pbxnsip Agent Group (PBX-AG)

Product Name: pbxnsip Agent Group (PBX-AG)

Manufacturer: pbxnsip

Model Number: -

Availability: In Stock

You may use an Agent Group to queue the incoming calls and dispatch them automatically to a list of agents. Typical scenarios are sales and support teams which have a homogeneous skill profile. The members of this group are called "agents".

Within one agent group, there may be at most one call in ring back state. All other calls are queued until the ringing call gets connected and at least one agent is or becomes available. Even if there are several agents are available, the queue will have only one caller in the ringing state.

The agent group keeps track which extensions are busy and which agents are available. When an agent becomes available, the PBX automatically takes the next waiting call out of the queue, rings the agents and puts the call in ring back state.

Agents can be logged in or out. If they are logged out, the PBX will not dispatch calls to an agent group to them, but it will include them in regular calls and calls to hunt groups.

The difference between agent groups and hunt groups is that the calls in the agent groups are processed one after another, while the hunt group overlaps the processing of the calls. Hunt groups resemble multiple registrations.

pbxnsip Components

pbxnsip Component*
Order Code
Description

Domain
PBX-DOM
An instance of the PBX with defined extensions, trunks, auto attendant etc.

Extension**
PBX-EXT
A device that registers the PBX e.g. IP phone, softphone, etc.

Auto Attendant
PBX-AA

An extension that automatically answers calls and facilitates call transfers

Calling Card
PBX-CC
An account that makes it possible to place outbound calls from the PBX.

Hunt Group
PBX-HG
A grouping of extensions set up to receive calls in order if a line is busy.

Paging Account*
PBX-PA
A one-way audio communication from one caller to a large group of listeners.

IVR Node
PBX-IVR
An account that allows a telephone caller, to select an option from the menu.

Agent Group
PBX-AG
A queue for incoming calls that allows foir dispatch to a list of agents.

Conference Room
PBX-CR
A PBX account acting as a simple conference for multiple participants.

Trunk
PBX-TRK
A connection used to interface with devices that are not registered with the PBX.

Recording
PBX-REC
An option of the PBX that allows for inbound and outbound call recording.

CDR Reporting
PBX-CDR
An option of the PBX that allows for Call Detail Records to be used for billing.

SIPS Security
PBX-SEC
A security option of the PBX that secures calls using TLS, SRTP, and SDES.

Co-Lines
PBX-CO

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CO-Lines are associated with trunks, Each trunk may have several CO-Lines.

Low rate Codec
PBX-LRC
A voice comprehension algorithm that compresses voice audio down to 8Kb/sec.

*What is an Account?

We are using the term account to be any of the following: Auto Attendant, Conference, Hunt Group. Agent Group, Calling Card, Paging, Service Flag, and IVR Node. The customer can choose to configure the PBXs accounts so as to meet their needs. You cannot create accounts beyond the number you are licensed for.

**What is an Extension?

An extension is a special account type that has a phone and a mailbox associated with it. An extension can have multiple phones connected to it with the same extension number.

*The pbxnsip components above can be added to the base bundles found on pbxnsip Software IP PBX Section
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