

The logo for SIP:WISE, featuring the text 'SIP:WISE' in a bold, white, sans-serif font. The colon is replaced by a green dot. The background is a dark, abstract image with a grid of white dots and a large, glowing green circular graphic on the right side.

SIP:WISE

FACT SHEET

SIP:WISE
CPBX

CPBX
for Enhanced Cloud
Communication

CPBX

for Enhanced Cloud Communication

Sipwise's very own hosted PBX. A direct add-on module to the C5 Class 5 Softswitch. Installation of the Cloud PBX is hassle-free; no extra hardware needed. Ships with zero-touch phone provisioning service and allows desk phones to be configurable via the C5 self-care web interface.



Hosted PBX for Enterprise Communication

Sipwise CPBX is a truly incredible addition to an existing infrastructure for every service operator and provider. You can offer next generation access and provide cloud communication services to your business clients. CPBX's features include outstanding simplicity and great usability. It is lean and self-sufficient. It scales easily to hundreds and thousands of PBX phone systems, allowing your customers to experience voice over IP and cloud calls.

CPBX PRODUCT OVERVIEW



PBX Services

Providing you with PBX Services: IP PBX and Hosted PBX Sipwise PBX server is a fully featured add-on for a hosted Public Branch Exchange (PBX). It combines Next Generation Network (NGN) technology with turn-key ease of use. Tailor-made for the unified communication needs of small and medium enterprises. It is the system of choice for many NGN providers and operators in Sipwise unified communication solutions. Sipwise CPBX gives the NGN network providers and operators a ground-breaking solution for all business-to-business real-time communication needs.



Platform Design

CPBX is an add-on module to Sipwise C5, activated on existing infrastructure. No extra hardware is required.

Our CPBX module includes a signaling and media engine to provide the extended feature set for SME customers as well as a zero-touch auto-provisioning system for a wide range of business phones like Alcatel Lucent phones, Cisco SPA, Yealink SIP-T, Poly VVX and Panasonic KT-UX.

CPBX



CPBX PRODUCT OVERVIEW



Deployment

The prerequisite for Sipwise CPBX deployment is a running Sipwise C5. The CPBX module can be installed and activated very quickly, allowing you to rapidly extend the market segment to B2B. No need for any extra hardware as well.



Modules

CPBX includes an auto-provisioning server to instantly activate customer phones without the need for pre-provisioning or manual configuration by the end customer. An application server powers a rich set of server-side features suited for SME customers.

CPBX

CPBX PRODUCT OVERVIEW



Performance

Sipwise CPBX follows the same performance specifications as Sipwise C5.



High Availability

High availability is guaranteed by services and data being available on each node of a pair in active and standby mode respectively. Synchronization runs via a dedicated network link between the nodes of a platform pair. Signaling and media connections are preserved in case of fail-over. The Sipwise C5 HA mechanism, extended by CPBX-specific data replication, is used to provide maximum service uptime.

CPBX

CPBX FEATURES

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● Complete C5 Feature Set

Since the CPBX module sits on top of Sipwise C5, all CPBX customers can use the full range of C5 features, like Call Forwards, Call Blockings, Voicemail, Fax Server and many more.

● Auto-Attendant

Our Auto-Attendant functionality features configurable IVR menus. In addition, custom greetings depending on the extension/group called, followed by a menu allowing you to enter an extension (phone or group), can be provided.

● Call Queues

A call queue mechanism allows the customer to queue up a user-defined number of callers towards an extension, letting the calling party know its position in the queue. A configurable wrap-up time is highly beneficial for the customer who is in the extension. It gives the client time between calls.

If the queue gets full new callers are rejected with custom messages, and hunting towards other extensions, groups or applications, like Auto Attendant or Voicemail, can be configured.

● Busy Lamp Field (BLF)

An indicator light on the phone displays the busy status of another extension. Incoming calls can be picked up during call setup by pressing the indicator button ("directed call pickup").



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CPBX FEATURES

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● Ring Groups – Hunting Groups

Multiple phones may be configured to ring in sequential, parallel or random order within a hunt group. Hunt groups can utilize the same features as normal extensions, e.g. call-forwards to Auto Attendants or Voicemail, or playing an announcement within a specific time period. Groups can be monitored using BLF keys and picked up during call setup like normal extensions.

● Music on Hold (MOH)

Music can be put on hold, which is configurable per extension/group with fallback to a default sound file.

● Unattended Call Transfer

Active calls can be transferred to another extension or external number by pressing a blind transfer button and entering the destination. For transfers in progress, music-on-hold can be configured. The call on the transferring party is immediately ended after the transfer is invoked.

● Attended Call Transfer

Calls can be transferred to another extension or external number by pressing a call transfer button and entering a destination. The referrer is being connected to the destination, and can subsequently connect the referred party to the destination while the call is in progress or connected. During transfers the music-on-hold sound configured for the destination is played to the referred party.

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CPBX FEATURES



● Office-Hours Announcement

Office-hour announcements can be configured for specific time windows, as well as call forwarding to voice-mail or a specific extension. The feature is configurable per extension or group respectively.

● Call Park and Pick-Up

Call park is a "non-exclusive hold". It puts a call on hold, available for pick-up from any extension configured at the virtual PBX. A call can be parked by anyone and from any extension using a parking slot number and may be picked up from any other extension which is aware of the slot number. That way, a customer might park the call on her desk phone and pick it up on the mobile phone or at a colleague's desk.

● Fixed-Mobile Convergence

Sipwise Sip:phone for mobile devices may be integrated into the Cloud PBX setup using the Sip:phone Mobile Push Module. The Cloud PBX' Fixed Mobile Convergence functions are extended into GSM, based on the C5 Call-Through Module providing the "one business number" feature to Cloud PBX subscribers.

● CSTA/3PCC

The Sipwise specific implementation of CSTA (Computer Supported Telecommunications Applications) with the respective Third-Party Call Control (3PCC) models based on ECMA-269 and ECMA TR/82 standards provides you with a set of APIs via which you can control and monitor calls and devices in your voice network via your Application. A few examples for the usage of CSTA are:
User/agent statistics/reporting, Call logging, accounting, billing, Apps as UI for phones (press button, displays, etc) And many more...



CPBX FEATURES

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- **Customer Self care panel**

The Customer Self Care Panel (CSC) provides PBX Administrators a fully fletched GUI in order to setup and manage all relevant PBX features: creation of seats and groups, set up of services and device provisioning.

- **Billing on Event Detail Records**

Besides the regular CDRs available on the C5, the Sipwise CPBX module gives you the option to define your pay-per-service products, based on the CPBX customers. Any CPBX customer can manage active extensions or services (auto-attendant, queue, etc.) without any interaction from the reseller – the CPBX module records all activities and provides EDR file reporting for rating and charging.



CPBX

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SIPWISE COMPANY

SPEAK WITH THE FUTURE, TODAY.

Empowering Telecom Operator and ISP
businesses with advanced communications
products.



EFFICIENT



SIMPLE



INNOVATIVE



PROFITABLE

SIP:WISE

**Need help?
Contact us now:**

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