Sierra w/o Wires PBX Features

Management Interface

Extendable Web based administration console and user voicemail modules are easily accessible and user friendly.

Virtualization Support

The PBX is implemented fully in software and can run on any virtualization solution just as easily as bare metal. We offer a cloud / hosted implementation that is fully virtual.

Time Conditions

Rules can be put in place to route calls differently depending on time and / or day of the week. This allows for robust call routing for "after hours" among other possibilities. Time conditions can be applied to internal calls, external calls, or both.

Call Concurrency

There are no artificial concurrency limitations. Proper hardware specification and configuration ensures that you have as many concurrent call paths as you need (or as provided by your SIP trunk service provider).

Queues and Ring Groups

Queues and ring groups can be used to handle calls to a group of extensions. There are a myriad of configuration options to allow customization of group calls to just about any set of behaviors that can be conceptualized. Features such as IVR breakout, hold time tracking, ring strategy, and statistics make queues and ring groups suitable for any setup from a simple team ring group to a large scale call center queue.

Conferences

You can create as many conference call numbers as you need. There is no limit on maximum conference call participants by default, but there is a configuration option available for it in case you would like to impose a limitation. Options can also be set for greeting messages, announcing, and recording.

Paging and Intercom

Call an extension and force immediate pickup (phone will automatically go to speaker phone) with two way audio, or broadcast a message to many extensions. Aastara, Grandstream, Linksys/Sipura, Mitel, Polycom, Snom, and many other phones are supported.

Call Recording

Call recording can be configured for extensions, groups, conferences, etc. for monitoring purposes.

BLF Provisioning

BLF lights indicating extension status on phones can now be provisioned automatically.

Directories / Dial By Name

A global phone book of all extensions is automatically created. This phone book can be customized, or custom phone books may be created.

Remote Phones

Phones supporting OpenVPN can be configured for secure remote access.

T38 Fax Support

Convert incoming faxes to email or pass to an ATA device for interpretation by a fax machine.

Parking Lots

Allows for calls to be parked on virtual extensions, allowing them to be picked up by other phones or agents as they become available.

Endpoint Management

Manage phone templates and individual phone configurations. This allows for simple and automatic phone provisioning and supports a broad spectrum of manufacturers and models.

Inbound and Outbound Routing

Create advanced routing rules for both inbound and outbound calls. You can direct calls based on the source or destination number.

Audio Codec Support

Support for the following audio codecs:

- gsm
- ulaw
- alaw
- lpc10
- speex
- g722
- g729
- g723
- siren7
- siren14
- slin
- g726
- adpcm
- ilbc
- g726aal2

IVR

Also known as a "digital receptionist" or "auto attendant", IVRs allow you to answer calls with pre-recorded messages and present simple or complex menu structures to the caller to ensure that they reach the appropriate person or department (or ascertain the information they need such as office hours from pre-recorded messages).

Softphone Support

Any standards compliant SIP or IAX2 software phone is compatible.

Call Detail Reporting

Drill down on call detail based on any combination of date range, caller id, destination, duration, and disposition. Reports can be displayed as a table, graph, and / or exported to CSV.

Feature Codes

There are dozens of feature codes that can be dialed from a phone to perform different operations on its extension or on the PBX. For example, numbers can be blacklisted, users can be logged on and off of queues, incoming calls can be simulated, and much more. Contact our telephony team for a full list of feature codes.

Voicemail

Voice messages can be left for an unavailable extension. Voicemail can also be a direct destination based on routing rules, time of day, queue wait time, etc. Whenever a new voicemail is available, an email notification can be sent to the user or group that owns the extension, optionally with the message attached as a WAV audio file. Users can check their voicemail from their phone using feature codes or a "messages" button or via the Web-based voicemail system.

Backup and Recovery

Backups of any or all configurations and data to include settings, voicemail, CDR, and audio recordings can be backed up on a schedule or schedules. Backups can be stored locally or pushed to a remote location via Email, FTP, MySQL, or SSH.

Blacklisting

Numbers or caller IDs can be blacklisted to reject all calls from that number.

DISA

Direct Inward Service Access (DISA) allows users to call into the PBX and use it to dial out so that it appears that their call is originating from the PBX. This is useful for masquerading cell phone or home phone numbers as a normal outbound call from within the organization. DISAs are password protected and can be implemented with their own direct dial via inbound routing or as a hidden IVR option.