



## Voice Services

### MTALK PBX

**MWEB Business's MTALK is a sophisticated PBX solution that is ideally suited to any business wishing to install or upgrade their telephony system in order to benefit from the cost-savings of the Webcall packages.**

Based on either the Avaya IP500 or the VBX Asterisk systems, MTALK PBX is a scaleable and modular IP telephone system designed to meet the needs of home offices, businesses and networked offices for small and midsize organisations for between 2 and 1000 extensions. It gives growing companies a complete solution for telephony, messaging, mobility, networking, conferencing, recording, contact center and unified communications.

#### Product features

MTALK PBX addresses basic telephony needs, leverages built-in convergence capabilities and capitalises on robust unified applications to deliver intelligent communications to your users and customers. It simplifies processes and streamlines information exchange within your companies systems to create simple and effective communication experiences.

The MTALK PBX phone system supports a wide range of telephones, but the Avaya 5400 Series Digital phones and 5600 Series IP phones have been specifically designed to work with its IP Office hardware and software set-up. All IP500 hardware is flexible, simple to configure and install and can scale up to 275 telephones with Analog, BRI, PRI or SIP trunks through a stackable, modular approach. You only pay for what you need, and the system can be affordably upgraded as and when your business dictates.

Built-in networking capabilities enable MTALK PBX to work seamlessly between multiple locations or branches, supporting centralised management, voicemail, intelligent call routing and call conferencing. A Hot Desk feature allows login to any extension from any phone, as well as VPN access where necessary. It's simple PC-based Phone Manager Application makes for easy operation and management with functions like speed-dial, transfers, TMS reporting and forwarding.

MTALK PBX delivers full voice functionality with a comprehensive set of features. The IP Office system can be configured as a voice-only PBX, using traditional circuit-switched lines, or as an IP telephony server using high-speed ISDN/PRI dial-up access and/or direct leased line connectivity and/or SIP trunks.

It also includes a robust set of tools for administration (Manager), call tracking (SMDR), system monitoring and diagnostics (System Status Application). The ability for users to manage their own calls is supplied through a simple GUI (Phone Manager). Phone Manager functionality can be enhanced through simple licensing and to support IP softphones.



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#### The following additional applications are also available:

- Synchronizing voice mail messages in an email inbox for easy message management
- Scheduling conferences
- Uploading documents for real-time viewing
- Managing audio privileges for conference calls
- Using agent reporting and wallboards for call centre environments

The Auto Attendant application enables callers to route their calls to the relevant department/person without the need to speak to an operator/receptionist. Receptionists/operators can take advantage of the SoftConsole GUI application to present a professional view of the business to all callers. TAPI (Telephone Applications Programming Interface) support enables IP Office to be linked to Microsoft Outlook and other popular desktop applications for screen pops and PC-based telephony management.

Investment protection is offered through handsets supported by several Avaya platforms, and provides a migration path that is forward and backwards compatible. IP Office supports IP and digital telephone operation, with large display desktop phones with sophisticated screen-driven feature access. Single button on/off control and menu driven displays are available for selected features for ease of use.

#### Product benefits

MTALK PBX combines the reliability and ease of a traditional telephony system with the applications and advantages of an IP telephony solution, helping businesses to reduce costs, increase productivity and improve customer service. It allows you to take advantage of the cost-savings offered by VOIP or SIP telephony, and works seamlessly with PRI, BRI and analogue technology. The system supports analogue, digital, IP or SoftPhones.

Much of the support and maintenance can be conducted remotely, without the need for costly site visits. MTALK PBX's monitoring software detects potential problems before they affect your business, thereby minimising down-time and ensuring that the system always functions as efficiently as you need it to.