



intellicom | intune Telephony

Product Brochure

Your Intelligent
Communications Partner



intellicom | intune Telephony Edition

A robust, flexible and powerful telephony & unified communications platform

Intellicom | **intune** Telephony edition, is a feature-rich unified communications and business communications software suite. Scalable for businesses of all sizes and suitable for business in all industry sectors, it boasts a robust, IP-based, highly secure distributed architecture and is available as an on-premise, hosted cloud based or hybrid solution.

A Simple, Powerful Business Communications Platform

Intellicom | **intune** Telephony edition offers a feature-rich, scalable and flexible, on-premise or cloud hosted business communications solution.

It is one of the most advanced telephony platforms on the market and is complemented by a wide range of productivity tools that streamline communications, boost employee productivity and enhance customer satisfaction.

The system scales from small business right up to large enterprise deployments. The intellicom | **intune** flexibility and dynamic design ensures it grows with your business over time, avoiding expensive forklift upgrades and protecting investment.

Its open design architecture and standards-based support translates into a very low Total Cost of Ownership (TCO) in terms of deployment, operation and on-going administration and maintenance.



Unified Communications Productivity Tools

The system supports a full Unified Communications feature set incorporating fixed line and mobile Voice, Video, IM, Presence, eMail Fax and Social Media, with most features available "out of the box" on a simple licensing model.

- *Unified messaging to integrate and deliver voice, fax, email and IM to an email inbox.*
- *Audio conferencing for scheduled or ad-hoc collaborative communications, even across distributed sites.*
- *Call recording capabilities for segmented workgroups within the enterprise.*
- *Mobile worker integration through a softphone application from geographically dispersed locations or home office environments.*
- *Auto-attendant and automatic call distribution to streamline inbound call flow.*
- *Powerful reporting with a user-friendly GUI for real time and historic call and user details.*
- *Follow Me functions allow automatic call forwarding from desk phone to mobile or softphone and in reverse*



Third Party Support

The Intellicom | **intune** platform is built with external integration in mind. Coupled with a significant amount of third party hardware support, there is a high degree of third party applications and system integration capabilities.

With a powerful open API, the system facilitates easy bi-directional communications with many existing well-known third party applications such as CRM, ERP, presence, mail and messaging systems, reporting, billing and specialist contact centre, telephony and multi-media conferencing systems.

Our open standards approach and ease of integration also allows for smooth transition from your existing legacy systems or to maintain a dual system approach to utilise the best features and capabilities of the Intellicom | **intune** solution along with key features of your existing or new third party niche systems.

Third party integration is supported via embedded URL launching, Jabber, XML and many other well-known protocols and scripting languages.

Hard coded specialist integration is also available via our intelliom | **invent** software development and custom applications teams teams.

Sample 3rd party systems integration modules include the following:

- *AffinIT iDQ Portal*
- *IEX TotalView*
- *Softex RingMaster*
- *Avaya Voice Portal*
- *Siemens HiPath*
- *Active Xperts*
- *SugarCRM*
- *Salesforce.com*
- *MS Outlook*
- *Maximiser*
- *MS Skype for Business*

Easy Installation and Integration

As Intellicom | **intune** is an open standards system based on VoIP / SIP protocols, customers can protect their previous investments and, in many cases, re-use existing VoIP handsets (depending on make, model and software version) meaning the only additional investment is for the main Intellicom | **intune** core platform itself.

We work closely with many world-leading manufacturers of handsets, video end points, voice gateways and unified communications systems to ensure system compatibility and deep integration is delivered in a quick and efficient manner.

Voice Security and Anti-Fraud

Voice-related hacking and fraud is as prevalent as the more publicised data-related network breaches.

Intellicom | **intune** is built with high levels of embedded security at all levels within the system. Hardened OS and kernel systems, locked down communications ports and the ability to run every voice call between a handset and the central processing system in a fully encrypted tunnel are all elements designed to keep your calls and communications as safe as possible from eavesdroppers, hackers and fraudsters alike.



Key Features

- *Robust design and investment protection based on IP and open standards.*
- *Full scalability for businesses of all sizes – from SME right up to large enterprise.*
- *Empowers employees and boosts productivity with multimedia and location-independent communications tools.*
- *Feature-rich customer experience out of the box.*
- *Simple, transparent licensing model which reduces costs and complexity.*
- *Installs quickly and easily with in-built system management.*
- *Low on-going total cost of ownership.*
- *Available as an 'On Premise' appliance, Cloud-based hosted service or Hybrid deployment.*
- *Multi-Vendor endpoint support for Deskphones, Softclients & Headsets*
- *Easy Integration with ISDN, PSTN or IP / SIP voice termination services*
- *Upgrade to the intellicom | intune Contact Centre edition providing full multi-channel Contact Centre services including integrated PCI compliant call recording, email, IM, SMS, Social Media integration and powerful open API for direct integration to 3rd party systems and applications*



Ease of Use - Ease of Management

Unlike competitive offerings, Intellicom | **intune** Telephony edition offers a feature-rich customer experience out-of-the-box, with a simple licensing model that reduces complexity and administration overheads and lowers operating costs.

It provides a simple, user-friendly, web-based interface. Specialist telecoms skills or experience is not required to configure sophisticated call grouping and queuing, call retrieval, call routing and a host of other call management features. The power of IP ensures that users can use desktop phones, mobiles and softphones as if it were their own extension, regardless of their geographical location.

Similarly, day-to-day changes can be configured using basic IT skills. Adds, moves and changes can be performed in-house without the need to contract in expensive field engineers.