

# UniXcape Voice

**UniXcape Voice** is a platform that gives you the flexibility to deploy new and IP based communications technologies in the way that suits you best, and at the ideal pace for your organization. It is not surprisingly, its offer an attractive alternative and believe it, it is a dramatic increase in productivity, satisfaction, and provide best-of-breed customer service while away from a traditional office setting.



## SIP-The Future Of Communications

SIP is an open standard protocol, which allows people around the world to communicate using their computers and mobile devices over the Internet. The most interesting benefit we derive from SIP is to reduce the communication costs and improve the corporate productivity.

Many organizations use for their internal and external communication effectively, centered around PABXs and other enterprise application such as messaging, conferencing, mobility, etc.

## Solution Overview

UniXcape Voice is a native SIP-based Voice over IP (VOIP) system supports up to 10,000 users per system and a virtually unlimited number of users when systems are networked.

This solution is highly reliable, redundant, and fault-tolerant hardware. It provides a complete and feature-rich set of business class features and can be deployed on premise, in a data center as a private cloud, or in a multi-tenant as a public cloud solution. UniXcape Voice is the key application for **public cloud** solutions. It supports multi-tenant allowing service providers to "**build their own cloud**".

For large enterprise customers up to 1,000 to 100,000 users with multi-site locations that span over a region, UniXcape Voice can be deploy as a **private cloud** solution. The key characteristic of a private cloud is centralized deployment of voice service from the customer's data center.

The remote offices can be protected with a *UniXcape Branch*, which is a survivable branch office solution for UniXcape Voice. UniXcape Branch not only offers survivability, but it includes a media processor, firewall and Session Border Controller, which are all in a single appliance form factor. The value of UniXcape Branch goes beyond survivability, its activity contributes to lower the overall deployment, bandwidth and service costs.



## Features

UniXcape Voice is a software-based, fully featured, enterprise "**voice over IP**" application. This solution will bundle all of your communications, voice, data, and video into one unified services so you can do more with less. It provides a lot of great features which are, secure, reliable, and easy-to-manage solution. Now you can enjoy the speed, flexibility, and security of unified communications on your own network.

By using UniXcape Voice on your own network, you will stay connected and have an easier access to the information at work, home and wherever you are. These are the concept of bring your own devices, **BYOD** that being commonly in business and Enterprises are now see BYOD trend as an opportunity to enable comprehensive enterprise mobility to boost worker productivity.

Each v-App comes as a single, pre-built and ready-to-run disk image that does the installation and configuration automatically. All our customers have to do is load the software and it does all the work. That is much easier than having to do the virtualization on your own.

## Key Features

### Unified Licensed

Simply licensing policy of 'one user one license' concept.

### Common Licensing

The number of device license is irrespective on a model of SIP Phone and also same price even connect to the other third party SIP phone.

### Register on Multi Devices

You can register up to 5x devices at any devices whether desk phone, laptop, smartphone, or tablet and concurrently on 1x Dynamic User License.

## Telephone User Features

Telephone user features provide multiple line capability and other associated functions for a SIP endpoint configured as a multiline telephones.

- Audible ringing
- Direct station select
- Multiline operation



## UniXcape Voice-Based Call Forwarding User Features

UniXcape Voice-based call forwarding user features provide a handling of calls when a subscriber is unavailable to answer them. The following are the UniXcape Voice-based call forwarding user features:

- Call forwarding – unreachable
- Station call forwarding – all calls
- Station call forwarding –busy line (CFBL)
- Station call forwarding – don't answer (CFDA)
- Station call forwarding – remote activation
- Station call forwarding – time-of- day
- Station call forwarding – voice mail
- System call forwarding, internal/ external – all calls (CFSIE-all)
- System call forwarding, internal/ external – busy (CFSIE-busy)

## Other User Features

Other UniXcape Voice user features provide such capabilities as calling identity delivery and suppression, abbreviated dialing, redials, and calls return features. The following are the other user features provided by UniXcape Voice:

- Anonymous call rejection
- Call back on busy / no reply (CCBS/NR)
- Call pickup – directed
- Call pickup – group
- Caller identity service
- Calling identity delivery and suppression (CIDS)
- Calling name delivery (CNAM)
- Calling name delivery blocking (CNAB)
- Calling number delivery (CND)
- Calling number delivery blocking (CNDB)
- Conference, station-controlled
- Do not disturb (DND)
- Executive override
- Feature status notification
- Intercom Calls
- Last incoming number redial (LINR)
- Music on hold
- One Number Service
- One-Way Paging Broadcast
- Selective call forwarding
- Selective call rejection
- Serial ringing
- Simultaneous ringing
- Station dialing
- Station speed calling
- System speed calling
- Toll and call restrictions
- Transfer

# UniXcape Voice

## Tenant Group Features

The tenant group concept provides the basic capabilities for handling a group of subscribers associated with a single enterprise. It also permits UniXcape Voice to recognize the associations of the subscribers the group contains. Tenant group features simplify such tasks as dialing plan administration, intra-group communication, and traffic measurements. The following are the tenant

### Group features:

- Operator Attendant
- Access codes
- Account codes
- Tenant group authorization codes
- Tenant group billing
- Tenant group department names
- Tenant group main number
- Tenant group numbering plan
- Tenant group traffic measurements
- Tenant group web portal
- Direct inward dialing (DID)
- Direct outward dialing (DOD)
- Extension dialing
- Group-level feature administration
- Night station
- Station restrictions

## Other Group Features

Other group features pertain to pickup a group, which allows users to answer calls on behalf of one another; hunt groups, which permit calls to be routed to an idle line within a group of specified lines. The following are the other

### Group features:

- Call pickup – group
- Feature profiles
- Hunt group
- Hunt group – make busy
- Hunt group – music on hold
- Hunt group – night service
- Hunt group – no answer advance
- Hunt group - overflow
- Hunt group - queuing
- Hunt group – stop hunt
- Hunt group – traffic measurements
- Uniform call distribution (UCD)



## Routing and Translation Features

Routing and translation features provide such capabilities as public numbering plan compliance and routing that varies depending upon such factors as origin, traffic, and time of day. The following are the routing and translation features:

- Alternate routing
- Alternate routing with overflow among route types
- Call diversion for invalid destinations
- Least cost routing
- Digit modification
- Announcement service
- Numbering plans, tenant group
- Rerouting based on SIP response codes and WAN outages
- Source-based IP routing
- Time-of-day routing
- Voice VPN

## Security Features

Security features provide security for various aspects of the system such as billing records, data files, and administration interfaces.

The following are the security features:

- Account and password management security
- Billing records security
- Data file security
- Defending denial of service attacks
- Event logging
- File transfer security
- Hypertext transfer protocol over SSL
- IP Sec baseline
- Login categories
- Media stream security
- UniXcape Voice Assistant security
- Provisioning and security logging
- Secure CLI
- Secure Shell on the UniXcape Voice Assistant interface
- Secure storage of CDR password
- SIP privacy mechanism
- TLS support – network connections
- TLS support – subscriber access
- Virus protection
- VLAN provisioning

## Benefits

As you can imagine, *UniXcape Voice* offers many advantages, which *will* benefit *you* in a variety of ways. The added flexibility and quicker response times translate into greater customer satisfaction and increased productivity throughout your organization. These voice solutions provide deployment options that could bring cost savings, excellent reliability, and support highly secure messaging to protect your privacy.

## Reliability, Flexibility & Productivity

UniXcape Voice is an enterprise voice solution with high reliability and become an important element of on-the-go productivity. It offers more ways for you and your employees to stay connected.

- "Presence" technology allows you to see which employees are available and how to contact them (To Verify by TGS Thailand)
- Unified communications makes it easier for you to work from home or from anywhere and any devices with an Internet connection. (BYOD)

## Security & Survivability

UniXcape Voice is an enterprise voice solution with highly secure communications.

- The server nodes are designed so that if one fails, the other server node is capable of supporting 100% of the call load.
- The remote offices can be protected with a UniXcape Branch. UniXcape Branch not only offers survivability, but it includes a media processor, firewall and Session Border Controller all in a single appliance form factor. The value of UniXcape Branch goes beyond survivability, its activity contributes to lower the overall deployment, bandwidth and service costs.

## Cost Saving

- Reduce travel expenses with web conferencing, video calls, and other collaborative tools.
- Using Voice over IP (VoIP) will added extra phone lines easily that allows you to send more than one phone call across the same Web-based network.
- Enjoy lots of features without hidden fees such as Call forwarding, Voicemail, Roaming call, Call conferencing and Caller ID.