

Video Contact Centre

- **Powerful Call Handling Capabilities**
- **Wide Compatibility**
- **Flexible Management Options**
- **Multi-Way Calls (MCU)**

The AuPix video contact centre offers a complete solution to manage all of your company's audio and video calls. It combines a number of powerful call handling processes including:

ACD (Automatic Call Distribution) enabling video contact centre agents to serve one or more queues and have calls distributed to them with full performance reporting and supervision.

IVR (Interactive Video Response) empowering the user to create bespoke video messages and routing logic based on customer demands. Users respond to video prompts using their keypad and are then routed through multiple selection layers as required by your organisation.

Hunt Groups/Ring Groups which link a group of telephones or videophones to ring in sequence or together.

Queues with audio and video prompts to reassure the caller with their position in the queue and the anticipated time to answer.

Featurephone capabilities allowing calls to be held, transferred, and forwarded around the organisation.

Video Mail including personal outgoing messages, central storage, local or remote retrieval and e-mail prompts for user collection.

Video Relay (optional) enabling the extension of video calls made into agents to include extra participants- as used for remote sign language interpretation.

MCU Conferencing for group audio and video calls of up to nine participants in switched (single view) or continuous presence (multiple view) mode.



AuPix's Video Contact Centre is widely compatible with most video and audio devices. It supports the industry standard SIP protocol allowing communication with an extensive range of videophones, set-top boxes, soft phones and SIP telephone handsets. An integral H.323 gateway ensures compatibility with legacy videocommunication equipment. The system is capable of transcoding between incompatible standards.

Open standards techniques are used to enable easy firewall traversal for remote devices. For example home based agents with a SIP telephone or videophone can offer the same services as office-based agents over a home broadband line.

Management of the system may be performed remotely through a web browser enabling flexible configurations such as collocation. The system maintains a log of CDRs (Call detail records) and call diagnostics to enable easy troubleshooting where required. The system also provides the capability to centralise phone settings and management, together with a central directory.

Several hardware configuration options exist to enable multiple trunks over T1, E1, analog and IP networks, load balancing, failover, and different MCU configurations.

AuPix provides an expert technical support and remote commissioning and monitoring service for a professional service deployment.

Technical Specifications

Communications Protocols Supported

- SIP RFC3261, SDP RFC 2327
- Video ITU-T H.323
- Video H.264, H.263, H.261
- Audio G.711, G.722, G.729
- NAT/ PAT and firewall traversal support
- SIP Call extensions and DTMF signalling

System Performance/Resolution

- 4CIF video (704 x 576 pixels)
- CIF video (352 x 288 pixels)
- QCIF video (176 x 144 pixels)
- VGA video (640 x 480 pixels)
- QVGA video (320 x 240 pixels)
- CIF/QVGA/QCIF at 30 fps (at 384kbps)
- Bandwidths between 128kbps and 2Mbps

Communication Ports

- 2 Ethernet 10/100/1000 interfaces

Software Features

- PBX (SIP audio and video calls).
- SIP registrar
- H.323 gateway
- MCU (Switched, 10 user)
- ACD (Video Relay Service)
- Full SIP feature phone options
- User-programmable IVR processes
- Real-time online statistical reporting
- IP Address, H.323, or SIP E.164 alias dialling
- CLID & CLIP support with rules based routing
- Out of hours diversion and programmable options
- 4 Line backlit LCD status display

Client Contact Centre Utility

- Clients supported: AP-100; PC Soft Client
- Log On/Off, Call Relay, Conference, Request for relief, Mute any participant.

Supervisor Features

Agents online, Agent times, Calls Waiting, Calls Abandoned, Agent call duration, Hold time, Service level and performance, Agent call monitoring and intervention, queue statistics.

Management Features

- Secure Web Server for local or remote configuration and management.
- CDRs in PDF or CSV format.

Power

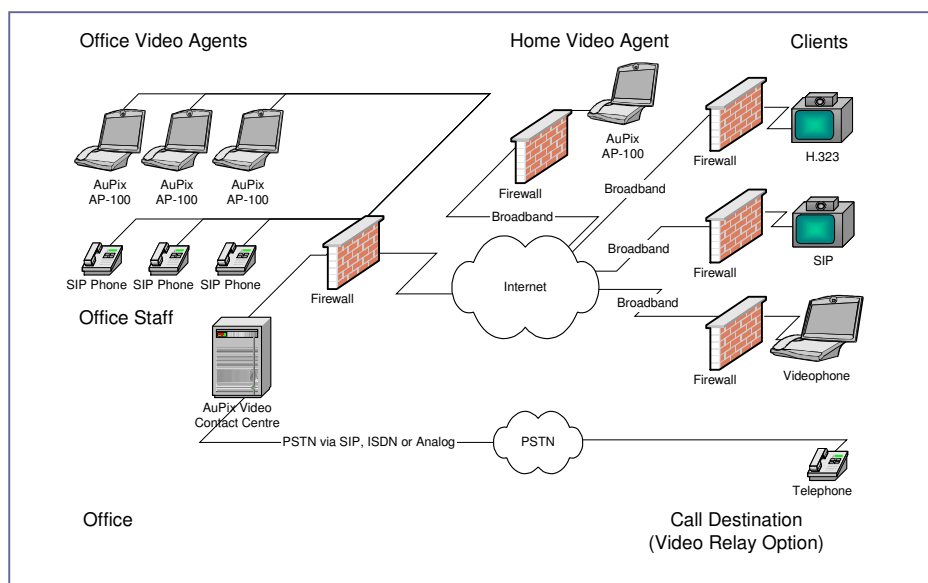
- Power consumption < 600 Watts
- External 10-240 VAC/ 50-60Hz

Physical & Environmental

- 19" W x 2 RMU H x 500mmD
- Weight 9.8 kg
- Temperature
 - Operating 0°C to 40 °C
 - Storage -10°C to 60 °C
- Humidity
 - Operating 20% to 90% (non-condensing)
 - Storage 10% to 95% (non-condensing)

Optional Hardware

- Analog Trunk 4 port (4 calls)
- 4 BRI Trunk Card (8 calls)
- PRI Trunk Card (30 calls)
- Dual PRI Trunk card (60 calls)



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