

Licence options

Value Pack

IP Telephone Extensions	Linked via IP to TeleWare to provide you with iX-Fone - a softphone application or a desktop handset
Voice2email	Turns voice messages into email attachments and places them in your inbox
Web Assistant	A web-based interface to manage voice and fax messages

Value added capabilities

iX-Console	Upgrade your IP Extension for sophisticated operator control
intelligent Number (iN)	One number simplicity allows each member of your staff to have a single telephone number that routes incoming calls to any available handset - anywhere in the world

The following services require (intelligent Number)

Team Number	Create a wide area team where multiple iN users can group together as a team
intelligent Assistant	Route calls to a designated alternative contact when you are unable to answer
On Demand Call Recording	The flexibility to record calls wherever you work - even from your mobile
Instant Conferencing	Improve your team working by holding multi-person conferences instantly
Presence Manager	Inform your colleagues of your availability status and vice versa

Standalone services that can be added to your IP Centrex service or to any PBX:

Fax2email	Drops faxes into your inbox
Corporate Mailbox	Ensure voice mails are professionally handled
Contact Centre	Manage incoming calls to your business with advanced contact centre functionality such as flexible team membership, customisable queuing, longest waiting agent delivery with wrap-up, virtual wallboards
Auto Attendant	Add a web-based tool to build, modify and maintain your own basic attendant applications
Voice Forms	Extend the functionality of Auto Attendant with Voice Form capabilities which allows information to be left in a more structured manner by inviting the caller to respond by speaking the responses to a series of prompts
Interactive Voice Response	Ensure your Voice Response system is professional and easy to use to satisfy your customers and respond promptly to key callers with functionality rich, multi-level applications