ICX

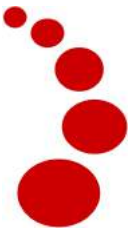## UC & Cloud PBX

With Cloud ICX, you have all tools needed to offer enterprise PBX, video, presence, instant messaging, contact center solutions, and mobility.

IXICA

ICX Features for Users

IXICA ICX is a business phone and Unified Communications system designed to meet the demands of the most exigent and successful businesses.

Benefits

Always available	A Unified Communications system that enables you to make voice and video calls, use conferencing, mobility, presence, IM, and other features.
High savings	Save big on your telephony bill with intelligent call routing. No matter where you are, your calls are routed so that you can benefit from minimized costs.
Anytime, anywhere	ICX sets you free from your desk phone, enabling you to take calls at any time and anywhere. With customizable incoming call rules, you decide where and when to be reached.
Better sales and customer service	The system acts as a smart contact center. You can track the number of calls, call duration, how agents performed, and much more. The result: more satisfied customers.

Advanced telephony features

Call encryption	Security and privacy should be a priority for every company. ICX uses a simplified encryption setup and supports a wide range of media encryption standards such as SDES and DTLS-SRTP.
Call forwarding	When you're not at your desk be sure not to miss important calls. With ICX, you can forward a call to another extension, to a landline, and even to your mobile phone.
Call waiting	Using the call waiting feature, you can answer other incoming calls while you are in another conversation. Incoming calls will not get rejected, and your callers will not hear the Busy signal.
	How to use Call Waiting To activate call waiting on your extension, dial *71. To deactivate call waiting on your extension, dial *70.

Call hold	ICX also supports on-hold calls. You can put incoming calls on hold and have them transferred to other extensions using the keypad. Also, you can personalize the music on hold.
Call transfer	Easily transfer calls using the phone keypad. Transfer calls to your colleagues' extensions, or even to public phone numbers. Both blind and attended transfers are supported. *How to use Call Transfer* For blind or cold transfers, where the call is transferred to given party, without any prior notice: Press #1 followed by the extension number where you want to transfer the call. For an attended or warm transfers, where the call is placed on hold then forwarded to a specific person: Press *2 followed by the extension number. The call will be put on hold and the system will place another call to the extension you selected. When you hang up, the call on hold will be automatically transferred.
Call pickup	Pick up calls ringing your colleagues' extensions. For example, your secretary can answer another employee's phone without leaving her desk. *How to use Call Pickup* To pickup the first call ringing, dial *21. To pick up the call from a colleague's extension, dial *21 followed by your colleague's extension number (for example, *21102). *Tip! You can also dial the last missed call, organization-wide, by dialing *66.*
Call parking	The feature is very useful when you want to put multiple callers on hold and then allow these callers to be picked up by somebody else. Calls can be parked in a private lot and picked up later, according to the parking lot preferences.

How to use Call Parking

To park a call, pressing #2 on your phone's dial pad and the system will announce the position of the call in the parking lot.

To unpark the first call in the parking lot, dial *221 on the phone keypad.

To unpark the last call in the parking lot, dial *229.
If there are several calls in the parking lot, you can choose the one you want to pick up. If you already know the position of the parked call, dial *225 followed by the position

If you don't know the position of the call in the parking lot, dial *225 from your phone keypad and the system will inform you about the Caller-IDs and their position in the parking lot.

Call recording

Record important calls as part of customer satisfaction improvement programs or for abuse prevention. Both incoming and outgoing calls can be recorded on demand or automatically. Call recording can be event-driven (upon the press of a button) or unconditional (set up by management).

How to use Call Recording

If call recording is set up to be event-driven, when in a phone conversation, you can start recording calls by pressing *1.
If you wish to stop recording calls, press *1 again.

If you have access to ICX's interface, you will be able to search through and listen to all your recorded calls under Assets >> Recorded Calls.

Call cascading

With call cascading enabled, a call will be forwarded to other extensions if not answered within a predetermined amount of time, ensuring that someone will take the call, even if the initial extension didn't answer.

Do not disturb

When you are busy, make sure that nobody disturbs you. This feature can be activated and deactivated straight from the phone terminal.

How to use Do Not Disturb

Press *78 to activate the Do Not Disturb option.

	Press *79 to deactivate the Do Not Disturb option.
Voicemail and voicemail2email	Never miss important messages when you're out of office! You can personalize your voicemail using custom greetings (i.e. busy, unavailable, out of office, etc.) and you can access messages over the phone, remotely or in your inbox; voicemail messages can be sent to your email address as sound files. *How to use Voicemail* Dial *95 to manage your voicemail messages or *950 to enable/disable the voicemail feature on your extension.
Anonymous calling	Activate this option on your extension to hide your CallerID for outgoing calls. *How to use Anonymous Calling* To activate anonymous calling on your extension, dial *85. To deactivate it, dial *65. **Authorization to reach extension** Make sure that only important calls reach you! This feature ensures privacy by requesting the caller to provide a password before he/she can contact your extension.
Cascade - Find me/Follow me	Never miss a phone call again. No matter where you are - in the office, at home or on the move, when a caller tries to reach you, ICX can be configured to ring all your devices at the same time: deskphone, landline, or mobile phone.
Presence	You can easily spot if your colleagues are on the phone or busy before transferring them a call. Phones can display the status of the other extensions in the company using multi-color LED buttons. For instance, the receptionist will know before transferring a call that the manager is on the phone.
Video	Take full advantage of Unified Communications using ICX. When voice is simply not enough, you can make video calls using or a softphone on your PC/laptop.
Incoming call rules	Take control of your call flows. Filter incoming calls based on CallerID and time of call, using rules that can perform a set of

	predefined actions, such as transfer to certain destinations. The ICRs improve privacy protection, automate tasks and increase user productivity.
Faxing, fax2email, and fax center	Effortlessly send and receive faxes, even on poor quality connections. The fully-featured fax server can receive and send faxes over email or using the web management interface.
Conference center	Businesses can schedule conferences and have multiple conferences on their conference number. ICX supports one-time conferences as well as recurring conferences. Conference participants can authenticate when they connect to the conference server. Real-time conference utilization reports are available in the interface.
Dedicated voicemail number	A fast and affordable, yet centralized access to your voicemail from public phone networks. Your company can assign a special phone number that you and your colleagues can call from a public number in order to check your voicemail messages.
Intercom/Paging	The new Intercom and Paging features are highly customizable, allowing an extension to broadcast messages to groups or to particular extensions. The phone system administrator of a company deploying ICX can set up what extensions are allowed to use Intercom and Paging.
IVR (Interactive Voice Response)	Create complex auto-attendant voice menus with multiple contexts, options, and actions that improve front-office activities. An indispensable business tool that substantially reduces costs and increases customer satisfaction.
Call screening	Banks, insurance companies, or even small companies can use call screening in order to comply with local regulations and to guarantee customer satisfaction. The system can accommodate millions of numbers in the filtering list.
Call queues	Call queues can answer multiple calls and distribute them to agents using sophisticated algorithms. Used by sales, customer service or support, they maximize the company resources utilization, improve customer satisfaction and even guarantee SLA terms.
Call monitoring, whisper, and barge in	Listen to conversations, whisper to agents or barge in the call when needed. This feature proves particularly useful when training new employees or assisting them.
Local and remote call agents	Your local agents can log in to one or several queues at the same time and start helping your customers right away. You can also turn your best agents into supervisors, so they can help train other agents.

	Since ICX also supports remote agents, your agents do not need to be in the office to assist your customers. All they need is access to a desk phone or softphone. Once authenticated, they will start receiving calls from the queue.
Office hours	Set up time intervals on the system. When out of office or on vacation, the system can automatically transfer calls to your voicemail or to a mobile device.
Sound file and music on hold	Personalize your calls with your own music on hold and sounds. Sound folders and sound languages can be easily managed straight from the interface.
CallNow / Click2Call	Have the Cloud connect you to your customers, partners or friends with just one click. Publish a link to your extension on the website or include it in an email signature. Whenever someone clicks it, the system will instantly place a call between your extension and your visitor or email recipient. These one-click phone calls are proven to improve customer satisfaction!
Directory listing / dial by name	With the Dial-By-Name directory, your customers can find the person they are looking for by dialing their first or last name and they will be transferred to them immediately.
Extension virtualization	Hot-desking is easily achieved with extension virtualization. Any phone line in the system can be virtualized, enabling your teams to work in shifts and share the same desk and physical phone, while using their individual extension.

Reduce costs without compromising level of control!

Mobility	Call from anywhere, at any time, using any device. Use your extension on your smartphone as if you were in the office.
Advanced call reporting	ICX includes a wide range of reporting tools for administrators and management. The Advanced Call Reporting is comprehensive, allowing you to monitor user activity, bill customers from third-party applications or determine call queues flows.
Limit calls per user	ICX's charging engine allows you to restrict international calls for employees and reduce risk and costs if the system is used without permission.

ICX Features for Contact Centers

ICX is a comprehensive cloud communications platform that can do it all: quick and efficient delivery of enterprise PBX, Unified Communications (voice, video, presence, instant messaging, faxing), contact center, conferencing and business mobility services. It has the ability to transform any contact center for the better. If you're a contact center provider thinking about how you can reinforce your portfolio of offerings, keep on reading to learn about ICX's contact center features and benefits.

Benefits

- Distribute calls to agents based on their availability and improve customer experience with inbound call routing and IVR

- Improve agent training and performance through advanced reports, monitoring and whisper

- Increase flexibility and mobility with features such as FindMe/ FollowMe, extension virtualization, call routing customization

- Keep calling costs as low as possible with VoIP technology and smart call routing

Contact Center features

Smart call queues	ICX's call queues ensure that when all your agents are busy, calls will be kept on hold. Multiple options for call distribution are available so that you can choose what best fits your business. This includes ring all, least recently called, fewest calls, round robin with memory, ring members in the adding order, random, random with member penalty.
	You can also provide an improved customer experience with history-based queue routing. When this feature is enabled, queues will first attempt to connect your callers to the agent they last talked to. This way, customers spend less time on the phone and agents are more efficient.
	Other smart queue features:
	Announce how long the customer has been waiting in the queue Announce the customer's position in the queue
	Exit to operator on key press

	Transfer a call to a manager if the customer has been waiting in the queue for an extended period of time
IVR	Always ensure that the call is directed to the right department. The easy to use and configure IVR system directs callers to the appropriate department and simplifies call management, saving your company time and money. With the advanced Call Interactive web service, you can even interact with the system every time the IVR places, receives or terminates a call. Integrate your IVR with customer support and payment applications or apps that make transfers to a specific resource based on customer behavior.
Monitor, whisper and barge in	Gain better control of how your call center works by enabling your supervisors to listen to active conversations with call monitor. Queue supervisors can also whisper to agents or barge in the call when needed. This feature proves particularly useful when training new agents or assisting them.
Call recording	You can record phone calls automatically or on-demand, just by dialing a code during the phone conversation. Store agent calls to help with their training or review them at a later time.
Call control	Your agents have all the tools they need to provide great customer service, including hold, mute, park, call transfer (blind or attended transfer) and call forwarding.
Call screening	Calls can be easily filtered by destination, while complying with local regulations and increasing customer satisfaction.
Dial by extension	When calling through the IVR, inbound callers can reach specific agents directly by entering the agent's extension number
Local agents	Your local agents can log into one or several queues at the same time and start helping your customers right away. You can also turn your best agents into supervisors, so they can help train other agents.
International numbers	Use local and toll-free phone numbers from multiple countries. Expand your business globally, have agents on each location or even enable calls to be received on international phone numbers routed to your local agents.
Custom sounds	Use your own music on hold and sounds, manage sound folders and sound languages.

Mobility features

Remote agents	Your agents do not need to be in the office to assist your customers. All they need is access to a desk phone or softphone. Once authenticated, they will start receiving calls from the queue. The call confirmation feature prevents automatic call answering mechanisms to get queue calls, which can be an issue when the agent is using a mobile phone.
FollowMe (Cascade) function	Thanks to this smart incoming call rule, every time a call comes in, your phone in the office, your home line and mobile phone will ring at the same time. Empower your mobile workforce and ensure that calls reach your agents, no matter where they are.
Extension virtualization	Hot-desking is easily achieved with extension virtualization. Any phone line in the system can be virtualized, enabling your teams to work in shifts and share the same desk and physical phone, while using their individual extension. Reduce costs without compromising your level of control!

Reporting and integration

Advanced reporting	The Call Queue Reports and Statistics function can help you optimize human resources and business processes, quantify performance indicators, including call reports, answered/unanswered calls, call distribution, agent reports, status reports, and much more. Additionally, you can extend monitoring and reporting based on your needs, through UnifiedAPI .
Autodialer integration	ICX's APIs facilitates integration with an autodialer solution of your choice.
CRM integration	Through the powerful APIs, you can integrate ICX with any CRM you like. Integrate phone, fax, and instant messaging with CRM business applications to simplify management processes, increase agent productivity, and customer satisfaction.

IXICA