

Telecommunication server DGT IPnova

high-tech solution for business



VoIP telephony

PBX services

Voice mail, fax server

Call center, IVR,
open interfaces
(CTI, TAPI, XML)

DGT Attendant
Application

Corporate
communication

Wireless communication

In every company, regardless of the number of employees, exchange of information is the basic and key tool for successful business. The way of organizing the communication influences work efficiency, quality and comfort. Since many years voice communication has been the primary, most efficient and fastest method of information exchange in a company.

Thus, the very choice of the adequate communication platform in a company is of key importance. It must be modern, flexible, and must use state-of-the-art communication and computer technologies. It must have open interfaces and must be scalable plus easy to handle. DGT-IPnova has it all.

The System integrating traditional TDM telephony and new VoIP technologies

The system architecture

The changes that have occurred in the last couple of years in modern telecommunication and computer science have been described as convergence. These changes slowly wear away the differences between traditional telecommunication and data transmission. New options given by IP communication including voice and video transmission in a shared medium along with data make us consider the choice of platform and technology of the company's network.

DGT-IPnova is a communication platform based on traditional telecommunication, but it combines features of a complete TDM telecommunication system with the latest achievements of VoIP technology.

The system users are connected to it via:

- IP/Ethernet network
- digital system interfaces
- analogue interfaces

Communication with the public network may be carried out via traditional BRI/PRI interfaces, analogue interfaces, GSM as well as via VoIP trunk type lines.

The system may be offered to new users and to the users who already have DGT systems developed in older technologies. DGT-IPnova server functionality may be achieved by the software and hardware update

DGT-IPnova Telecommunication Server supports all services provided by traditional PBX exchanges to which users are already accustomed, facilitating their use.

Key features supported by the system include:

- standard PABX services (CT, CH, CF, CW, 3PTY,...)
- creating secretary-director sets
- creating dispatch circuits – supports hot lines, queues, top priority calls, etc.
- conference calls (up to 126 participants within one module) (automatic conference calls, from a list, dialed-in, selective)

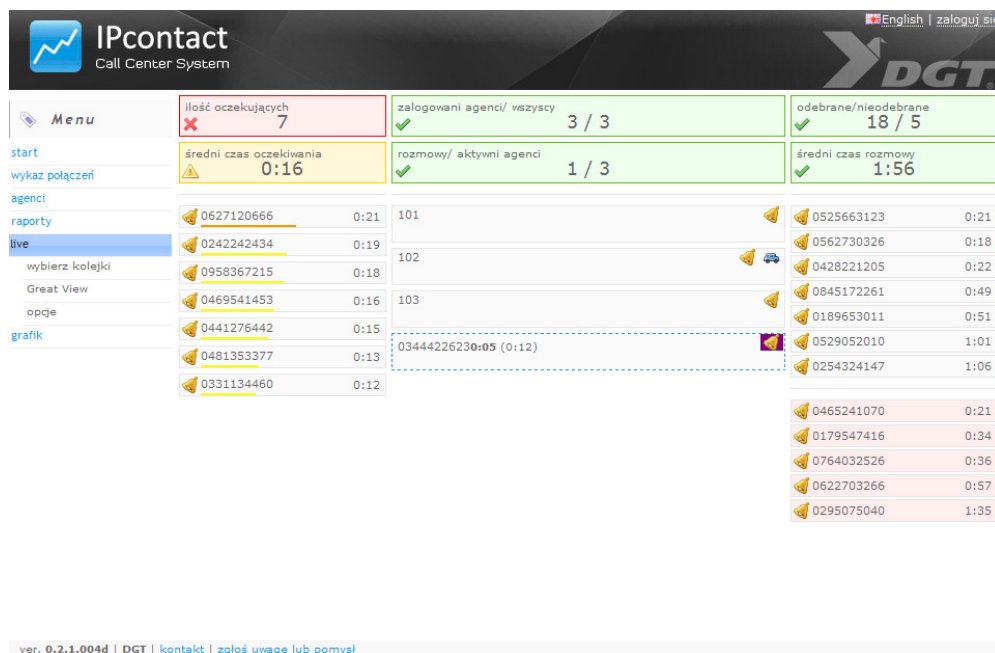
Features of the integrated application server:

- central, corporate phone book based on LDAP protocol– available from TDM/VoIP system sets, DECT sets, CTI applications and a WWW web page – it may be divided into a global, group and private part.
- voice mail server (voice to email, support and management via a web site)
- fax server (fax to e-mail, support and management via web site)
- IVR – multi-level interactive call support system
- EACD server– automatic call distribution system according to previously defined priorities, creating restricted user groups (with any combination of analogue, system, VoIP subscribers) with automatic call distribution within a group according to any selected algorithms
- VPN server– safe connection and logging into the system from IP sets or CTI Attendant application
- SMS server – sending text messages between TDM/VoIP system sets, GSM phones, CTI Attendant application, sending alarm messages generated by the system's control unit, SZ-DGT management system's applications
- communicator's server – supports text messaging and handles information on Attendant application user availability status

DGT-IPcontact application is a complete Call Center system solution. It organizes the system into a logical structure which consists of the administrator, manager, supervisors and agents.

Its key features:

- real-time queue status monitoring
- agent presence graphs
- call statistics
- traffic volume distribution
- call recording
- geographical statistics
- carrying out campaigns (automatic outgoing call setup according to previously defined algorithms) using voice/sms channels



DGT-IPnova Attendant application supports the user during a telephone communication by cooperation with any selected VoIP, system or analogue telephones.

DGT-IPnova Attendant application supports:

- Central Telephone Book (LDAP) (i.e. Access to information, editing, entering new data, Call Screening)
- call management (i.e. Setting up, accepting, disconnecting, transferring)
- call log viewing (made, answered, and unanswered calls)
- service management (i.e. Setting up forwarding, ordering calls)
- setting up conference calls
- Call Order office implementation (setting up a call between any two selected numbers)
- transmitting (sending/receiving) text messages with TDM/VoIP system telephones and mobile telephones
- text communicator operating between Attendant applications

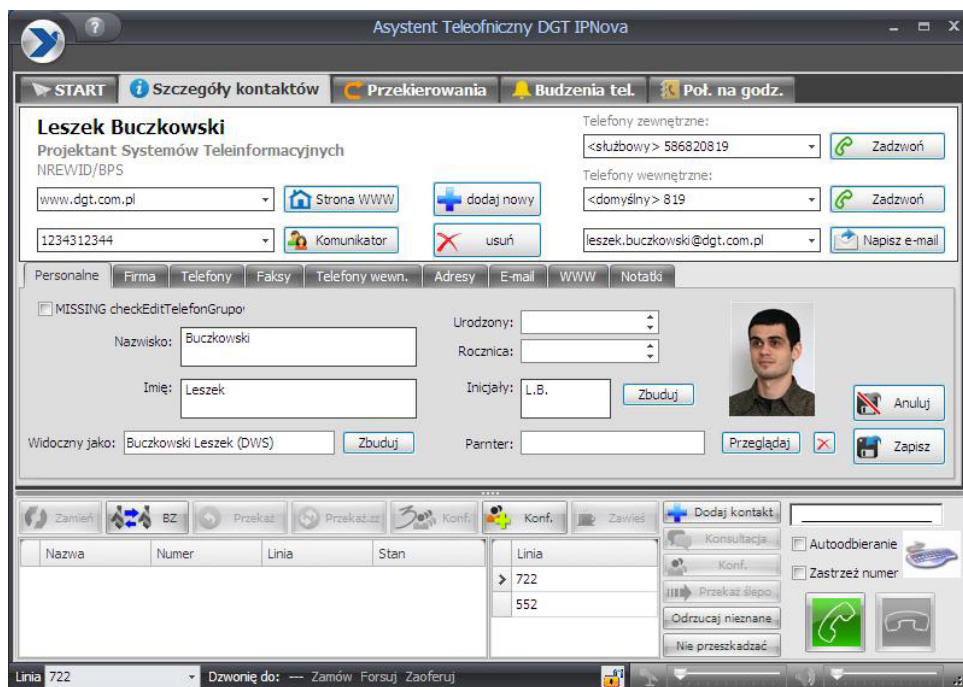
Applications and services for the company

Call center - DGT-IPcontact application

DGT-IPnova Attendant application

DGT-Ipnova Attendant application

- the softphone feature supporting setting up and receiving calls directly from a computer using headphones and a microphone
- VPN functionality – the embedded VPN client application supports remote safe logging into the system via the Internet



DGT 3791 terminals and Attendant Console/Dispatch Support Computer Workstation application

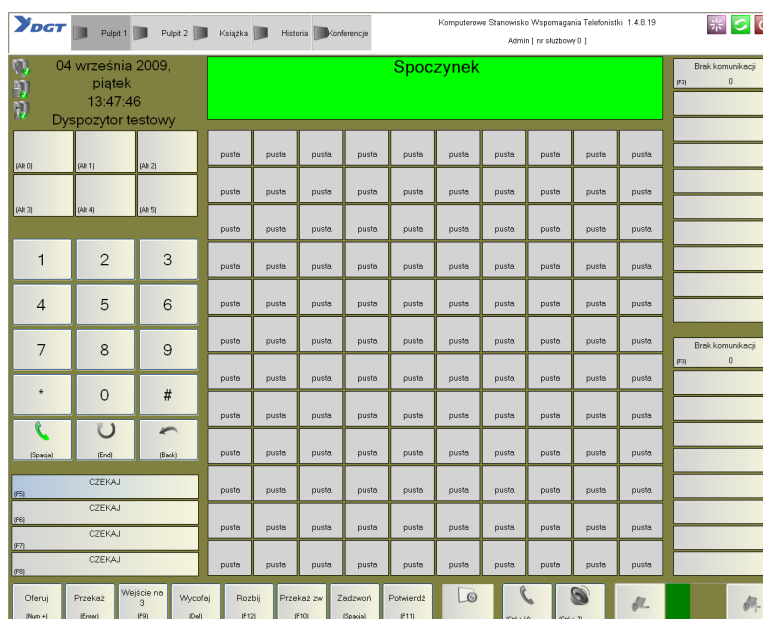
DGT 3791 terminal is an ergonomic and easy to use tool for each telephone attendant or dispatch attendant. They constitute the best solution in places where efficient and fluent support of incoming calls is the key parameter of efficient operation of the company or institution. The terminal's basic components include a touch screen (15"-22") which supports call and service management, and a microtelephone.

The most important component of the terminal is a modern application of the Attendant Console/Dispatch Support Computer Workstation handled through a touch screen. Its configuration flexibility combined with a complete visualization of the handled operation status, easy access to a central telephone book resources, access to the call log and conference call lists enable perfect work organization of the attendant console/dispatch workstation.

The key features of the Attendant Console/Dispatch Support Computer Workstation application:

- supports call queues (special panel)
- hot line keys
- call order office
- supports viewing call logs
- forwarding history
- integration with a Central Telephone Book
- managing conference calls

This uniquely flexible application supports any chosen layout of the function panels, keys, and other elements. Their size and content may be changed, plus the color and fonts may be modified.



DGT-IPnova system provides users with a wide range of VoIP and TDM digital terminals and user friendly CTI applications supporting and facilitating work with the system. Thus, system users may adjust their workplace to their needs: starting with the simplest digital terminals granting access to basic system features and applicable to most employees, finishing with the most advanced sets equipped with color touch screens which may be expanded by adding optional keypad expansion modules, constituting a basis of each secretary's office or reception.

User terminals



Nowadays modern technology brings completely new possibilities related to building corporate communication networks. Building such infrastructure does not require expenditure plus its exploitation and maintenance is cheap. Due to **DGT-IPnova server** features and VoIP technology networking remote branch offices becomes easier than ever before. Depending on the branch office size it is possible to build systems based on many networked **DGT-IPnova** systems using VoIP, or connecting remote terminals directly to a central system.

In **DGT-IPnova** system mobile communication is ensured by the wireless communication system in DECToverIP and VoWLAN standards (at the company's site) and by mechanisms integrating corporate communication with GSM communication (outside the company).

The system offers unique solutions for building communication sub-system utilizing the DECT standard. Base stations are connected directly to the IP/Ethernet corporate infrastructure which facilitates system installation and development. Two basic types of base stations are offered – DECT and DECT/WLAN. DECT/WLAN type, apart from supporting DECT terminals, is a standard wireless WiFi access point. They support dedicated VoWLAN type terminals and modern two-function GSM mobile phones. In case of GSM phones, detecting an available WiFi corporate network results in an automatic log in to DGT-IPnova system (available on particular GSM phone models).

Thanks to the system's integration with the GSM network, employees do not have to use two separate phone numbers (office, mobile phone). They have one phone number and their calls are directed to the office phone and a mobile phone number depending on the needs.

The recording module enables recording all necessary calls. This module may be used for the consumer service quality control, for recording important calls to play them back and analyze or archive all information incoming and outgoing from the company.

Along with the **DGT-IPnova server** we offer our own advanced and user friendly DGT Intar metering system. The application is easy to configure and gives quick access to data because it operates online granting access via web browser.

The key features of the application:

- managing users and clients
- various ways of charging calls
- robust system of discounts
- creating reports and printouts
- issuing VAT invoices
- call statistics including the module of extended statistics for dispatch consoles
- traffic analysis for the selected lines
- querying, filtering and sorting mechanisms
- subscriber access to their private records and invoices via Internet

Corporate communication
– one system, many branch offices

Wireless communication
– a basis of user mobility

Call recording

The metering system



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