

Open Communications Manager

bringing openly accessible comms to the desktop

voipcortex
IP PBX

The VoIPcortex Open Communications Manager was designed to make office communications more streamlined, flexible and above all, simple. Openly accessible from any web browser with no software install required, OCM allows users of the VoIPcortex IP PBX to seamlessly extend call management functionality to the desktop.

make and manage calls from the desktop

The Open Communications Manager acts as a natural extension to the functionality offered by the VoIPcortex IP PBX hardware. It boasts an enhanced control system based on drag and drop functionality with full visibility of call activity - including real time system wide monitoring and personal call histories.

benefits of the Open Communications Manager:

- Make, receive, transfer and end calls from the desktop with just a few clicks, with no software install required.
- Drag and drop control available for most functions, including blind/attended transfers and placing/retrieving calls from park orbits.
- OCM is openly compatible for use with any web browser, accessible via the PBX user interface with low requirement for system resources. Use via any device with a web browser on the (physical or virtual) network for true mobility.
- Active line monitoring is available to present the status of each line in real time. CLI is presented where available, along with call timers, and the call status indicator.
- Extension status monitoring is available for system contacts, and for personal contacts where on the same system.
- System contacts are generated automatically by the PBX to create a dynamic user directory.
- Personal contacts can be displayed separately for more streamlined communication. If the personal contact is on the same PBX, status monitoring is available.
- Extensions can be found and dialled through the auto complete function of the dialling pad.
- Voicemail notification and pickup available on a per line basis.
- Comprehensive call history available, filtered by all, in, out and missed. Call history includes redial buttons and drag and drop functionality.
- Users can resize OCM window to suit their needs - both in terms of overall window size and internal panels. The receptionist could have a large system contacts panel to monitor the whole system, while other users may prefer a smaller interface.
- Presence/status display, with synchronisation between XMPP IM and OCM (where supported by PBX). Set user status from an XMPP instant messaging client or from the OCM itself to display current status and presence availability to other users of the OCM.
- Web based CRM records display on incoming call available. Preferences controlled via OCM.

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The VoIPcortex Open Communications Manager is an openly accessible user interface, allowing control and monitoring of specific PBX functionality from the desktop.

deployment

- Compatible for use with all VoIPcortex IP PBX units:
 - Compact
 - 1U Rack Mount
 - Pro
 - Multi Tenant
- Openly accessible via most major browsers, and certified to work with:
 - Microsoft Internet Explorer 7.0+
 - Mozilla Firefox 2.0+
 - Google Chrome 2.0+
 - Opera 9.0+
 - Safari 4.0+

all	in	out	missed	Call History
Line: 1				204 (Matt) 00:00:17
Line: 2				01908276650 00:00:25
Line: 2				01908276660 00:00:12
Line: 2				01908276658 00:00:37

all	in	out	missed	Call History
Reception				200
Rob				206 05:07
Rupert				207 04:00
				Tue 21 Jul 10:03:16
				Tue 21 Jul 10:02:02

feature list

- Make calls
- Receive calls
- Blind transfers
- Attended transfers
- Park orbits
- Directed pickup
- Drag and drop to control most functions
- Automatic directory display
- Displays system contacts with key icons
- Displays personal contacts with key icons
- Comprehensive call history
- Filter call history by calls in, out and missed
- Redial from call history
- Brief call statistics available via call history
- Make calls to a full number or to an extension via the dialling pad
- Use the dialling pad to search the directory, with auto complete available
- Voicemail notification and pickup from line monitoring panel
- Active line monitoring complete with call status indicator
- CLI presented on incoming calls where available
- Active call timers on current calls
- Monitor status of system contacts, and of personal contacts where available
- Every panel of the OCM can be resized to suit the application
- Presence/status display, synchronised between XMPP IM and OCM
- Screen popping of web based CRM records

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