

SCG iPBX features and products



iPBX features

Features

- Hunt lists
- Ring groups
- Feature codes
- Music on hold
- Virtual conference rooms
- Caller ID
- Call waiting
- Call transfers
- Call park
- Call forwarding
- Call screening
- Call blocking
- Group call pickup
- Personal voicemail greetings
- Voicemail to email or message

Abuse and toll fraud prevention

- Extension security
- Dialling restrictions
- Outbound white listings
- Outbound black listings
- International country listings – allow / disallow
- Toll fraud prevention measures

Management and reporting

- Easy online administration
- Outbound call activity tracking – from extension, date, time, dialled number, status, and duration (export to CSV optional)
- Inbound call activity tracking – from number, date, time, duration, status and dialled DID (exportable to CSV)
- Inbound call analysis – incoming callers, the volume of calls by days of the week, the volume of calls by hours of the day, and calls received by dialled DID
- Real-time current calls status – active calls
- Real-time extension status – registration status, public IP, in use, ringing, and idle

License inclusions

- Porting
- System configuration
- Training

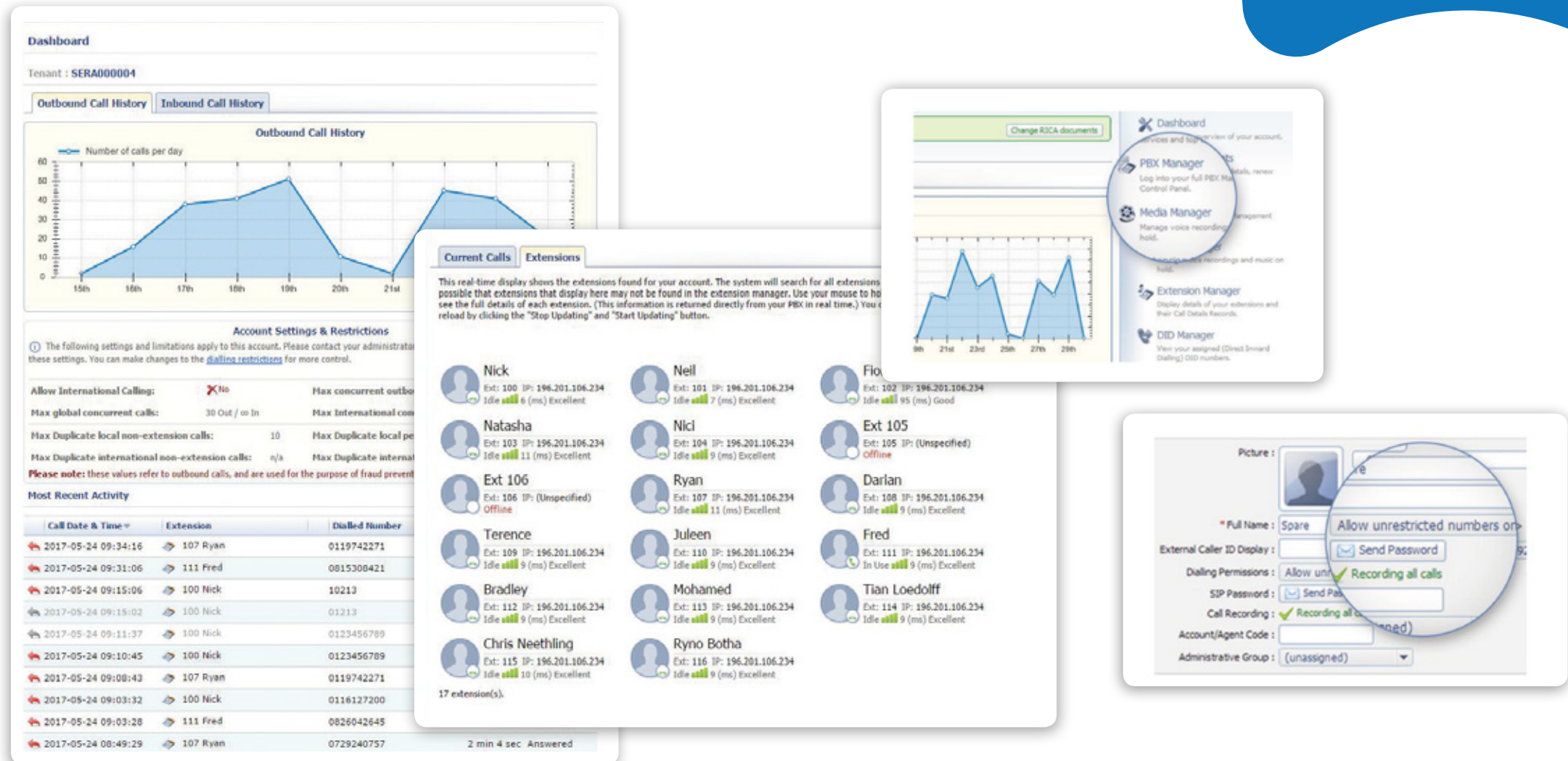


Call reports and management

Manage your telephony estate from the Cloud.

Wherever you are in the world these days, to remain at your competitive edge, your customers expect you to be contactable, responsive, and capable of delivering your best levels of service.

With our industry-leading Hosted Telephony System (iPBX), you get a wide variety of reporting as standard, so as to effectively manage your business and call flows. All data is downloadable in raw format for detailed analysis.



iPBX at a glance

Live stats using our reporting and wall boarding.

Previously only accessible to those companies with the biggest budgets, we are delighted to deliver to the SME market, call centre technology for the price of a licence upgrade. Our new **Glance** solution puts you in the driving seat, with vital information always available at a glance.



Outbound Call History

This page contains a records of all outbound calls made on this account. Please note outbound call values may differ slightly from actual invoice values due to rounding to 2 decimal places.

SERA000004 Outgoing Call History

Advanced Call History Options

Search: Search (Enter part of or all of the dialled number.)

Only answered calls: ☐

Filter extension: (All)

Date Range: 2017-05-17 to 2017-05-24

Display Results Print Page Export Results

Page: 0 of 4 Total of 249 records found with 60 records showing per page. Older >

Inbound Routes

Inbound Routes are the "front doors" to your iPBX. Inbound callers will enter your iPBX along one of the Dir. The routes can either be menu-based (you manually change the route) or Time based (the system does the day). The menu-based routes direct the inbound call to the correct destination. The destination can be any one of:

- Operator Based: (Any)
- Go to User Extension
- Go to User Extension (100, 300)
- Go to User Extension (107)
- Go to User Extension (107)
- Go to User Extension (107)

Menu Settings

Menu timeout: 3 seconds

Key press timeout: 3 seconds

Extensions: ☒ Enable dialing at menu

Feature Codes: ☒ Enable dialing at menu

Menu Announcement: 3 seconds (only used on first level)

Music On Hold

While you are on hold, the system will play music. This music can be setup in g music. Music Class : OutofAfrica

Description : Bob's Choice

Sorting : Alphabetical

File Name **Format**

macroform-cold day 8KHz, 16Bit, WAV

0729240757 1 min 48 sec Answered

Admin Lvl1

Callers Waiting	Peased Agents	Idle Agents	Average Hold Time	Completed Calls
0	2	2	0 min 3 sec	18

PPC Sales

Callers Waiting	Total Agents	Peased Agents	Idle Agents	Average Hold Time	Completed Calls
0	2	4	0 min 5 sec	3	

Sales Lvl1

Callers Waiting	Caller 1 Hold Time	Total Agents	Peased Agents	Idle Agents	Average Hold Time	Completed Calls
0	n/a	7	2	5	0 min 4 sec	6

200 (Office1)

Idle 20.4 (ms) Fine

IP: 41.150.89.5

201 (Office2)

Idle 44

IP: 41.150.89.5

08 (Euphoria Boardroom)

Idle 48 (ms) Excellent

IP: 196.15.138.196 Port: 5062

109 (Zayaan)

Idle 18

IP: 41.150.89.5

teke Jamieson)

Idle 130 (ms) Good

IP: 41.150.89.5

iPBX products

Choose from a wide range of iPBX devices. **Don't want hardware? Check out our Softphone app!**
All the same PBX features, in the palm of your hand!

Desk phones

Yealink T31P



Yealink T33G



Yealink T54W



Yealink T57W



Yealink T73U



Yealink T74U



Cordless dect sects

Yealink T77U



Yealink T74U



Yealink W73P



Yealink W78P



Yealink W79P



Multi-Cell System

Yealink W80



Yealink W90



Expansion module

Yealink EXP50



Choose from a wide range of iPBX devices. All the same PBX features, in the palm of your hand!

Video Collaboration Solutions

Yealink meeting bar A10



Yealink meeting bar A20



Yealink meeting bar A30



Yealink meeting bar A24



Conference phones

Yealink CP925



Yealink CP935W



Yealink CP965



Professional Headsets

Yealink WH62 Wireless Headset



Yealink WH64 Wireless Headset



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