

Better Communication...

Call Center

solution

IPL-256 configuration



PBX implemented and configured by:

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1. Introduction

Customer profile:

Call center, 95% used for outgoing calls, 40 agents. additional requirement is call recording.

Usage of GSM trunks because of good price conditions on GSM provider side.

2. Project basic requirements

40 ab subscribers

40 GSM SIM cards

40 ch call recording

4 channel SIP trunk

100 calls per hour per subscriber

Statistics for all subscribers

3. Slican equipment used in project

Whole communication system is based on IPL-256 „Alone“ PBX. Because of EbdREC number of channel limitation (24 per one system), It is impossible to use single system with two PBXes in Master/Slave combination. Therefore, solution is to create two systems and link them via eSSL link. As linking medium we use 1E1 trunk.

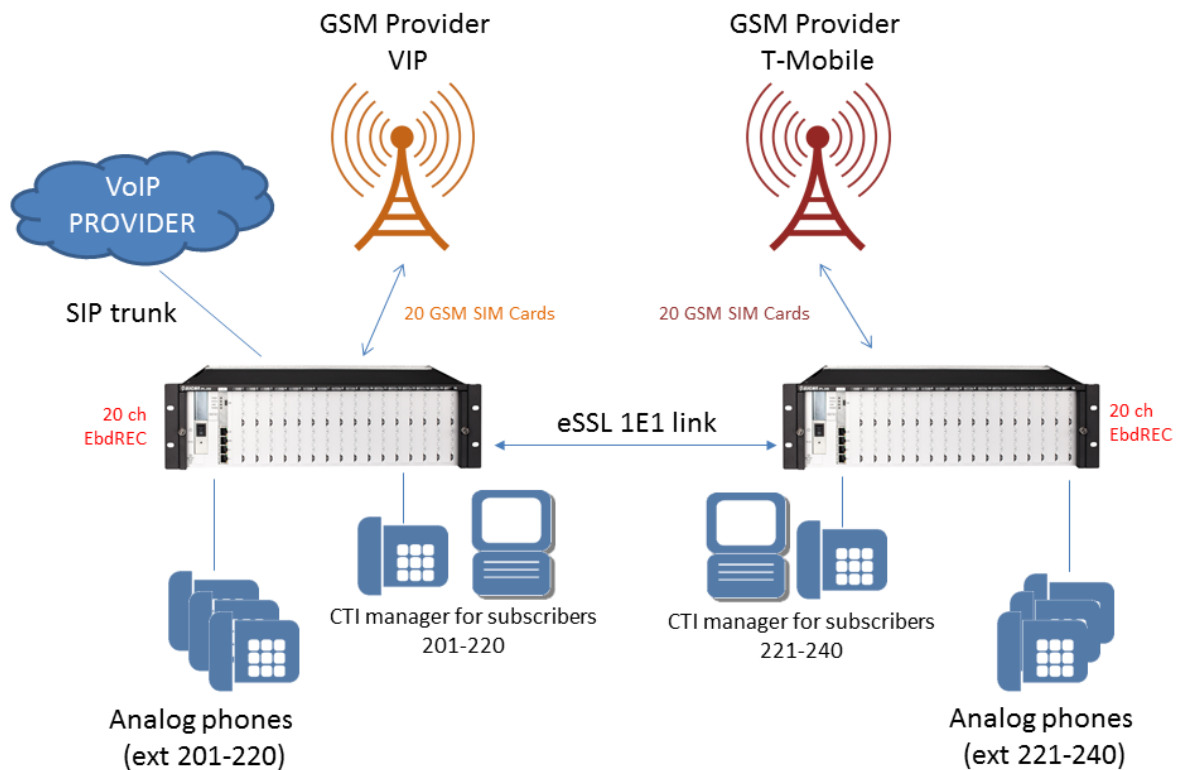
3.1 Hardware

- | | |
|---|-------------------|
| 1. Slican telecommunication server IPL-256.A16x8.3U | 2 |
| 2. Modul 8 ab subscribers | 6 (3 per system) |
| 3. Module GSM 4 SIM cards | 10 (5 per system) |
| 4. Module 1E1 | 2 (1 per system) |
| 5. Module HDD | 2 (1 per system) |

3.2 Licences

- | | |
|--------------------|--------------|
| 1. EbdRec | 2x 20ch |
| 2. EbdRec.server | 2 |
| 3. CTI.user | 2x 20 stands |
| 4. BillingMAN.plus | |

3.3 Illustration



4. eSSL link – VoIP vs 1E1

There were two possibilities to create LINK between two systems - VoIP and 1E1. We choose 1E1 because of no channel limitation – 30 channel link with no need for extra licences with the same functionality. Therefore we have much more room to expand system in the future with extra IP phones or IP trunks.

5. Project implementation and functionality

Before customer decide to buy PBX, call center was organized using 40 analog external lines. There were no possibility of call recording or call statistics. After PBX installation productivity is increased and three most used functionalities are:

- A. Call statistics
- B. Call recording
- C. Subscribers monitor via PhoneCTI

There is about 1000 outgoing calls in one hour per one system.

6. In the future...

- Install 2 extra system phones that will be used for subscriber monitoring via programmed keys and using Supervision feature.
- Install G.729 codec to decrease needed bandwidth on VoIP operator side
- Expand LAN network and for each agent ensure one PC and implement PhoneCTI to be more effective in work.
- Implement XML/IVR