution
- 12 Speed-Dial Key with Presence Indication Lamp
- Audio Broadcasting Solution
- High-performance Audio, and Voice Service
- Firmware Upgradeable Architecture
- VoIP Solution with Outstanding Network Service Capability
- Audio Privacy Protection

Hardware Specification

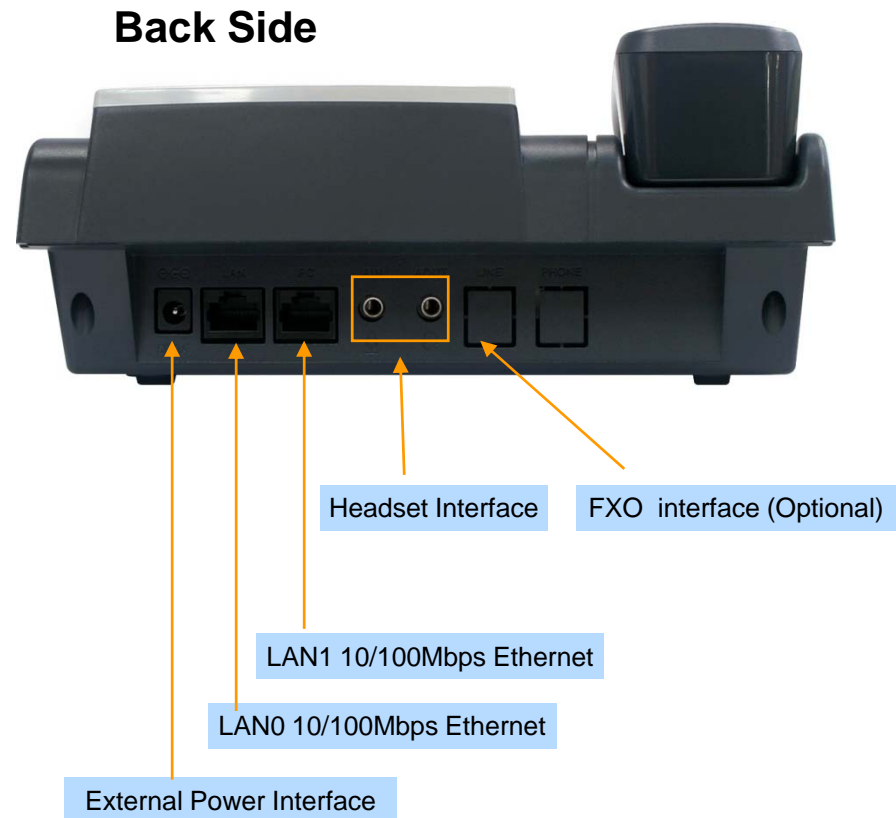
- RISC+DSP Microprocessor Computing Power (Dual Processor Architecture)
- Optional PSTN Backup (FXO) Interface
- Optional PoE (Power over Ethernet)
- High quality Audio and Voice Interface
 - Stereo Audio Input Connector
 - Stereo Audio Output Connector
- Network Interface
 - Two(2) 10/100Mbps Fast Ethernet
- LCD Window : Graphic LCD (4 Line Text)
- 12 Speed-Dial Key with Presence Indication LAMP
- Power Supply
 - External Power Adaptor (5V, 2A)

Hardware Specification

Hardware Specifications

AP-IP120 IP Phone	Basic Specifications
CPU	RISC Microprocessor
Ethernet Interface	2-Ports 10/100Mbps Ethernet Interface(RJ-45)
PSTN Backup Port (Optional)	1-Port PSTN Backup Port(RJ-11)
Flash Memory	4Mbyte High-speed Flash Memory
Base Memory	16Mbyte High-speed SDRAM
Power Requirement	External Power Supply Adaptor / VAC 110~220V, 50/60Hz, 10Watt(5V,2A)
	Power over Ethernet (option)
Operating Temperature	0°C ~ 45°C (32 °F ~ 122°F)
Storage Temperature	-40°C ~ 85°C (-40°C ~ 185°F)
Relative Humidity	5% ~ 95% (Non-condensing)
Dimensions	H x W x D (70mm x 200mm x 210mm)
Weight (g)	1Kg

Network interface Configurations





AP-NR1500

IP Voice Recording Server

Product Overview

- IP based Network Voice Call Recording Server
- Linux Operating System
- Powerful Management and User Friendly Features
- High-performance Voice Recording Service
- External AddPac IP Terminal (Ex: IP Phone, IP Intercom, IP Emergency Phone) Interworking Support
- Firmware Upgradeable Architecture
- One(1) 10/100/1000Mbps Gigabit Ethernet Interface
- Up to Two(2) 3.5Inch SATA Hard Disk Interface Support
- Two(2) USB Interface Support
- One(1) RS232C Console Interface

Hardware Specification

- High Performance Computing Power
- Network Interface
 - One(1) 10/100/1000Mbps Gigabit Ethernet Port
- Two(2) USB 2.0 Interfaces for Mouse, Secondary Storage, etc
- One(1) RS232C Console Interface (RJ45)
- Up Two(2) SATA type Hard Disk (4~8 Tera HDD Capacity)
- Power On/Off Soft Switch with LED Indication Lamp (Front Side)

Hardware Specification

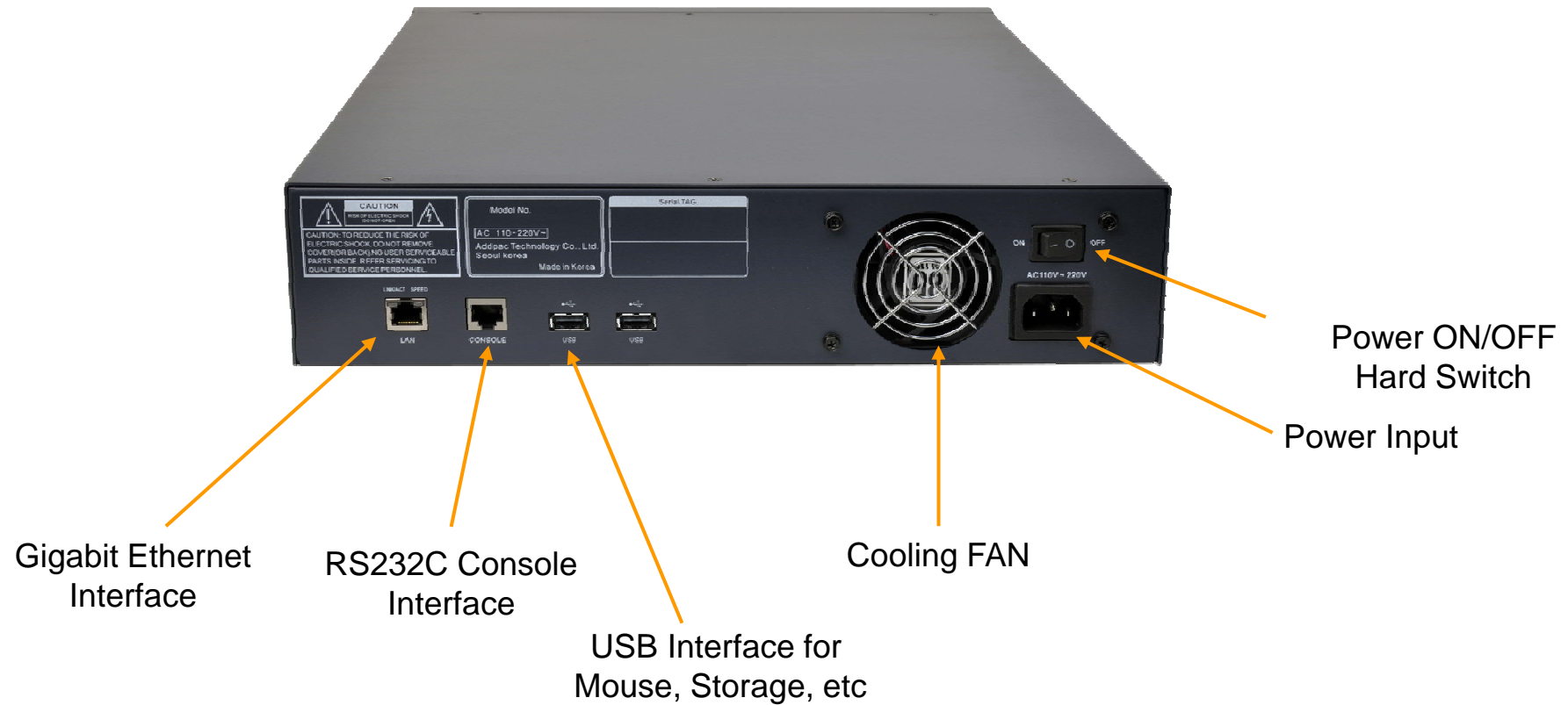
AP-NR1500 Front Side



Power On/Off Switch with LED Indication LAMP

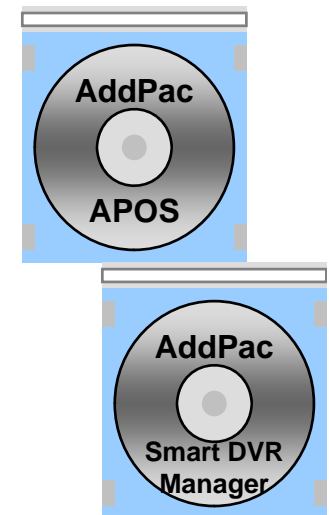
Hardware Specification

AP-NR1500 Back Side



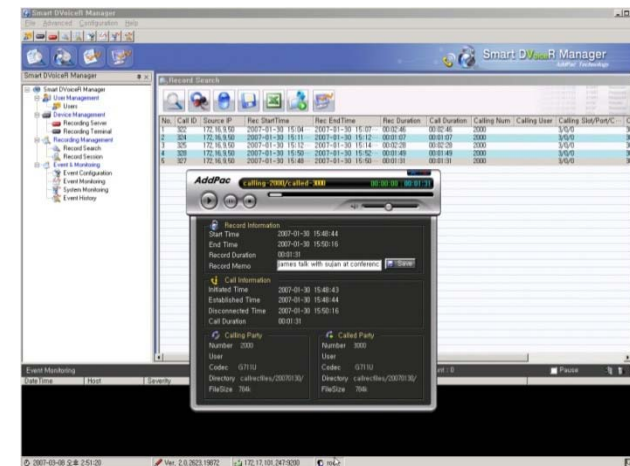
Software Specification

- **Built-in AddPac Internetworking Software**
 - Scalability, Functionality, and Stability Features
 - Advanced Network DV_{oice}R Recording & Live Streaming Features
 - QoS Control Features
- **Firmware Upgradeable Architecture**
- **Industry Standard Network Protocol Features**
- **Highly User Friendly Management Features**
 - PC based Window Program
 - Smart DV_{oice}R Manager



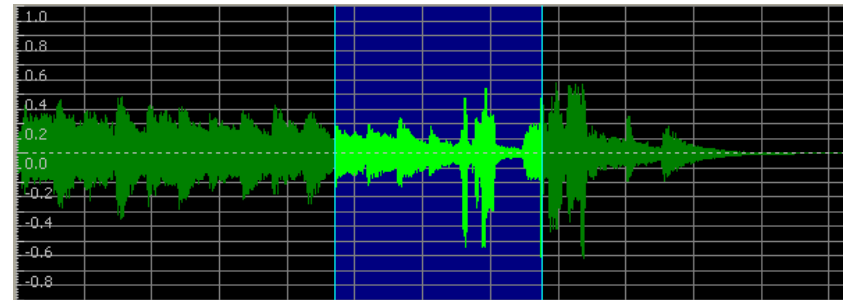
Voice Recording Management Software

- Call History Management (search/modify/delete/save)
- Media Play Management (Play/Stop/Seek/Pause)
- Live Call List Management, Live Call Monitoring
- Local Backup (File Manager Support, PC HDD, DVD) and Local Play
- User Management (registration/modify/delete/search)
- Server Status (CPU/Memory/HDD) & Event Monitoring
- Waveform Analyzing Function
- Recording Source Management (VoIP Gateway, IP Phone, etc)
- Live Recording Board



Application Area

- Call Center Application
- Enterprise Application
- All IP Network Application





Smart DVoiceR Management Program for Voice Recording Server

Contents

- Overview
- Smart Digital Voice Recorder Manager
- Smart File Manager for Secondary Backup



Overview

- Call History Management (search/modify/delete/Excel File save)
- Media Play Management (Play/Stop/Seek/Pause)
- Live Call Recording List Management
- Live Call Monitoring (Play)
- Local Backup (File Manager Support, PC HDD, DVD) and Local Play
- Event History Search
- User Management (registration/modify/delete/search)
- Server Status (CPU/Memory/HDD/Transcoding) & Event Monitoring
- Recording File Waveform Analyzing Function
- Recording Source Management (VoIP Gateway, IP Phone, etc)
- Live Call Recording Board (Recording Board Design, Live Call Status, Voice Monitoring)

Login

The image shows the 'Smart DVoiceR Manager' login screen. At the top, it says 'AddPac Technology' and 'Smart DVoiceR Manager USER LOGIN'. There are two input fields: 'I D' with 'root' and 'Password' with '*****'. To the right are 'Login' and 'Setting' buttons. Below the password field are two checkboxes: 'Auto login' (unchecked) and 'Save password' (checked). A 'Setting' dialog box is open, titled 'Setting', with a 'Smart Recording Server' section containing 'IP Address' (172.16.4.22) and 'Port' (9200, default: 9200). 'OK' and 'Cancel' buttons are at the bottom of the dialog. Red arrows point from the 'Auto login' checkbox to the text 'Auto Login Configuration' and from the 'Save password' checkbox to the text 'Password Save'.

Auto Login Configuration

Password Save

Setting

Smart Recording Server

IP Address 172.16.4.22

Port 9200 (default: 9200)

OK Cancel

User Management

The screenshot shows the Smart DVoiceR Manager application window. The main window title is "Smart DVoiceR Manager" and it has a menu bar with "File", "Advanced", "Configuration", and "Help". Below the menu bar is a toolbar with various icons. The main content area is titled "Users" and contains a table of user information. Three red arrows point to icons above the table: "New Manager Registration" points to the first icon (a group of people), "Manager Information Modification" points to the second icon (a person with a plus sign), and "Manager Delete" points to the third icon (a person with a minus sign).

No.	ID	Name	Description
1	Administrator	Administrator	Addpac Administrator
2	root	recording manager	Maintenance dept.

At the bottom of the window, the status bar shows the date and time "2007-06-13 오후 1:43:49", the version "Ver. 1.0.2719", the IP address "172.16.31.14:9200", and the user "root".

Recording Server Status Monitoring

The screenshot displays the Smart DVoiceR Manager application window. The main interface is divided into several sections:

- Left Panel:** A tree view showing the application's structure. The 'Smart Recording Server' item is highlighted with a red box.
- Top Panel:** Contains the application title 'Smart DVoiceR Manager' and the 'AddPac Technology' logo.
- Right Panel:** Displays the 'Smart Recording Server Status' for two servers. The first server is at IP 172.16.31 and is labeled 'Smart Re'. The second server is at IP 172.16.31,14:9200 and is labeled 'Smart Recording Server is running.' Below this, there is a 'Client Session List' table with the following data:

No.	User	IP Address	Port	Access Time	Duration
1	root	172.16.1.31	4417	2007-06-13 13:40:05	00:04:49

A red arrow points to the 'Client List' text below the table. The bottom of the window shows the system tray with the date '2007-06-13 오후 1:46:20', version 'Ver. 1,0,2719', and the current user 'root'.

Recording File Management

(Recorded File Monitoring (play/seek/pause/resume/stop))

The screenshot displays the Smart DVoiceR Manager software interface. The main window shows a 'Record Search' table with columns for No., Call ID, Source IP, Rec StartTime, Rec EndTime, Rec Duration, Call Duration, Calling Num, Calli..., Calling..., Called Num, Calle..., and Called S... The table contains 19 rows of recording data. A 'Search Filter' dialog box is open, showing filters for 'Calling Number' (2000) and 'Called Number' (3000). A recording playback window is overlaid on the table, showing 'AddPac calling-3004/called-5020' with a progress bar and a 'Memo Save' button. The playback window also displays 'Record Information' and 'Call Information' details.

No.	Call ID	Source IP	Rec StartTime	Rec EndTime	Rec Duration	Call Duration	Calling Num	Calli...	Calling...	Called Num	Calle...	Called S...
1	39500	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3000		4/0/0	5016		4/0/0
2	39502	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3001		4/1/0	5017		4/1/0
3	39504	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3002		4/2/0	5018		4/2/0
4	39506	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3003		4/3/0	5019		4/3/0
5	39508	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:44	00:00:28	00:00:28	3004		5/0/0	5020		5/0/0
6	39510	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:44	00:00:28	00:00:28	3005		5/1/0	5021		5/1/0
7	39512	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3006		5/2/0	5022		5/2/0
8	39514	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3007		5/3/0	5023		5/3/0
9	39516	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3007		5/3/0	5023		5/3/0
10	39518	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3007		5/3/0	5023		5/3/0
11	39520	172.17.213.100	2007-06-13 13:12:16	2007-06-13 13:12:16	00:00:00	00:00:00				5024		6/0/0
12	39522	172.17.213.100	2007-06-13 13:12:16	2007-06-13 13:12:16	00:00:00	00:00:00				5025		6/1/0
13	39524	172.17.213.100	2007-06-13 13:12:16	2007-06-13 13:12:16	00:00:00	00:00:00				5026		6/2/0
14	39526	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5027		6/3/0
15	39528	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5028		7/0/0
16	39529	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5029		7/1/0
17	39498	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5030		7/2/0
18	39499	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5031		7/3/0
19	39501	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				2000		0/0/0

Search Filter

Record Time: Start Time: 2007-06-14 00:00:00 End Time: 2007-06-14 23:59:59

Filter Name	Rule	Search	And
Calling Number	IsExactly	2000	
Called Number	IsExactly	3000	
<Blank>	IsExactly	<Blank>	
<Blank>	IsExactly	<Blank>	
<Blank>	IsExactly	<Blank>	

Record Information

Start Time: 2007-06-13 13:12:16
End Time: 2007-06-13 13:12:44
Record Duration: 00:00:28
Record Memo: Save

Call Information

Initiated Time: 2007-06-13 13:14:11
Established Time: 2007-06-13 13:14:12
Disconnected Time: 2007-06-13 13:14:40
Call Duration: 00:00:28

Calling Party		Called Party	
Number	3004	Number	5020
User		User	
Codec	G711U	Codec	G711U
Directory	/mnt/hda1/callrecfiles	Directory	/mnt/hda1/callrecfiles
FileSize	247k	FileSize	248k

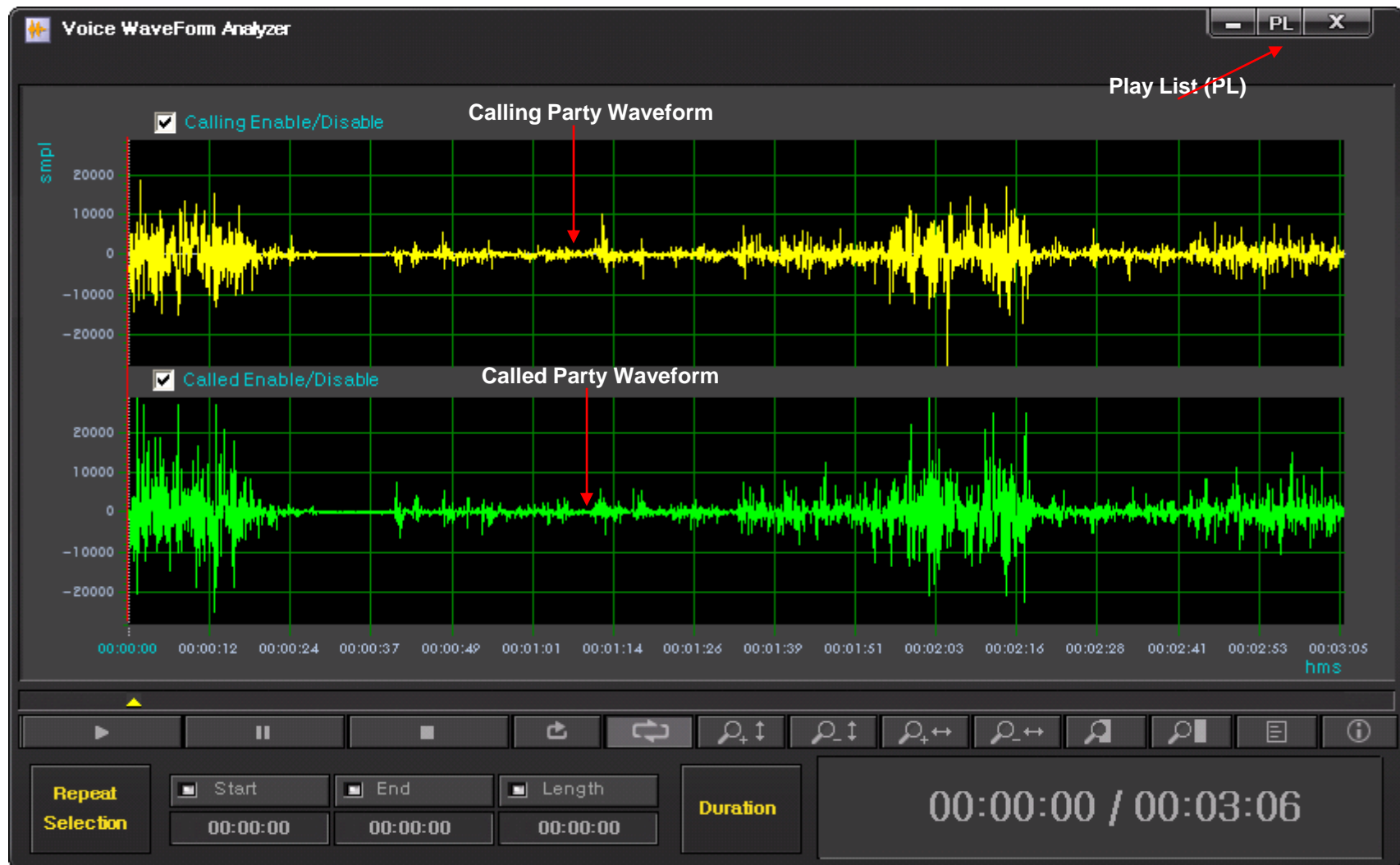
Recording File List Save (Excel File Format)

The screenshot displays the Smart DVoiceR Manager interface. The 'Record Search' window shows a table with 15 records. A dialog box titled '다른 이름으로 저장' (Save As) is open, showing the file name 'Records.xls' and format 'Excel Files'. A progress bar indicates 69% completion of the export process. A preview window shows the resulting Excel file with columns for Call ID, Source IP, Record Start Time, Record End Time, and Record Duration.

No.	Call ID	Source IP	Rec StartTime	Rec EndTime	Rec
1	63292	172.16.9.60	2007-06-12 09:44:59	2007-06-12 09:46:34	00:01:35
2	63293	172.16.9.60	2007-06-12 09:46:38	2007-06-12 10:10:38	00:22:49
3	63295	172.16.9.60	2007-06-12 10:11:28	2007-06-12 10:14:34	00:03:06
4	64171	172.16.9.60	2007-06-12 13:24:09	2007-06-12 13:24:09	00:00:00
5					
6					
7					
8	64177	172.16.9.60	2007-06-12 14:04:09	2007-06-12 14:04:25	00:00:16
9	64181	172.16.9.60	2007-06-12 14:05:11		
10	64185	172.16.9.60	2007-06-12 14:34:21		
11	64186	172.16.9.60	2007-06-12 14:37:31		
12	67503	172.16.9.60	2007-06-12 16:00:00		
13	67504	172.16.9.60	2007-06-12 16:02:51		
14	67515	172.16.9.60	2007-06-12 17:03:21		
15	67517	172.16.9.60	2007-06-12 17:06:00		

Call ID	Source IP	Record Start Time	Record End Time	Record	Call Dur	Callings	Callings	Called	Called	Called	File Name	Size	Audio C	Me
6	63292	172.16.9.60	2007-06-12 9:44	2007-06-12 9:46	0:01:35	0:01:35	1015	3/3/0	6015	3/3/0	63292001818K	GT11U		
7	63292	172.16.9.60	2007-06-12 9:44	2007-06-12 9:46	0:01:34	0:01:35	1015	3/3/0	6015	3/3/0	63292001817K	GT11U		
8	63293	172.16.9.60	2007-06-12 9:52	2007-06-12 9:56	0:04:33	0:24:03	1015	3/3/0	6015	3/3/0	63293001281K	GT11U		
9	63293	172.16.9.60	2007-06-12 9:56	2007-06-12 9:56	0:04:33	0:24:03	1015	3/3/0	6015	3/3/0	63293001281K	GT11U		
10	63293	172.16.9.60	2007-06-12 9:57	2007-06-12 10:10	0:13:28	0:24:03	1015	3/3/0	6015	3/3/0	63293001696K	GT11U		
11	63293	172.16.9.60	2007-06-12 9:57	2007-06-12 10:10	0:13:28	0:24:03	1015	3/3/0	6015	3/3/0	63293001695K	GT11U		
12	63293	172.16.9.60	2007-06-12 9:57	2007-06-12 10:10	0:13:28	0:24:03	1015	3/3/0	6015	3/3/0	63293001280K	GT11U		
13	63293	172.16.9.60	2007-06-12 9:46	2007-06-12 9:51	0:04:46	0:24:03	1015	3/3/0	6015	3/3/0	63293001280K	GT11U		
14	63293	172.16.9.60	2007-06-12 9:46	2007-06-12 9:51	0:04:46	0:24:03	1015	3/3/0	6015	3/3/0	63293001280K	GT11U		
15	63295	172.16.9.60	2007-06-12 10:11	2007-06-12 10:14	0:03:06	0:03:00	1015	3/3/0	6015	3/3/0	63295001160K	GT11U		
16	63295	172.16.9.60	2007-06-12 10:11	2007-06-12 10:14	0:03:06	0:03:00	1015	3/3/0	6015	3/3/0	63295001160K	GT11U		
17	64171	172.16.9.60	2007-06-12 13:22	2007-06-12 13:26	0:11:39	0:11:40	1015	3/3/0	6015	3/3/0	64171001820K	GT11U		
18	64171	172.16.9.60	2007-06-12 13:22	2007-06-12 13:26	0:11:39	0:11:40	1015	3/3/0	6015	3/3/0	64171001820K	GT11U		
19	64173	172.16.9.60	2007-06-12 13:34	2007-06-12 13:36	0:02:19	0:02:19	1015	3/3/0	6015	3/3/0	641730011199K	GT11U		
20	64173	172.16.9.60	2007-06-12 13:34	2007-06-12 13:36	0:02:19	0:02:19	1015	3/3/0	6015	3/3/0	641730011199K	GT11U		
21	64175	172.16.9.60	2007-06-12 14:00	2007-06-12 14:11	0:01:26	0:01:26	1015	3/3/0	6015	3/3/0	64175001740K	GT11U		
22	64175	172.16.9.60	2007-06-12 14:00	2007-06-12 14:11	0:01:26	0:01:26	1015	3/3/0	6015	3/3/0	64175001740K	GT11U		
23	64176	172.16.9.60	2007-06-12 13:50	2007-06-12 13:52	0:01:33	0:01:33	1015	3/3/0	6015	3/3/0	64176001804K	GT11U		
24	64176	172.16.9.60	2007-06-12 13:50	2007-06-12 13:52	0:01:33	0:01:33	1015	3/3/0	6015	3/3/0	64176001803K	GT11U		
25	64177	172.16.9.60	2007-06-12 14:04	2007-06-12 14:04	0:00:16	0:00:16	1015	3/3/0	6015	3/3/0	64177001142K	GT11U		
26	64177	172.16.9.60	2007-06-12 14:04	2007-06-12 14:04	0:00:16	0:00:16	1015	3/3/0	6015	3/3/0	64177001141K	GT11U		
27	64181	172.16.9.60	2007-06-12 14:05	2007-06-12 14:33	0:28:22	0:28:23	1015	3/3/0	6015	3/3/0	641810011466K	GT11U		
28	64181	172.16.9.60	2007-06-12 14:05	2007-06-12 14:33	0:28:22	0:28:23	1015	3/3/0	6015	3/3/0	641810011466K	GT11U		
29	64181	172.16.9.60	2007-06-12 14:34	2007-06-12 14:36	0:00:02	0:00:02	1015	3/3/0	6015	3/3/0	64181001142K	GT11U		

Recording File Waveform Analyzer



Recording File Waveform Analyzer

(Repeated Play)



Recording File Waveform Analyzer

(Bookmark Play)

The screenshot displays the 'Voice WaveForm Analyzer' interface. It features two waveform plots: the top one is yellow and the bottom one is green. Both plots have a vertical axis labeled 'smpl' ranging from -20000 to 20000 and a horizontal axis showing time from 00:00:00 to 00:03:05. The top plot has checkboxes for 'Calling Enable/Disable' and 'Called Enable/Disable', both of which are checked. A 'Bookmark Set' label points to a specific time on the top waveform. A 'Bookmark' label with a pushpin icon points to a specific time on the bottom waveform. A 'Play at Bookmark Position' label points to a time on the bottom waveform. A 'Bookmark List' dialog box is open, showing a table with columns for 'No.', 'Name', and 'Time'. The table contains one entry: '1', 'my bookmark no1.', '00:01:05'. The dialog has buttons for 'Modify', 'Bookmark Set', 'Bookmark Delete', and 'Bookmark List'. A 'Play From Here' context menu is open over the bottom waveform, with options for 'Set Bookmark' and 'Bookmark List'. The bottom of the interface includes a control panel with buttons for 'Repeat Selection', 'Start', 'End', 'Length', and 'Duration', along with a 'Bookmark List' button and a large digital display showing '00:00:00 / 00:03:06'.

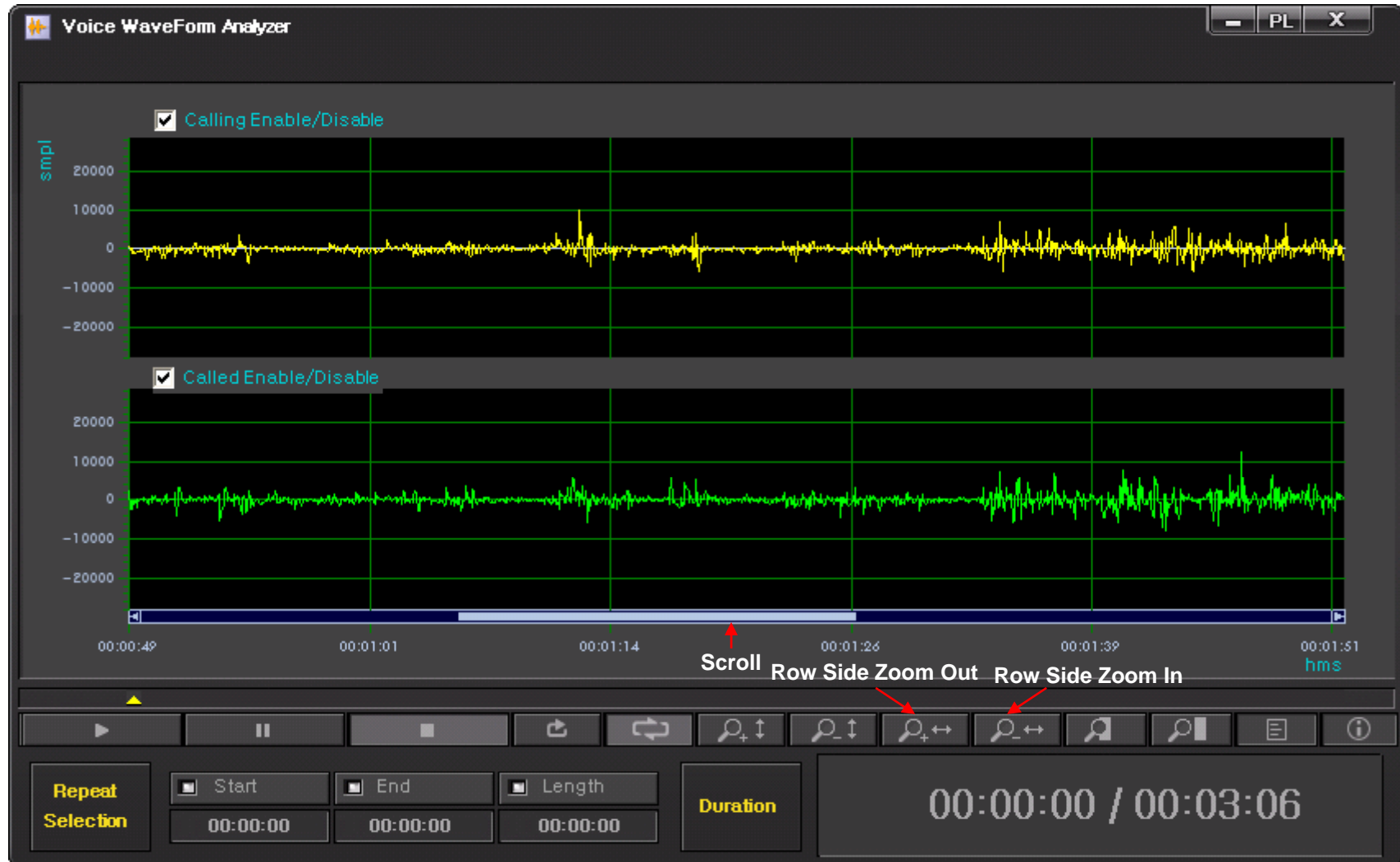
Recording File Waveform Analyzer

(Column Side Zooming)



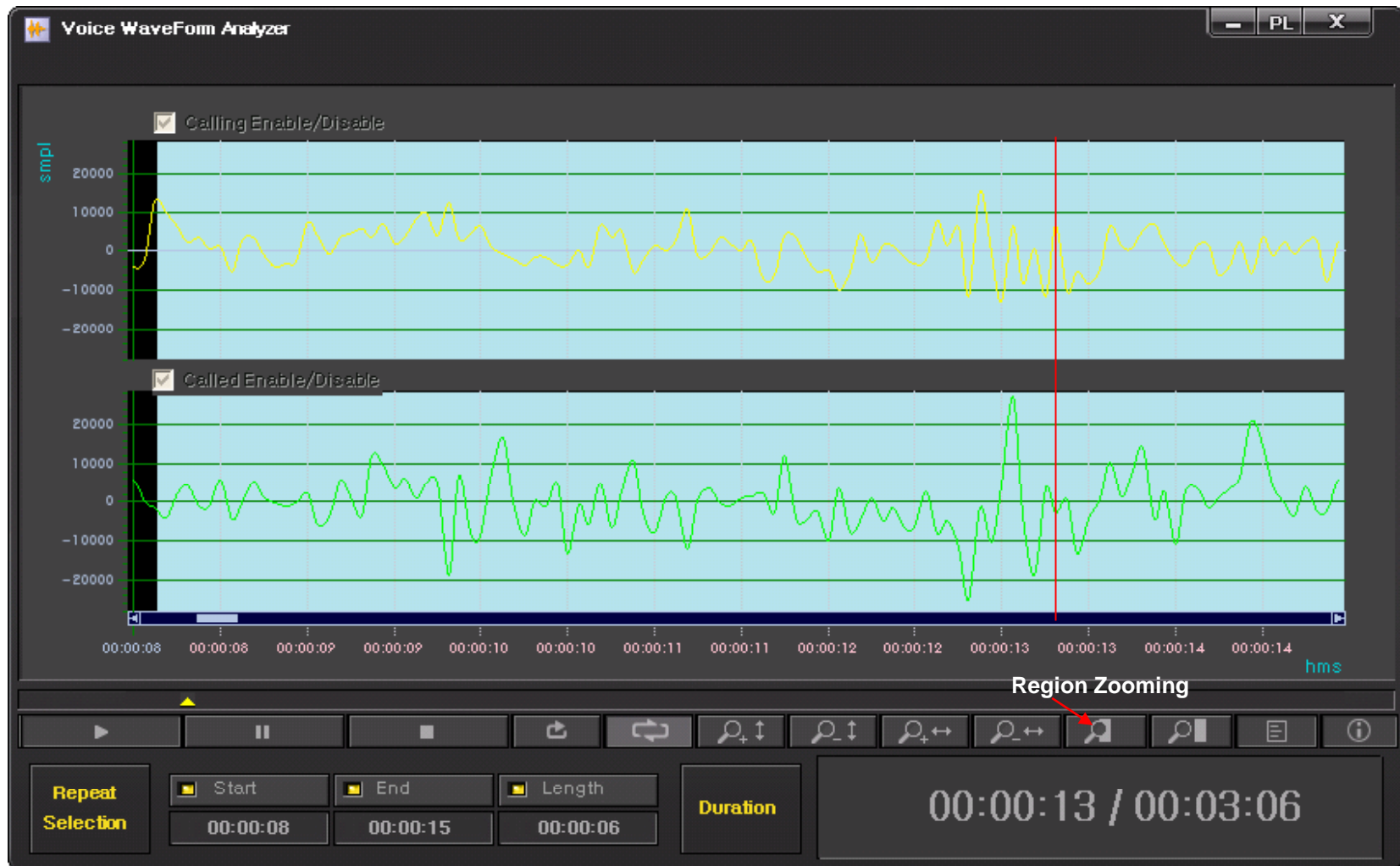
Recording File Waveform Analyzer

(Row Side Zooming)



Recording File Waveform Analyzer

(Region Zooming)



Recording File Waveform Analyzer

(Call Info. Display)

The screenshot displays the 'Voice WaveForm Analyzer' application window. The main interface features two waveform plots: a top plot with a yellow waveform and a bottom plot with a green waveform. A central 'Record Information' dialog box is open, displaying the following data:

Record Information	
Start Time	2007-06-12 10:11:28
End Time	2007-06-12 10:14:34
Record Duration	00:03:06
Record Memo	<input type="text"/>

Call Information	
Initiated Time	2007-06-12 10:13:15
Established Time	2007-06-12 10:13:16
Disconnected Time	2007-06-12 10:16:24
Call Duration	00:03:08

Calling Party	
Number	1015
User	
Codec	G711U
Directory	/mnt/hda1/callrecfiles
FileSize	1606k

Called Party	
Number	6015
User	
Codec	G711U
Directory	/mnt/hda1/callrecfiles
FileSize	1606k

At the bottom of the window, there is a control bar with playback buttons (play, pause, stop, etc.) and a 'Call Info. Display' button. Below the control bar, a 'Repeat Selection' section shows 'Start' (00:00:10), 'End' (00:00:11), and 'Length' (00:00:01). A 'Duration' section shows '00:00:11 / 00:03:06'. The text 'Original View Mode' is also visible.

Live Call Recording List and Monitoring

The screenshot displays the Smart DVoiceR Manager software interface. The main window is titled "Smart DVoiceR Manager" and features a menu bar (File, Advanced, Configuration, Help) and a toolbar. The central area is divided into two main sections: "Current Call List Display" and "Live Play".

The "Current Call List Display" section shows a table of recorded calls. The table has columns for No., Call ID, Source IP, Rec StartTime, Initiated Time, Established Time, Call Duration, Calling Num, Calling User, Calling SI..., and Calling Trans... The table contains 37 rows of data, with the first row being highlighted in blue. A "Refresh Interval" of 5 seconds is set, and an "Apply" button is visible.

The "Live Play" section shows a "Record Session" window with a "Record Information" tab. This window displays details for a specific call, including:

- Record Information:** Start Time (2007-06-15 14:16:46), End Time, Record Duration, Record Mame, and a Save button.
- Call Information:** Initiated Time (2007-06-15 14:18:56), Established Time (2007-06-15 14:18:57), Disconnected Time, and Call Duration.
- Calling Party:** DialNumber (3006), User, Codec (G711U), Directory (/mnt/hda1/callrecfiles), and FileSize.
- Called Party:** DialNumber (5022), User, Codec (G711U), Directory (/mnt/hda1/callrecfiles), and FileSize.

The interface also includes a sidebar with navigation options such as User Management, Device Management, Recording Management, Event & Monitoring, and Recording Board. The status bar at the bottom shows the date and time (2007-06-13 3:22:47), version (Ver, 1.0.2720), and the current user (root).

Event Management (Configuration)

Smart DVoiceR Manager

File Advanced Configuration Help

Smart DVoiceR Manager AddPac Technology

Smart DVoiceR Manager

- Smart DVoiceR Manager
 - User Management
 - Users
 - Device Management
 - Smart Recording Server
 - Smart Recording Terminal
 - Recording Management
 - Record Search
 - Record Session
 - Event & Monitoring
 - Event Configuration**
 - Event Monitoring
 - System Monitoring
 - Event History
 - Recording Board
 - Board Users
 - Board Groups
 - Map List

Event level Configuration

Sound Play On/Off at Server Emergency Event Occurring

Server IP address

Event Port Number

Realtime event level Setting

Event logging level Setting

Event Source

Host : 172.16.4.22

Listen Port : 514

1. Emergency
The presence of a condition that has either caused the system to become unstable or has crashed the system.

2. Error
Error events are warnings of conditions that will affect the performance of the MX.

Event Filter | Event Logging Filter

+ Event filter setting for source.

Select / Deselect All

Category	Severity	Description
<input checked="" type="checkbox"/> recording	Warning	recording
<input checked="" type="checkbox"/> play	Warning	play
<input checked="" type="checkbox"/> system	Warning	system

Use Emergency Sound

OK Cancel

Event Source

Host : 172.16.4.22

Listen Port : 514

1. Emergency
The presence of a condition that has either caused the system to become unstable or has crashed the system.

2. Error
Error events are warnings of conditions that will affect the performance of the MX.

Event Filter | Event Logging Filter

+ Event filter setting for logging.

Select / Deselect All

Category	Severity	Description
<input checked="" type="checkbox"/> recording	Warning	recording
<input checked="" type="checkbox"/> play	Warning	play
<input checked="" type="checkbox"/> system	Warning	system

Use Emergency Sound

OK Cancel

2007-06-14 오후 4:25:35 Ver. 1.0.2720 172.16.4.22:9200 root

Event Management (Monitoring)

The screenshot displays the Smart DVoiceR Manager interface. The main window shows a list of call records with columns for No., Call ID, Source IP, Rec StartTime, Initiated Time, Established Time, Call Duration, Calling Num, and Calli... The interface includes a menu bar (File, Advanced, Configuration, Help), a toolbar, and a left-hand navigation tree. A 'Refresh Interval' of 5 seconds is set. Red arrows point to specific features: 'Event Display Window' (left tree), 'Event level Configuration Window' (right side), 'Event Display Window Clear' (bottom right), and 'Event Receiving Pause' (bottom right).

No.	Call ID	Source IP	Rec StartTime	Initiated Time	Established Time	Call Duration	Calling Num	Calli...
1	690	172.17.213.100	2007-06-14 16:25:24	2007-06-14 16:27:25	2007-06-14 16:27:29	00:00:20	5012	
2	693	172.17.213.100	2007-06-14 16:25:24	2007-06-14 16:27:28	2007-06-14 16:27:29	00:00:20	5005	
3	694	172.17.213.100	2007-06-14 16:25:25	2007-06-14 16:27:29	2007-06-14 16:27:30	00:00:19	5001	
4	695	172.17.213.100	2007-06-14 16:25:26	2007-06-14 16:27:29	2007-06-14 16:27:31	00:00:18	5006	
5	696	172.17.213.100	2007-06-14 16:25:26	2007-06-14 16:27:30	2007-06-14 16:27:31	00:00:18	5007	
6	697	172.17.213.100	2007-06-14 16:25:27	2007-06-14 16:27:31	2007-06-14 16:27:32	00:00:17	5008	
7	698	172.17.213.100	2007-06-14 16:25:28	2007-06-14 16:27:32	2007-06-14 16:27:33	00:00:16	5009	
8	699	172.17.213.100	2007-06-14 16:25:30	2007-06-14 16:27:34	2007-06-14 16:27:35	00:00:14	5011	
9	700	172.17.213.100	2007-06-14 16:25:31	2007-06-14 16:27:34	2007-06-14 16:27:36	00:00:13	5010	
10	701	172.17.213.100	2007-06-14 16:25:32	2007-06-14 16:27:36	2007-06-14 16:27:37	00:00:12	5013	
11	702	172.17.213.100	2007-06-14 16:25:34	2007-06-14 16:27:37	2007-06-14 16:27:38	00:00:10	5014	
12	703	172.17.213.100	2007-06-14 16:25:38	2007-06-14 16:27:42	2007-06-14 16:27:43	00:00:06	5015	
13	704	172.17.213.100	2007-06-14 16:25:39	2007-06-14 16:27:43	2007-06-14 16:27:44	00:00:05	3000	
14	705	172.17.213.100	2007-06-14 16:25:40	2007-06-14 16:27:44	2007-06-14 16:27:45	00:00:04	3001	
15	706	172.17.213.100	2007-06-14 16:25:42	2007-06-14 16:27:45	2007-06-14 16:27:46	00:00:02	3002	
16	684	172.17.213.100	2007-06-14 16:25:17	2007-06-14 16:27:20	2007-06-14 16:27:21	00:00:27	3012	
17	707	172.17.213.100	2007-06-14 16:25:43	2007-06-14 16:27:46	2007-06-14 16:27:47	00:00:01	3003	
18	686	172.17.213.100	2007-06-14 16:25:18	2007-06-14 16:27:21	2007-06-14 16:27:22	00:00:26	3013	
19	708	172.17.213.100	2007-06-14 16:25:44	2007-06-14 16:27:47	2007-06-14 16:27:49	00:00:00	3004	
20	687	172.17.213.100	2007-06-14 16:25:18	2007-06-14 16:27:22	2007-06-14 16:27:23	00:00:26	3014	
21	685	172.17.213.100	2007-06-14 16:25:19	2007-06-14 16:27:23	2007-06-14 16:27:24	00:00:25	5000	
22	689	172.17.213.100	2007-06-14 16:25:20	2007-06-14 16:27:23	2007-06-14 16:27:24	00:00:24	3015	

Event Monitoring window details:

DateTime	Host	Severity	Module	Description
Jun 14 07:25:43	172.16.4.22	Informational	recording	recording stopping ; call_id = 682, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:43	172.16.4.22	Informational	recording	Stop Recording, bind id:2003
Jun 14 07:25:43	172.16.4.22	Informational	recording	new recording starting ; call_id = 707, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:43	172.16.4.22	Informational	recording	Start Recording, bind id:2003
Jun 14 07:25:44	172.16.4.22	Informational	recording	recording stopping ; call_id = 683, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:44	172.16.4.22	Informational	recording	Stop Recording, bind id:2003
Jun 14 07:25:44	172.16.4.22	Informational	recording	new recording starting ; call_id = 708, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:44	172.16.4.22	Informational	recording	Start Recording, bind id:2003
Jun 14 07:25:44	172.16.4.22	Debug	system	get current recording session ;
Jun 14 07:25:44	172.16.4.22	Informational	recording	new recording starting ; call_id = 709, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:44	172.16.4.22	Informational	recording	Start Recording, bind id:2003
Jun 14 07:25:45	172.16.4.22	Informational	recording	recording stopping ; call_id = 684, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:45	172.16.4.22	Informational	recording	Stop Recording, bind id:2003
Jun 14 07:25:45	172.16.4.22	Informational	recording	new recording starting ; call_id = 710, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:45	172.16.4.22	Informational	recording	Start Recording, bind id:2003
Jun 14 07:25:46	172.16.4.22	Informational	recording	recording stopping ; call_id = 686, ip = 172.17.213.100, mac_addr = 0002,a403,cc82
Jun 14 07:25:46	172.16.4.22	Informational	recording	Stop Recording, bind id:2003
Jun 14 07:25:46	172.16.4.22	Debug	system	get current recording session ;

Event Management

(System Monitoring)

The screenshot displays the 'System Monitoring' window of the Smart DVoiceR Manager. The interface includes a tree view on the left, a main performance dashboard, and a status bar at the bottom.

System Monitoring Performance Metrics:

Category	Sub-category	Value
CPU	Total(%)	100
	Used(%)	0
Memory	Total	254752 KB
	Available	171860 KB
	Used	82892 KB
	Used(%)	32,54
Transcoding Channel	Max	128
	Used	0
HDD	Total	304273 MB
	Available	138124 MB
	Used	166149 MB
	Used(%)	54,61

Storage Usage:

- rootfs (/):** 2.00 GB used of 3.00 GB
- /dev/hda1 (/mnt/hda1):** 139.00 GB used of 300.00 GB

Status Bar: 2007-06-14 오후 4:38:08 | Ver. 1,0,2720 | 172, 16, 4, 22:9200 | root

Event Management

(Event History)

Event Search Time Setting

Start : 2007-06-14 00:00:00
End : 2007-06-14 23:59:59

Event category

Recording : Debug
 Play : Debug
 System : Debug

Search Condition Setting

Filter Name : Event
Rule : IsExactly
Search :

Event History Table

No.	Event Time	Host	Category	Severity	Event
22	2007-06-14 15:14:21	172.16.4.22	recording	Informational	recording stopping : call_id = 0, ip = , mac_addr =
23	2007-06-14 15:14:21	172.16.4.22	recording	Informational	recording stopping : call_id = 0, ip = , mac_addr =
24	2007-06-14 15:15:01	172.16.4.22	recording	Informational	new recording starting : call_id = 9702, ip = 172.16.9...
25	2007-06-14 15:15:32	172.16.4.22	recording	Informational	new recording starting : call_id = 9784, ip = 172.16.9...
26	2007-06-14 15:15:32	172.16.4.22	recording	Informational	new recording starting : call_id = 9788, ip = 172.16.9...
27	2007-06-14 15:15:33	172.16.4.22	recording	Informational	new recording starting : call_id = 9790, ip = 172.16.9...
28	2007-06-14 15:15:35	172.16.4.22	recording	Informational	new recording starting : call_id = 9792, ip = 172.16.9...
29	2007-06-14 15:15:37	172.16.4.22	recording	Informational	new recording starting : call_id = 9794, ip = 172.16.9...
30	2007-06-14 15:15:39	172.16.4.22	recording	Informational	new recording starting : call_id = 9797, ip = 172.16.9...
31	2007-06-14 15:15:40	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
32	2007-06-14 15:15:43	172.16.1.48	system	Debug	get system information requested : cpu = 15%, mem...
33	2007-06-14 15:15:44	172.16.1.48	system	Debug	get system information requested : cpu = 20%, mem...
34	2007-06-14 15:15:45	172.16.1.48	system	Debug	get system information requested : cpu = 20%, mem...
35	2007-06-14 15:15:45	172.16.1.48	system	Debug	get transcoding channel usage :
36	2007-06-14 15:15:46	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
37	2007-06-14 15:15:47	172.16.1.48	system	Debug	get system information requested : cpu = 1%, memor...
38	2007-06-14 15:15:47	172.16.1.48	system	Debug	get transcoding channel usage :
39	2007-06-14 15:15:48	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
40	2007-06-14 15:15:49	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
41	2007-06-14 15:15:50	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
42	2007-06-14 15:15:51	172.16.1.48	system	Debug	get system information requested : cpu = 16%, mem...
43	2007-06-14 15:15:51	172.16.1.48	system	Debug	get transcoding channel usage :
44	2007-06-14 15:15:52	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
45	2007-06-14 15:15:53	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
46	2007-06-14 15:15:54	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
47	2007-06-14 15:15:55	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
48	2007-06-14 15:15:56	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
49	2007-06-14 15:15:57	172.16.1.48	system	Debug	get system information requested : cpu = 16%, mem...
50	2007-06-14 15:15:57	172.16.1.48	system	Debug	get transcoding channel usage :
51	2007-06-14 15:15:58	172.16.4.22	recording	Informational	recording stopping : call_id = 9785, ip = 172.16.9.60, ...
52	2007-06-14 15:15:58	172.16.1.48	system	Debug	get system information requested : cpu = 8%, memor...
53	2007-06-14 15:15:58	172.16.1.48	system	Debug	get transcoding channel usage :

Recording Board Management (Call User Registration)

The screenshot displays the Smart DVoiceR Manager interface. The main window shows a list of Board Users with columns for No., User ID, Name, and Phone Number. A context menu is open over the list, with 'Import' and 'Add' options highlighted. An 'Import Board Users' dialog box is open, showing a list of users to be imported. A second 'Add Board User' dialog box is also open, showing fields for User ID, User Name, Description, and Group, along with a list of phone numbers.

Call User List Import

New Call User Registration

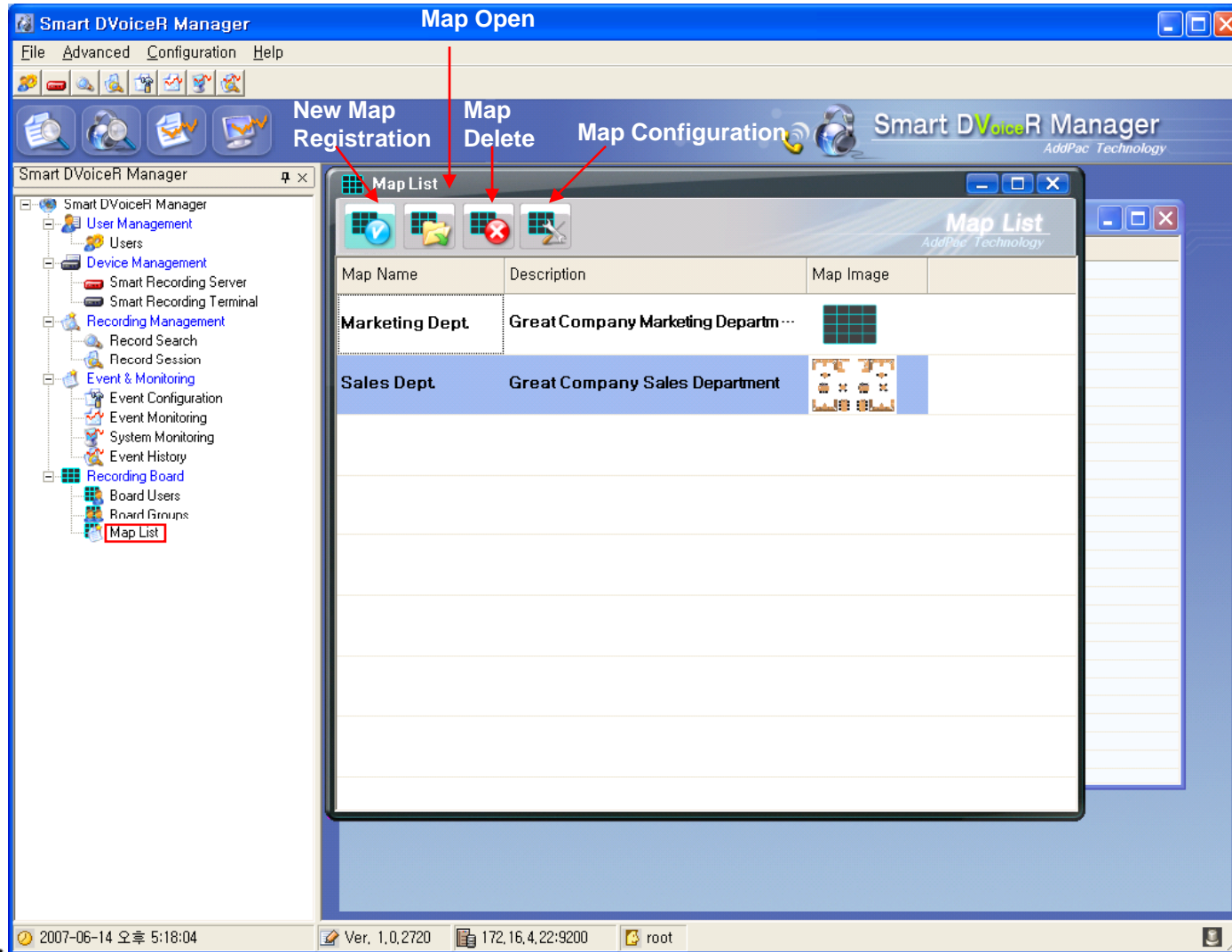
No.	User ID	Name	Phone Number
1	2002	james lee	2002
2	bmlee	bmlee	6002
3	cykim	cykim	1019
4	dhkim	dhkim	5075
5	hgyang	hgyang	2006
6	jhjeon	jhjeon	6008
7	jhkwon	jhkwon	1002
8	jhlee	jhlee	026
9	jhsong	jhsong	5
10	jschoi	jschoi	5
11	jwwoo	jwwoo	8
12	jkim	jkim	0
13	jypark	jypark	7
14	kkim	kkim	3
15	kscho	kscho	5
16	kswoo	kswoo	2004
17	kuhan	kuhan	1210
18	mhlee	mhlee	2007
19	mjlee	mjlee	1008
20	mkkim	mkkim	1212
21	mwlee	mwlee	1006
22	ohs	ohs	6015
23	phkwon	kwon young phil	6006
24	smkim	smkim	1003
25	syk	soyoung kim	1027
26	wshwang	senior manager	6005
27	yhj	yhj	1016
28	ymchoi	ymchoi(QA assistant)	6007
29	yslee	senior assistant	1015

BCN
SE

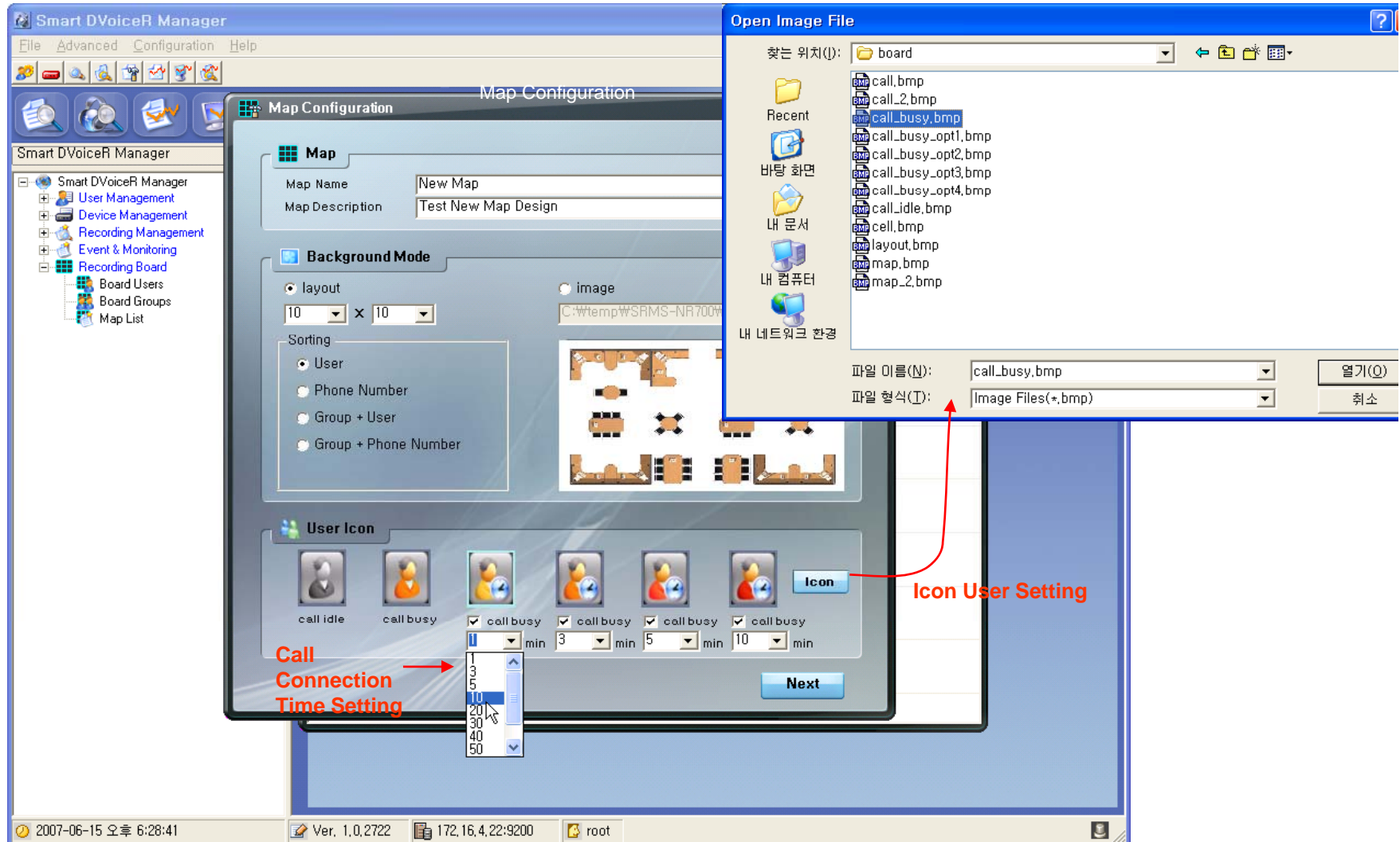
2007-06-15 오후 7:38:49 Ver. 1.0.2722 172,16,4,22:9200 root

Recording Board Management

(Background Image (MAP) Selection)



Recording Board Management (Layout Configuration)



Recording Board Management

(Live Monitoring)

Map Configuration (edit)

Map Information Save

Dynamic Call Status Display (Icon Color)

Call Status Display

Call Connection Time Icon Display

Recording Board (Marketing Dept.)

AddPac Recording Board AddPac Technology

Save Config Auto-Insert Edit Map

kwon young p jhkwon senior manage kkim dhkim smkim ohs mwlee mjlee bmlee

senior assistant jhjeon kscho jschoi

Map Name: Marketing Dept.

Session Information: Total 14 Idle 6 Busy 8

User Icon: Call Idle Call Busy

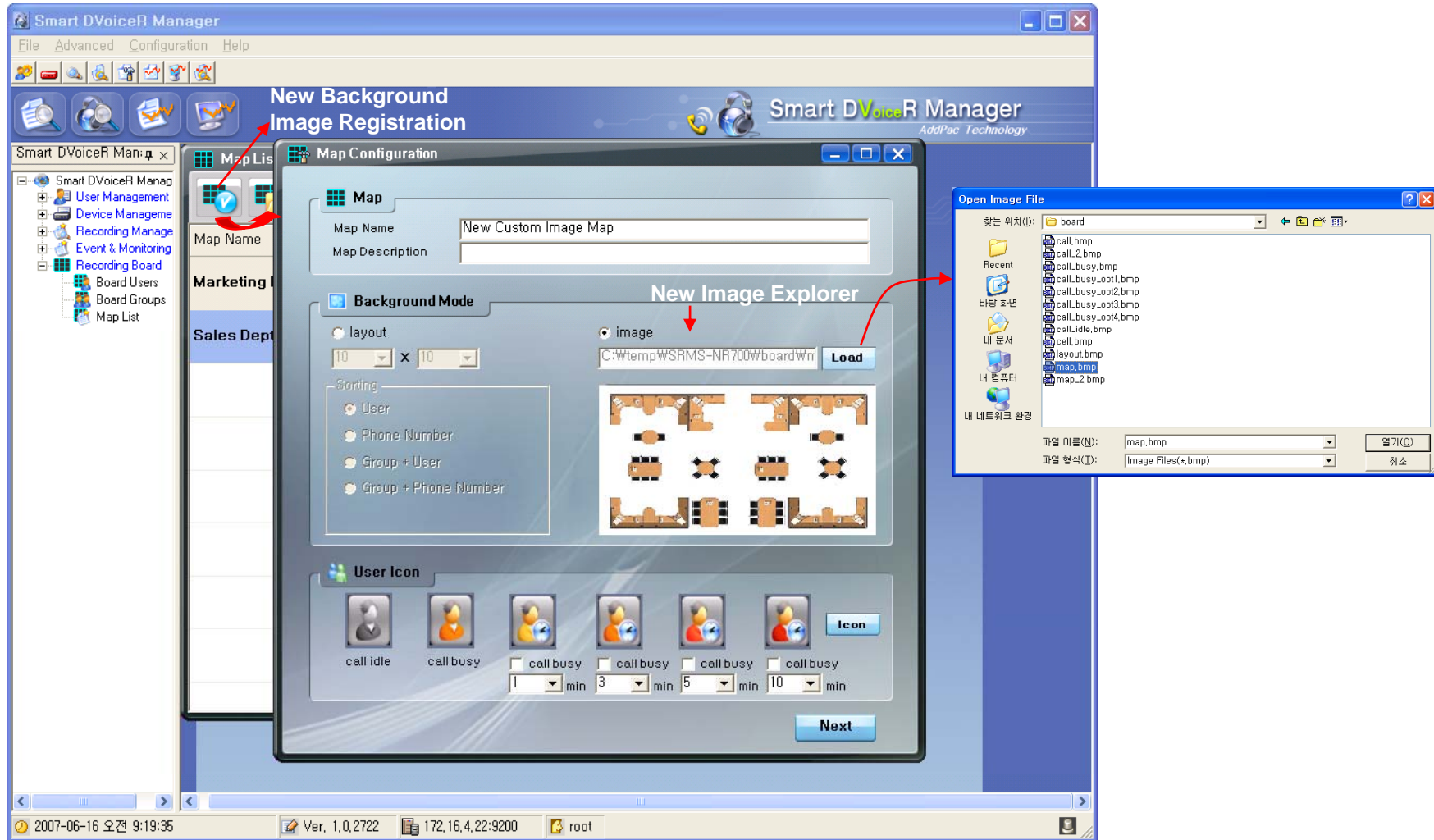
Over 1 minutes Over 3 minutes Over 5 minutes Over 10 minutes


Recording Board Management

(Call User Insert/Remove in MAP)

The screenshot displays the 'Recording Board (Marketing Dept.)' interface. At the top, there is a menu bar with 'Save', 'Config', 'Auto-Insert', and 'Edit Map' buttons. A red arrow points from the 'Edit Map' button to the text 'Call User List Display ON/OFF'. Below the menu is a grid of call user icons. A red dashed arrow labeled 'insert' points from the 'Board Users' list on the right to a specific user icon in the grid. Another red dashed arrow labeled 'remove' points from the same user icon in the grid back to the 'Board Users' list. The 'Board Users' list on the right is titled 'Board Users' and contains a tree view of users under categories like BCN, NMS, and SE. At the bottom, there is a status bar with 'Map Name' (Marketing Dept.), 'Session Information' (Total 14, Idle 4, Busy 10), and 'User Icon' settings for Call Idle and Call Busy with duration thresholds (Over 1, 3, 5, 10 minutes).

Recording Board Management (Background Image Loading)





Software Features for Call Center Service

Contents

- Call Log
- IVR Scenario Editor
- CRM API
- Call Hunt Group (Enough for Small Call Center)
- ACD

Call Log (Main)

Smart Multimedia Manager
www.addpac.com

Start Call History

Call History

Search Conditions: 2019-02-19 2019-02-20 Trunk Call Type N/A Search

Summary

Calling User	Called User	Calling Ip	Called Ip	Calling Number	Called Number	Established Time	Duration (sec)	Cause
3255								
3253								
3254								
3252						02/20	2	
3251						02/20	0	
3250						02/20	2	
3249						02/20	1	
3248						02/20	0	Others
3247						02/20	1	
3246						02/18	30	
3245						02/18	08	
3244						02/18	10	
3243						02/18	0	Others
3242						02/18	0	
3241						02/17	0	
3240						02/17	40	
3239						02/17	3	
3237						02/17	56	
3236						02/17	5	Others
3236						02/17	13	
3235						02/17	1	
3234						02/17	3	
3233						02/15	3	Others
3232						02/15	3	Others
3231						02/15	1	
3230						02/15	3	
3228						02/15	61	
3229						02/15	6	
3227						02/11	2	
3226						02/15	1102	

Page 1 of 5

Displaying 1 - 30 of 130

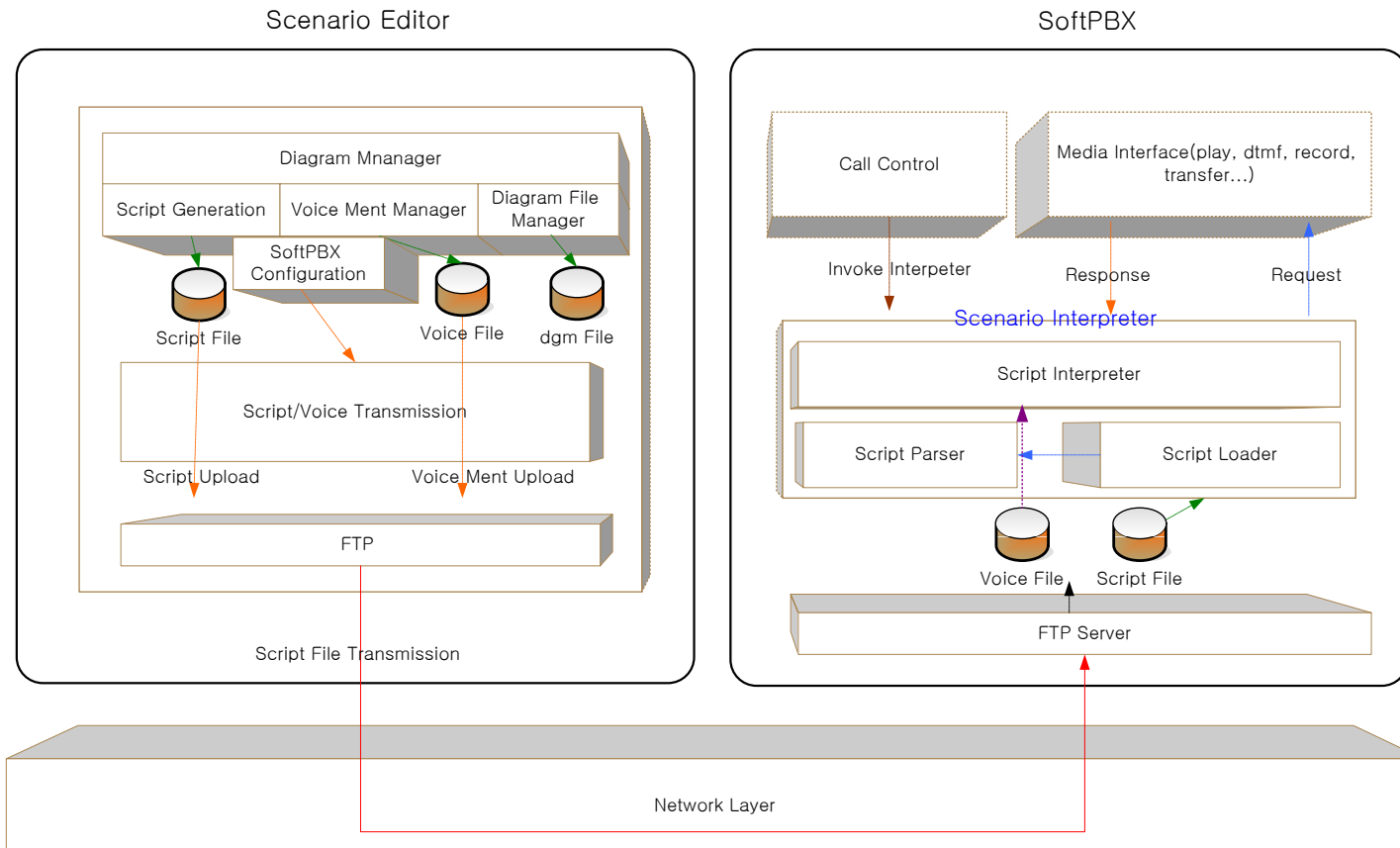
Call Log (Search Condition)

- Search Condition
 - Date
 - Trunk Call Type
 - NA
 - Unspecified
 - Inter-Site Call
 - PSTN Backup
 - Service Provider
 - User Name
 - Phone Number

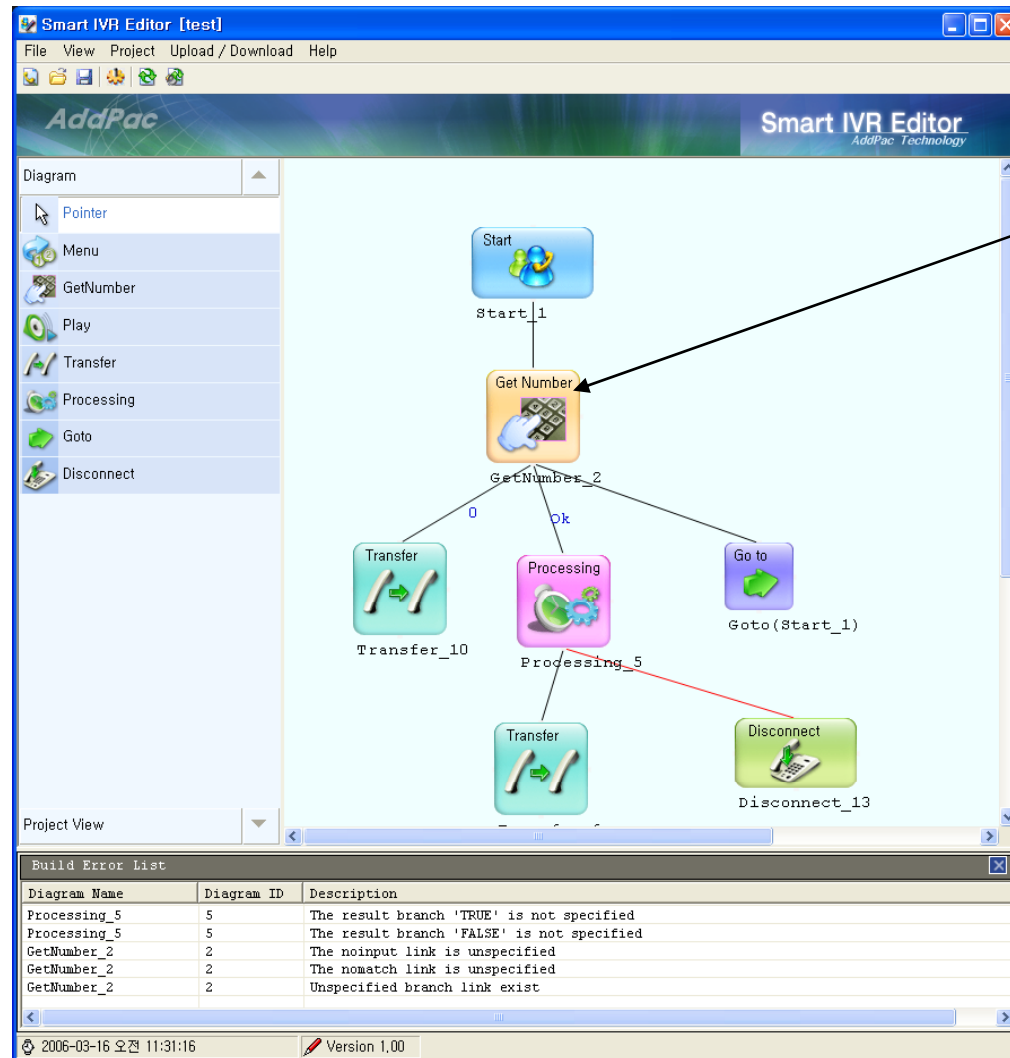


IVR Scenario Editor

IVR Scenario Editor Architecture



IVR Scenario Editor Creation



Component

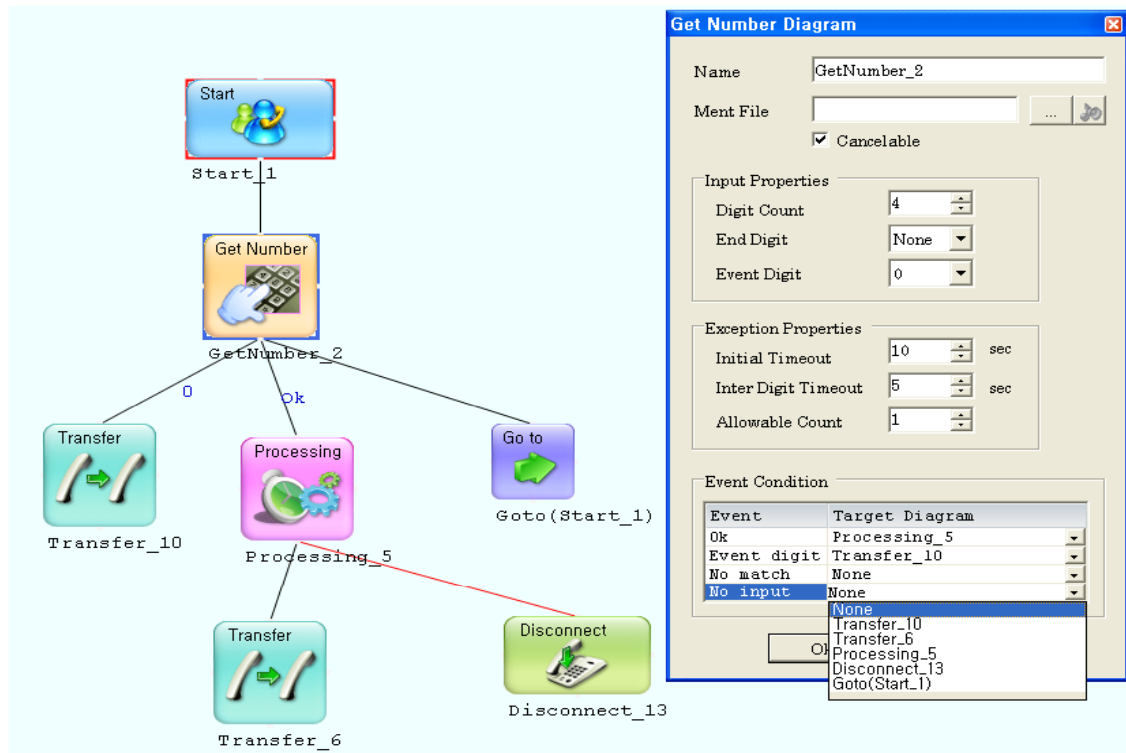
IVR Scenario Editor Creation

IPNext180 IP keyPhone System

- GUI based IVR Scenario Editor
- Support Pre-defined Component (DTMF Input, Call Transfer, Voice File Play, etc)
- Support Project Template File for Easy Modification and Reference.
- Support Pre-Defined IP-PBX System API and Additional Customization API
- Support IVR Scenario Creation Error Debugging Features

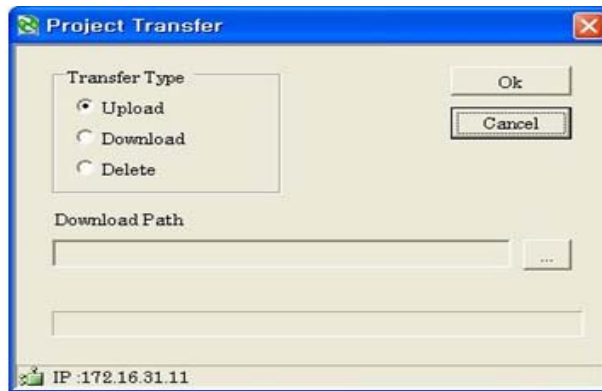
IVR Editor Component Property

IPNext180 IP keyPhone System

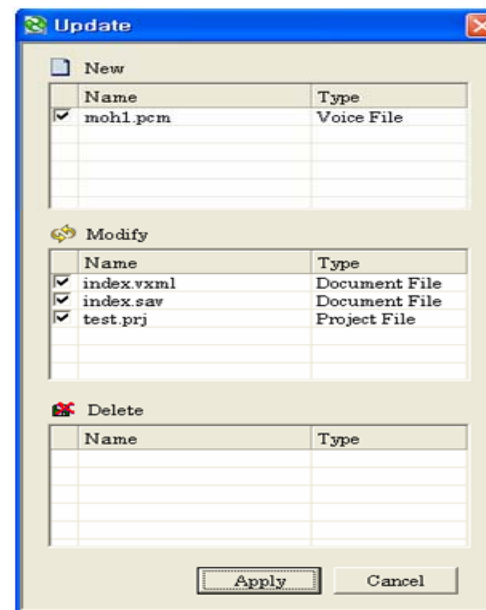


- Support the Property Setting for Component Flow Diagram (Input Event, Exception Properties, Event Condition)
- Provides the different IVR Component Flow depend on Event Condition

IVR Scenario Management



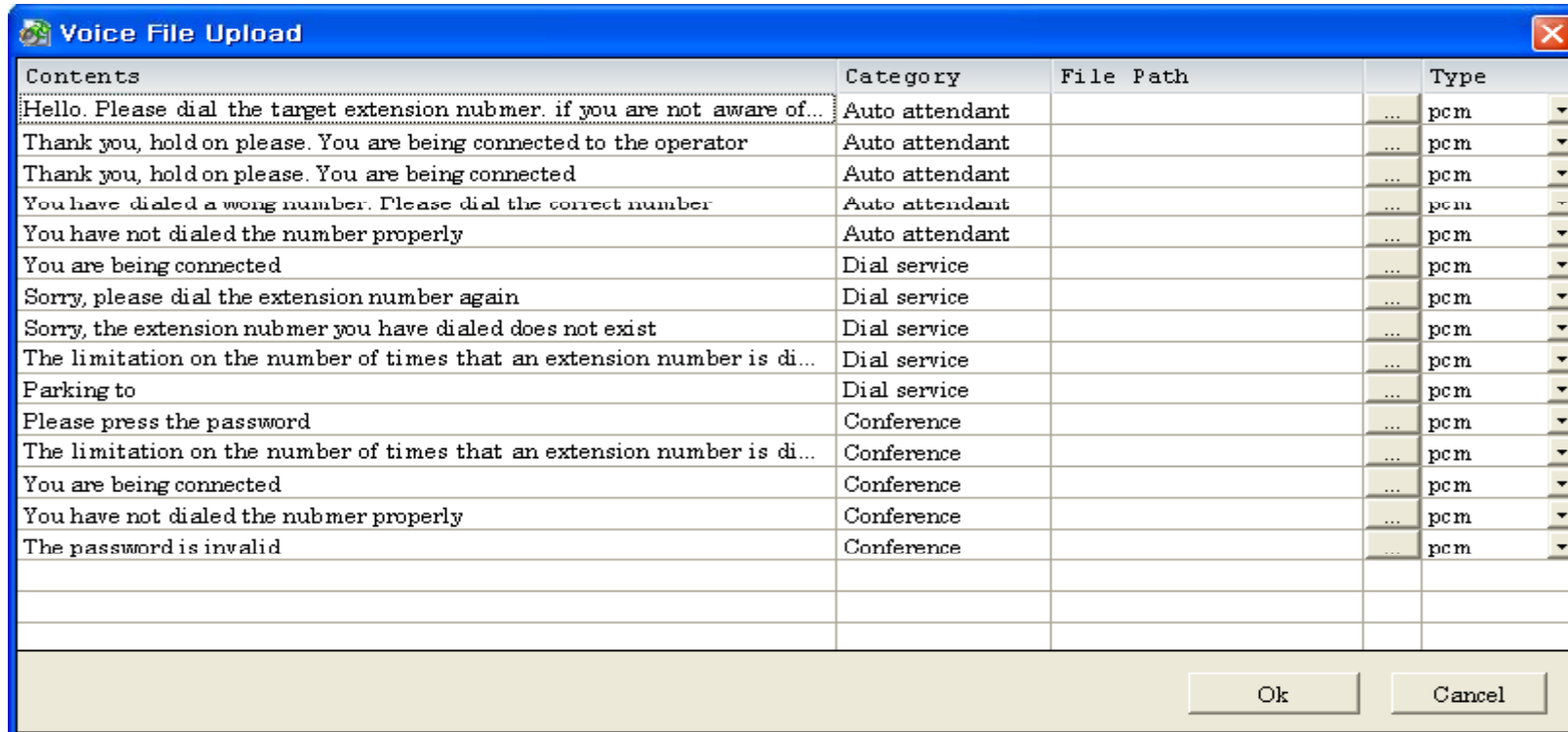
Project Transfer



Project Update

- IVR Scenario Script File can be upload or download to (from) IP-PBX.
- IVR Scenario Script File Version Control (Update, Add and Delete)
- Register Service with Smart Multimedia Manager

Voice Announcement File Management



The screenshot shows a window titled "Voice File Upload" with a close button in the top right corner. The window contains a table with four columns: "Contents", "Category", "File Path", and "Type". The "Contents" column lists various voice messages, the "Category" column lists their respective categories, and the "Type" column lists the file format as "pcm". The "File Path" column is currently empty. At the bottom of the window, there are "Ok" and "Cancel" buttons.

Contents	Category	File Path	Type
Hello. Please dial the target extension nubmer. if you are not aware of...	Auto attendant		pcm
Thank you, hold on please. You are being connected to the operator	Auto attendant		pcm
Thank you, hold on please. You are being connected	Auto attendant		pcm
You have dialed a wong number. Please dial the correct number	Auto attendant		pcm
You have not dialed the number properly	Auto attendant		pcm
You are being connected	Dial service		pcm
Sorry, please dial the extension number again	Dial service		pcm
Sorry, the extension nubmer you have dialed does not exist	Dial service		pcm
The limitation on the number of times that an extension number is di...	Dial service		pcm
Parking to	Dial service		pcm
Please press the password	Conference		pcm
The limitation on the number of times that an extension number is di...	Conference		pcm
You are being connected	Conference		pcm
You have not dialed the nubmer properly	Conference		pcm
The password is invalid	Conference		pcm

Voice File Upload

- Voice Announcement File Upload and Download for Backup

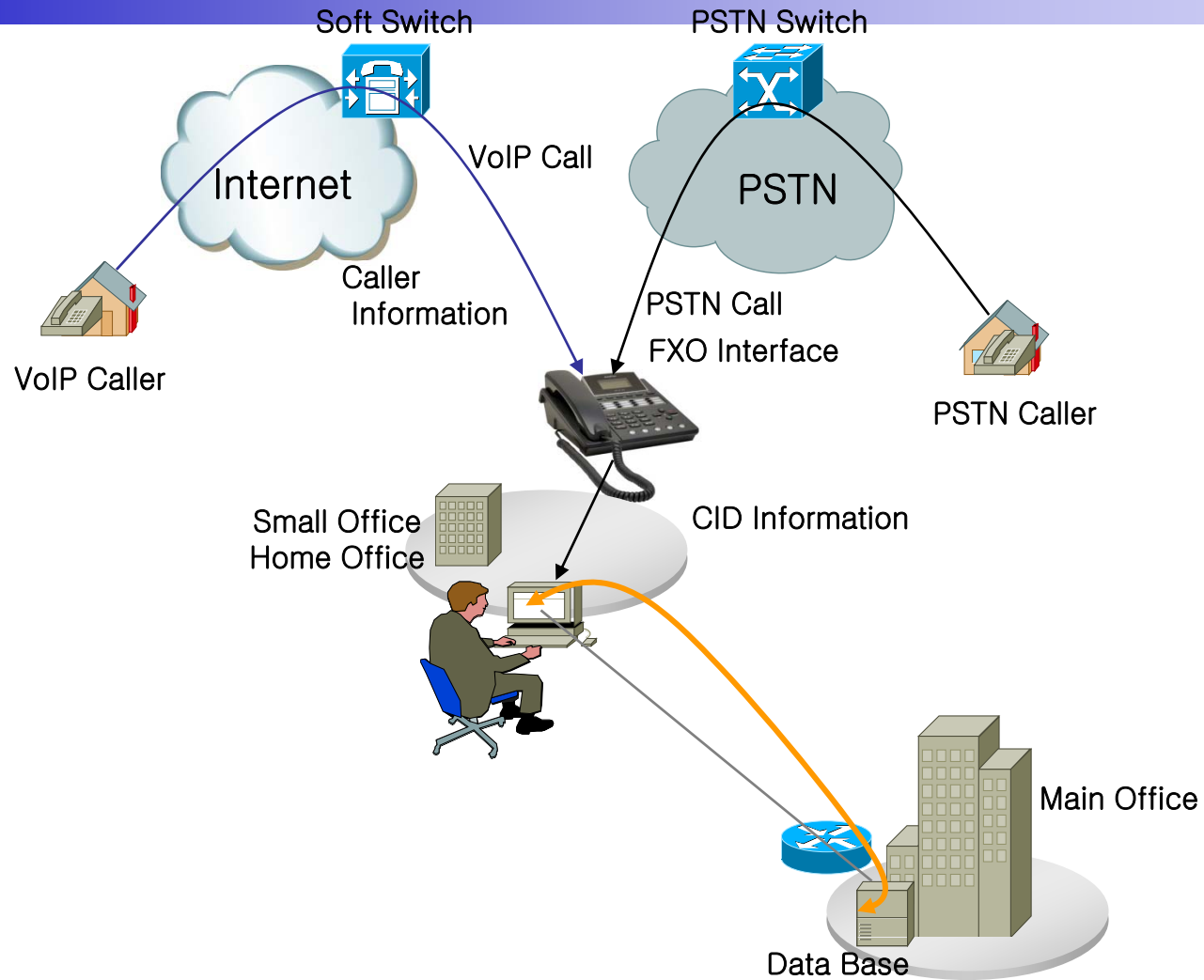


CRM API

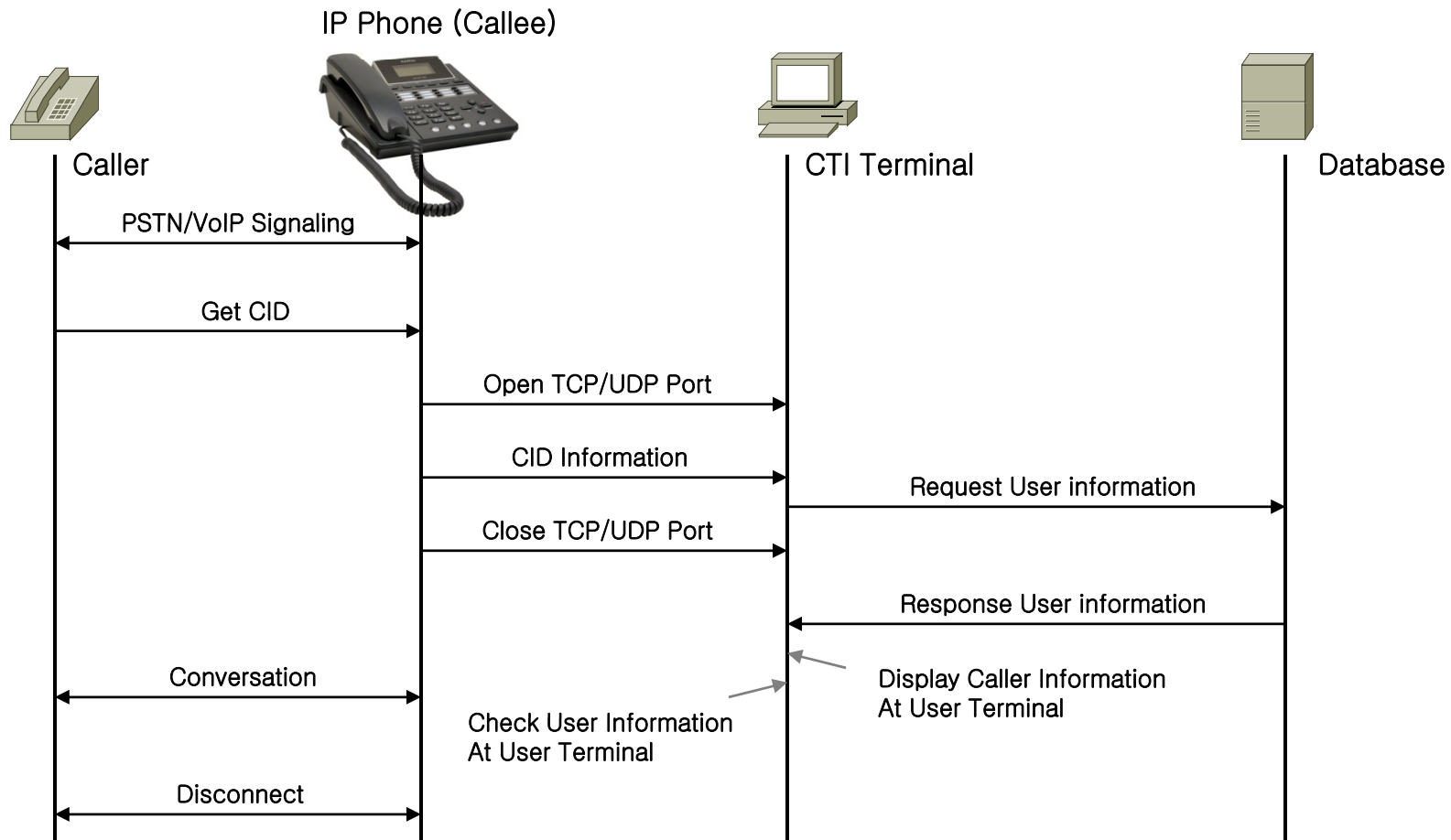
CTI using CID

- Simple CTI (Computer and Telephony Integration) Application
- AddPac IP-Phone or VoIP Gateway send CID information to CTI application via TCP/UDP socket
- CTI application get caller information using HTTP or custom specific protocol

Basic Network Diagram



Message Flow





ACD (Automatic Call Distribution) and Call Hunt Group

ACD (Automatic Call Distribution) on Attendant Queue

- The Attendant Queue is used for attendants of an organization or a call center
- When a call is inbound to the Attendant Queue, the call will be queued and distributed to one of queue member
- ACD policies
 - Longest Idle Time: Call will be distributed to longest idle queue member
 - Preference: Call will be distributed by preference order of queue member
 - Sequential: Call will be distributed to next queue member sequentially

Add an Attendant Queue Web UI



User Extension

A user extension is an IP Phone (SIP / SSCP phone) or a soft phone for end user. (The SSCP is enhanced SIP with XML based feature control protocol.)



Batch Job for User Extensions

Gives you simple and automated way to add, modify or delete one or more extensions through CSV (Comma Separated Values) file. Each CSV file can be created with your favorite text editor or Microsoft Excel.



Hunt Group

A hunt group has members of user extensions. Within a hunt group, an available member (user extension) can receive a call to the hunt group extension. A hunt group has one of simultaneous, sequential or random call hunting mode.



Pickup Group

A pickup group has members of user extensions who can pick up a ringing call within the group. The pickup group extension number is used for picking up a call by other group member.



Park Pool

A park pool is a set of extensions for parking calls. When a user parked an active call, an extension in this pool will be assigned. Other user can pick up the parked call using the parked extension number.



Conference Room

A conference room extension is used for making a conference room. The conference room can be open by WSMM or User Portal web page or by call to conference room number by privileged user (chair or operator) or by schedule. In case of dial-out participants, they receive call when conference is opening. In case of dial-in participants, they have to make a call to conference extension to join to opened conference.



IVR Extension

An IVR (Interactive Voice Response) extension has a role of auto attendant for incoming calls from trunks. If incoming calls from trunk are routed to an IVR extension by incoming call rule, the interactive scenario will be proceed to transfer the call to a proper user extension.



Push-to-Talk Group

A PTT (Push to Talk) group has members of user extensions who will receive broadcasting announcement with auto answering and also can be a floor (speaker role) by pushing the talk button. This is half-duplex two-way broadcasting.



Paging Group

A paging group has members of user extensions who will receive broadcasting announcement with auto answering by speaker phone. This is half-duplex one-way broadcasting.



Attendant Queue

The Attendant Queue is used for attendants of organization or call center. When a call is inbound from trunk or extensions to this queue number, the call will be queued and picked up or distributed to one of queue member and handled by them. Currently, the queue member needs **Smart Attendant Console** software running on PC.

Attendant Queue Web UI

The screenshot displays the 'Add an Attendant Queue' web interface. At the top, there are navigation tabs for 'Status', 'Add an Extension', and 'Attendant Queue'. Below the tabs, the main heading is 'Add an Attendant Queue'. There are three buttons: 'Add' (with a green checkmark), 'Cancel' (with a red X), and 'Advanced Options' (with a gear icon).

The main form area is divided into two sections: 'Attendant Queue' and 'Attendant Members'. The 'Attendant Queue' section has two input fields: 'Extension *' (with a '(2~12 digits)' label and a 'Check Extension' button) and 'Name *'. The 'Attendant Members' section contains two tables: 'Extensions' and 'Allowed Attendant Members'. The 'Extensions' table has columns for 'Name' and 'Extension'. The 'Allowed Attendant Members' table has columns for 'Name' and 'Extension'. There are two green arrow buttons between the tables.

On the right side, there is a 'Description' box with the following text: 'The Attendant Queue is used for attendants of organization or call center. When a call is inbound from trunk or extensions to this queue number, the call will be queued and picked up or distributed to one of queue member and handled by them. Currently, the queue member needs **Smart Attendant Console** software running on PC.' Below the description is a 'Related Links' box with a list of links: 'User Extension', 'Address Pool', and 'Partitions'.

Attendant Queue Web UI

Advanced Options		
General Settings	Partition	internal
	Address Pool	default
Queue Policy	Queue Size	1024
	Queue Filled Mode	Announcement
	Redirection Target Number	
Hold Time Policy	Max Hold Time	100
	Hold Time Expired Mode	Announcement
	Redirection Target Number	
Call Distribution	Enable Call Distribution	<input type="checkbox"/>
	Automatic Call Distribution	Longest Idle Time

Call Hunt Group

- A hunt group has members of user extensions. Within a hunt group, an available member can receive a call
- Call Hunting Mode
 - Preference
 - Simultaneous
 - Random
- Call Hunting by Chained Hunting Group

Hunt Group Web UI

Add a Hunt Group

Hunt Group	Extension *	<input type="text"/> (2~12 digits)	<input type="button" value="Check Extension"/>
	Name *	<input type="text"/>	
	Hunting Mode	Sequential	<input type="button" value="v"/>
	No Answer Timeout	10	<input type="button" value="v"/> sec

Group Members	Extensions		Hunt Group Members	
	Extension	<input type="text"/>	Name	Extension
	Name	Extension		

General Settings	Partition	internal	<input type="button" value="v"/>
	Address Pool	default	<input type="button" value="v"/>
	Hunt Group Chain	N/A	<input type="button" value="v"/>
	Apply Call Forwarding Setting of Members	<input type="checkbox"/>	

Description

A hunt group has members of user extensions. Within a hunt group, an available member (user extension) can receive a call to the hunt group extension. A hunt group has one of simultaneous, sequential or random call hunting mode.

Related Links

- User Extension
- Partitions
- Address Pool

Difference between Attendant Queue and Hunt Group

- The Attendant Queue is similar to the Hunt Group
- The Attendant Queue accepts an incoming call even if all attendant members are busy. The queued call will be distributed to a member when the member is available
- The Hunt Group rejects an incoming call when all members in the group are busy



Thank you!

AddPac Technology Co., Ltd.
Sales and Marketing

Phone +82.2.568.3848 (KOREA)

FAX +82.2.568.3847 (KOREA)

E-mail sales@addpac.com