uniXcape

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UniXcape Family

UniXcape is the communication software solution to enhance customer capability in communication. Based on open standard, UniXcape can be connected to legacy PBX as well as modern Softswitch to add more functionality and efficiency. UniXcape Family consist of 4 solutions :

UniXcape Voice, the future voice communication platform.
UniXcape Mobility, mobilize you workplace.
UniXcape Contact center, the modular and flexible contact center and
UniXcape conference, the visual conference.

The Future of Voice Communication Platform

UniXcape Voice is a native SIP-based Voice over IP system scalable up to 10,000 users per system and a virtually unlimited number of users when UniXcape Voice systems are networked. It runs on 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 as a multi-tenant hosted/public cloud solution.

UniXcape Voice is real-time, SIP-based, Voice over IP application that provides the enterprise level of redundancy, reliability and scalability. UniXcape Voice operates on commercial servers over QoS managed networks.

Deployment Scenarios

UniXcape Routing
UniXcape Routing is an overlay solution for multi-vendor networks, where there is TDM legacy, or hybrid IP systems. It allows for centralized deployment services. In the overlay deployment, UniXcape Voice acts as a SIP-based central routing and administration solution for multi-site, multi-vendor networks, allowing customers to migrate at your own step.

Public Cloud
UniXcape Voice is the key application for public cloud solutions. It supports multi- tenant allowing service providers to "build their own cloud".

Private Cloud
For large enterprise customers (1,000 to 100,000 users) with multi-site locations that span over a region, UniXcape Voice can 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.

Configuration

UniXcape Server
This configuration consists of a system that provides the voice solution in a single server. The UniXcape Voice are deployed as a single node platform. The following modules provide the ability to run on the same physical server : SIP Server, Automated Attendant / IVR, Voice Recording, Voicemail, Conference bridge and Call Center.

UniXcape Virtualized architecture
The most important features provided by virtualization are the reduced number of servers and the capability of our solution to be hardware independence.

Key features

UniXcape Voice is real-time, SIP-based, Voice over IP application that provides the enterprise level of redundancy, reliability and scalability. UniXcape Voice operates on commercial servers over QoS managed networks.

The UniXcape Voice system provides the following key features:
• SIP Server
• Enterprise telephony features
• User management and address translation functions
• Interface to monitor and control media transactions including pure telephony
• Interface for advanced services, such as presence services, billing services, collaboration services, etc.
• Gateway selection and hunting
• Routing and translation functions

UniXcape Voice is designed as an open standards platform that runs on standard rack-mountable hardware. UniXcape Voice controls and supervises call setup. The actual media payload (voice and/or video) is carried over the LAN/WAN between end- points or via server. The administration, call control, and billing traffic are carried over network interface cards through interconnected L2/L3 switches.

UniXcape Mobility

UniXcape Enterprise Soft Phone
UniXcape Mobility Gateway has provide Enterprise soft Phone for IOS and Andoird platform. UniXcape Enterprise Softphone has design enterprise Feature each Enterprise Contact manager, Centralize configure deployment.
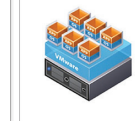
One Number Service
UniXcape Mobility Gateway has fully integrating with Siemens PBX and You can used one number extension for more than one device.

Bandwidth Saving Technology
UniXcape Mobility Gateway has automatic adjustable bandwidth real-time Between UniXcape Enterprise soft phone and mobility gateway server. You can confidence q quality on you communication in 3G – Wi-Fi Network.

Intelligent Deployment
Inteligent deployment module help full administrator not any configure on UniXcape Enterprise Soft Phone. The User fill the username and password and UniXcape mobility already to use immediately.

Free Call, Free Chat, Free Video Call
Free call back to Office when you connect Your smart phone to the Internet any time any place in around the world.

Virtualization Technology
UniXcape Mobility Gateway allows install to the Virtual Machine. You will used UniXcape Mobility Gateway Feature on Virtualization Technology

Feature	Entry	Standard	Enterprise
Capacities up to	50	1000	1000
Supported on IOS, Android	Yes	Yes	Yes
GSM, G711, ILBC Codec	Yes	Yes	Yes
G729 Codec	No	No	Yes
Contact Sync (Mobile Directory)	No	Yes	Yes
Enterprise Contact Server	No	No	Yes
Supported One number Service	Yes	Yes	Yes
Multi Call function	Yes	Yes	Yes
Call Conference	Yes	Yes	Yes
Supported TCP/UDP	Yes	Yes	Yes
Auto Registering	Yes	Yes	Yes
Supported 3G/ Wi-Fi	Yes	Yes	Yes
Supported one billing System	Yes	Yes	Yes
Centralize Configure Deployment	No	Yes	Yes

Feature	Entry	Standard	Enterprise
Supported Chat and Video	No	Yes	Yes
Chat Multiple Language	No	Yes	Yes
Supported Thai Language	No	Yes	Yes
Supported Unixcape Chat Gateway	No	No	Yes
Supported Unixcape Picture Transfer	No	No	Yes
Chat History view	No	Yes	Yes
Free for sending message	No	Yes	Yes
H264, VP8 Codec	No	Yes	Yes
Camera Font/Back Switch	No	Yes	Yes
Video On-Off	No	Yes	Yes

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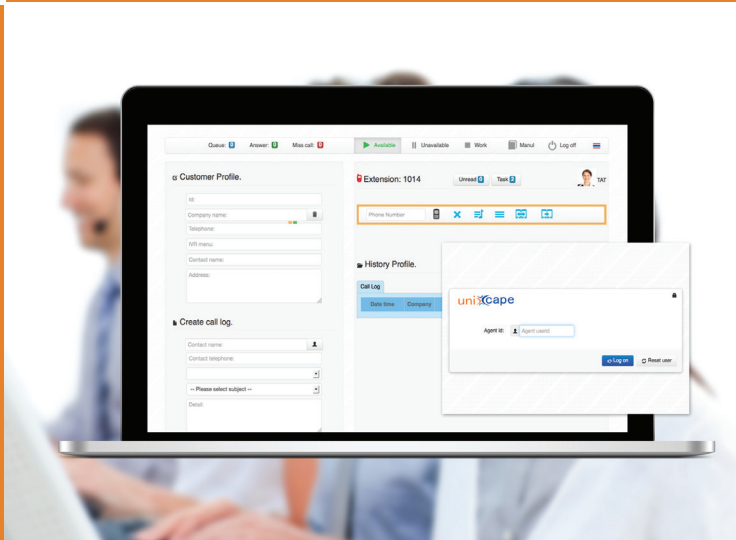Tel. +673 242 1668 / +673 243 1668
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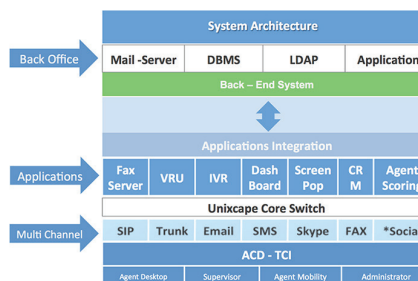Indonesia • Malaysia • Singapore • Thailand • Philippines • Brunei

UniXcape Contact Center

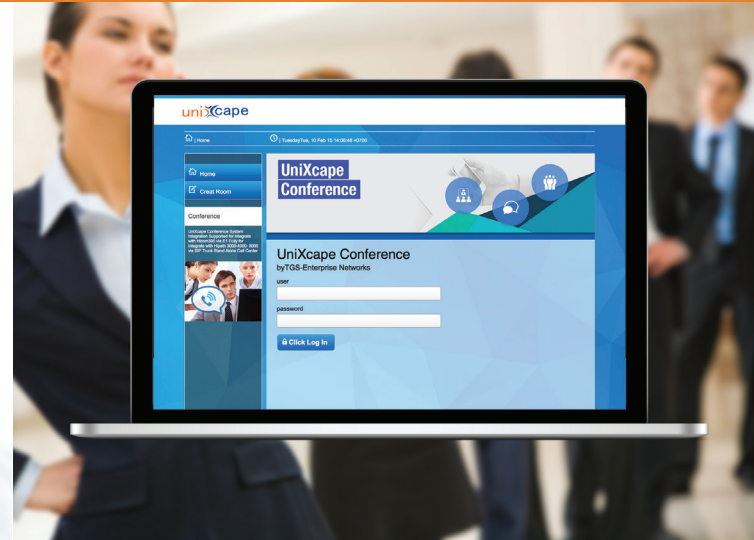|	
Web Base Application Special Design for End User — You can used the UnixCape Contact center So it easy, We're design graphic user interface Base on Metro UI Technology	**All-in-One Ready** — This design allows it to be accumulate Standard module without breaking functionality or requiring massive recording efforts. Each ACD, Core Engine, IVR, Recording
Flexible for customize and Integration with Back office — UniXcape Contact Ceneter has provided connector and API for Integrating with RDBMS, CRM, XML, JSON, Socket, HTTP, Web Service and Etc.	**Module Plug-In on demand** — Module provides specific functionality often commands that are related are grouped into one module. You will need to enable the modules that you desire, based on their function.
Fully Mobility Design — Free seating or Work from home has possible In UniXcape Contact Center via UniXcape Agent Internet Gate way.	**Virtualization Technology** — UniXcape- Contact Center allows install to the Virtual Machine. You will used The UniXcape Contact Center fully feature on Virtualization Technology.
Multi Tenants Technology — Flexible for Design to Multi Company and Multi Agent group has supported Multi Company.	**High Availability Enterprise Redundant** — UniXcape- Contact Center has power full supported HA (High Availability) mode. HA clusters usually usea heartbeat Private network connection which is used to monitor the health and status of each

Key Feature

- Group Base Routing
- Skill Base Routing
- Fully Web Base Monitoring Agent
- Eavesdrop Call (Three way Function)
- Dash Board (Queue, Agent received Calls, Abandon Calls)
- Individual Group Base announcements
- Schedule Special announcements
- Call Queue announcements
- Agent Desktop Client
- Centralize Reporting
- Supported Agent Scoring Service*
- Supported Video Call (H263, H264)*
- Supported Screen pop*
- Supported CRM Integration (I Mind CRM, CA)*
- Ready for Multi Trunk (E1, Analog, SIP, Skype)*
- Agent Mobility Service (Agent Remote Call, Agent Inbound Call

* Optional Feature

System Architecture

Back Office	Mail -Server	DBMS	LDAP	Application

Back – End System

Applications Integration

	Fax Server	VRU	IVR	Dash Board	Screen Pop	CRM	Agent Scoring
Applications							

Unixcape Core Switch

	SIP	Trunk	Email	SMS	Skype	FAX	*Social
Multi Channel							

ACD - TCI

Agent Desktop	Supervisor	Agent Mobility	Administrator

UniXcape Contact Center™ has a modular design. This design allows it to be extended without breaking functionality or requiring massive recoding efforts. Each module provides specific functionality often commands that are related are grouped into one module. You will need to enable the modules that you desire, based on their function. By default UniXcape Contact Center ™ comes with a good set of modules loaded, to enable most basic functionality.

UniXcape Conference

Feature

- Voice Conference Groups license 1 up to 64 room .
- Web base interface to manage a member in the conference room.
- Support individual member control function.
- Support group control function (Kick all , mute all , un-mute All)
- Start Conferences over the telephone.
- Phone Book searching.
- Ad hoc Conferences / Outbound Call.
- Meet me Conference / Inbound Call.
- Scheduled Conferences.
- Security PIN number for accessing to the conference room.
- Voice conference recording.
- Support voice conference recording (Option).
- Supported Skype Trunk Inbound Call.

System Integration

- Supported for Integrate with Hicom300 via E1
- Fully for Integrate with Hipath 3000-4000-8000 via SIP Trunk
- Stand Alone Call Center System

Feature

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