



CompletePBX

CXE, CXR & CTS Series of Business Telephony Solutions



What Is CompletePBX v.3?

It is a comprehensive business telephony solution with no per user license fees! **Standard** features include:

- **Simple Management**
 - desktop call management
 - visual voicemail
 - browser-based administration
- **Efficient Communications**
 - smart phone integration
 - unified messaging
 - presence management
 - conference bridges
 - video calling
- **Inbound Call Center / Customer Service Aids**
 - call recording
 - graphical call reporting
 - integrated chat
 - unlimited auto attendants



CompletePBX: How it Differs from XR/XE

- Increased security and protection
- Streamlined maintenance
- Enhanced user experience
 - Launch pad
 - Permission-based views
- Built-in entry-level inbound call center
 - Upgraded dashboard
 - Most popular features are standard
 - Includes call statistics reporting



Complete Solution from Single Mfr

- Enterprise level VoIP PBX solution, based on an open source platform, provided by a single manufacturer
- Relevant for large companies that are unfamiliar or skeptical about open source software
- Sold only through a certified channel
- Equivalent to market leader systems, such as Avaya, Cisco, Mitel
 - But without the high price tag



Increased Security and Protection

- Intruder lockout (Fail2Ban)
 - System blocks intruder's IP address after repeated attempts during user-specified time frame
- Customized firewall protection
- Blacklisting
 - Blocks external calls from specific numbers
- Extensions routing controls
- Outbound call limit (CXE & CTS series)



Streamlined Maintenance

- Advanced upgrade settings
 - System allows single-point access for updates
 - Free upgrades under terms of XTAP service agreement
- Preserves old settings
 - During update the system keeps the old settings while adding the new
- Simple procedure for adding modules
 - Purchased
 - Custom development



Enhanced User Experience: Launch Pad



The screenshot displays the Xorcom Complete PBX 3.0 user interface. At the top center is the Xorcom logo. Below it is a red wax seal with the text "COMPLETE PBX 3.0". A red ribbon graphic curves across the middle of the page. Below the ribbon are four circular icons representing different user functions: Administration (wrench), My Extension (phone), My Switchboard (person), and Call Center Statistics (bar chart). Below each icon is its corresponding label. At the bottom of the interface, it states "Powered by Xorcom" and "FreePBX is a Registered Trademark of Bandwidth.com, All Rights Reserved".

Custom-defined System

- System is divided into four different user roles based on authorization level (can be modified)
- Username / Password determines which options are displayed, hiding irrelevant sections
- Facilitates system configuration
- Prevents unwanted modifications to system settings
- Full root access allowed selectively

superadmin	admin	superuser	user
Xorcom Distributor	Xorcom Dealer	I.T Manager	End User
Admin	Admin	Admin	Admin
Administrators	Administrators	Administrators	Administrators
Backup & Restore	Backup & Restore	Backup & Restore	Backup & Restore
Blacklist	Blacklist	Blacklist	Blacklist
Custom Destinations	Custom Destinations	Custom Destinations	Custom Destinations
Custom Extensions	Custom Extensions	Custom Extensions	Custom Extensions
Feature Codes	Feature Codes	Feature Codes	Feature Codes
Module Admin	Module Admin	Module Admin	Module Admin
System Admin	System Admin	System Admin	System Admin
System Recordings	System Recordings	System Recordings	System Recordings
System Speed Dialing	System Speed Dialing	System Speed Dialing	System Speed Dialing

My Extension

- Accessible by any defined user
- Each user sees/manages own extension only
- Increases productivity & availability: never miss a sales call!
- Options
 - **Call Monitor** to review call log
 - **Voicemail** to play and download voicemail
 - **Fax** to send a fax (requires Outbound Fax option)
 - **Feature Codes** lists available feature codes
 - **Follow Me** defines Follow Me behavior
 - **Phone Features** menu defines phone features
 - **Define VmX Locator**
 - **Settings** sets language and notification settings



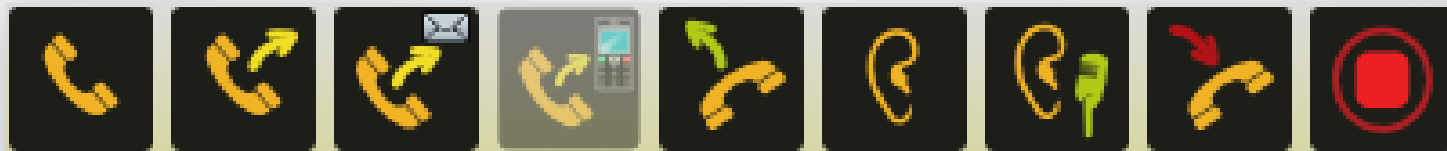
Built-in Entry-Level Inbound Call Center

- Improve customer service
- Browser-based switchboard for:
 - the receptionist
 - training employees
 - monitoring employees
 - call center functionality



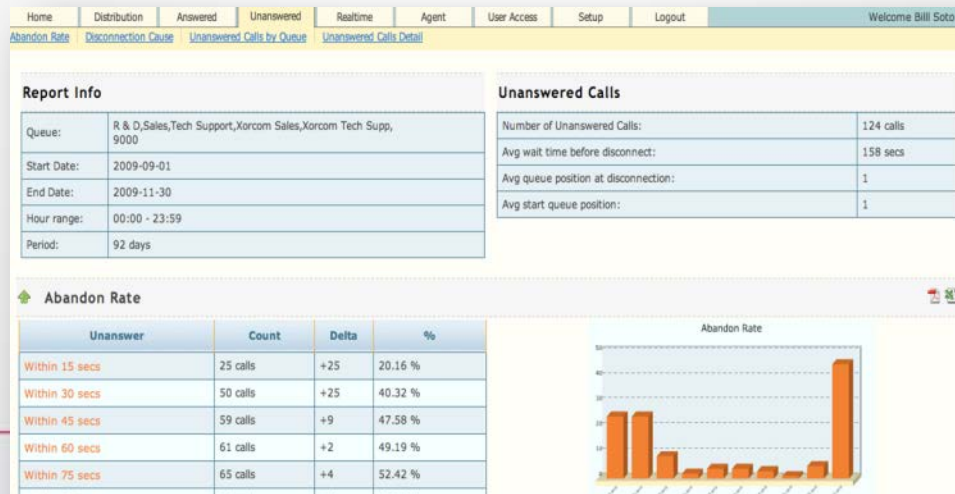
Upgraded Dashboard with More Options

- Quick Status Check
 - Who's free
 - Length of current call
 - Identification of call party
- "Listen"
 - Listen to calls in progress
 - Great for quality monitoring
- "Whisper"
 - Speak with staff during call without interrupting the conversation
 - Great for training
- Internal dialogue
 - Consultation between staff during calls



Call Center Statistics Reporting

- Great for monitoring activity to improve efficiency of organization / employees
- Two versions are available:
 - Lite - Default on all CompletePBX systems
 - Pro - Add-on module for CXE, CTS series



Call Statistics Module Comparison

- Lite & Pro

- Answered
- Unanswered
- Distribution
- Service-level
- Charting
- Import/Export



- Pro Only

- Real-time
 - Queue Summary
 - Call Waiting Detail
 - Agent Status
- Search
 - CallerID
 - Agent
 - Queue
 - Period
 - Duration
- Customization options

What is X-TAP?

- The telephone system is the life-line of a business; customer needs uninterrupted telephone communications
- X-TAP is a premium support agreement for CompletePBX (HW+SW) that guarantees customers will receive excellent coverage at reasonable cost
- All CompletePBX are sold with at least 1 year
- Pricing is system-based (not per user)



Sample Service Agreement Certificate



hereby certifies that this

CompletePBX

*with serial number: **X107225***






is covered under the Xorcom X-TAP agreement for the period

28-May-13 to 27-May-14

Visit the Xorcom Web site (www.xorcom.com) for X-TAP agreement terms and conditions.



cPBX Models: Software Specification

	CXR1000	CXR2000	CXR3000	CXE2000	CXE3000	CTS2000	CTS3000
Specification							+ 
Linux (Centos 6.x 32-bit)	✓	✓	✓	✓	✓	✓	✓
64-bit	✗	✗	✗	✗	✓	✗	✓
FreePBX	2.10	2.10	2.10	2.10	2.10	2.10	2.10
Asterisk	1.8	1.8	1.8	1.8	1.8	1.8	1.8
Fail2ban Security Protection	✓	✓	✓	✓	✓	✓	✓
Rapid Tunneling	✓	✓	✓	✓	✓	✓	✓
Emergency Routing Module	✓	✓	✓	✓	✓	✓	✓
Advanced CDR Reporting	✓	✓	✓	✓	✓	✓	✓
Call Recording (pre-configured and on-the-fly)	✗	✓	✓	✓	✓	✓	✓
Extensions Routing Controls	✓	✓	✓	✓	✓	✓	✓
Outbound Call Limit	✗	✗	✗	✓	✓	✓	✓
Outbound FAX	✗	✗	✗	✓	✓	✓	✓
TwinStar (hot failover) Support	✗	✗	✗	✗	✗	✓	✓
Call Center Functionality							
Concurrent Call Center Agents	✗	25	60	25	100	25	100
Switchboard (FOP2)	✓	✓	✓	✓	✓	✓	✓
maximum buttons	15	15	15	Unlimited	Unlimited	Unlimited	Unlimited
with Instant Messaging (IM)	✗	✗	✗	✓	✓	✓	✓
with Voice Mail Explorer	✗	✗	✗	✓	✓	✓	✓
Statistics Reporting (Lite)	✓	✓	✓	✓	✓	✓	✓
Statistics Reporting (Pro)	✗	✗	✗	O	O	O	O

Current Offering (XE/XR Series)

- Still has its place in the portfolio:
 - Field-hardened; documented success of many satisfied customers over the years
 - Cost-effective solution
- Xorcom will continue to offer and support telephony solutions based on Elastix




In Summary: CompletePBX USPs*

- **No per user license fees** for feature-rich GUI: desktop call management; call recording; conference bridges; graphical reports; entry-level inbound call center, etc.
- Increased security measures for greater protection against unauthorized use
- Streamlined maintenance for local control
- Enhanced user experience increasing productivity



Marketing Materials

- [Price List](#)
- [Web pages](#)
- [Product brochures](#)
- Presentations
 - [cPBX Introduction](#)
 - [Call Center Functionality](#)
- [Roll-ups](#) 
- [Data Sheets](#)
- [Technical Documentation](#)
 - Getting Started Guides
 - Reference Guide
 - [Access Codes](#)
- Technical Training



**Comprehensive business telephony solution;
No per user license fees!**



Standard in CompletePBX:

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- **Customer Service Aids:** inbound call center functionality; call recording; graphical call reporting; integrated chat; unlimited auto attendants

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THANK YOU

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