

3CX[®]

PHONE SYSTEM



nibc Ltd.
Business Communications | Fleet Management Solutions



About NIBC

NIBC is at the forefront of the very latest technology in the industry, working with the very best equipment to improve the efficiency of your business, providing you with the valuable information to increase your profits, productivity & the overall business performance.

Fleet Management

Your business is at the heart of what we do, we have a comprehensive portfolio of products enabling you to run your fleet more efficiently and profitably, using established solutions that we have continually been developing since established in 2004.

We don't just supply the solutions though, we use our expertise to assist you with integrating these solutions within your business, giving you the platform to see results through our ongoing account management, technical support & even driver improvement training. Please read through the below proposal to see how all our 'Smart' product solutions can help your business.

Telecommunications

Communications doesn't need to be complex, at NIBC we partner with the leading network providers to ensure we can tailor the correct solutions to meet your business requirements. Dealing directly with the network can be time consuming and often difficult to find the right department to support you, our dedicated account managers give you that personal support directly and can advise impartially the best options available to you quickly and simply meaning you can concentrate on your business tasks and not worrying about the telecoms.

Contents

Page Description	Page Number
About NIBC	2
Features and Benefits of 3CX	3-5
Customer Brief	6
Proposed Solution	6
Proposed Service Costs	6



3CX[®]

PHONE SYSTEM

What is 3CX?

3CX is more than just a phone system, it is a complete Unified Communications solution, including high end features such as web conferencing, presence, softphones, smartphone clients and more – without the cost and management headaches of an ‘old style’ phone system or the limitations of a shared cloud VoIP/PBX service.



High end features & functionality situated on premise, connecting to the national phone networks via the latest SIP trunking technology. SIP trunking has replaced the commonly used ISDN connections used with old PBX phone systems and only requires an internet connection meaning it has never been easier to get your phone system connected.

General Features

- Call Logging
- Call Forward on Busy or No Answer
- Call Routing
- Auto Attendant / Digital Receptionist
- Voicemail/ Music on Hold
- Central Phonebook
- Call Transfer
- MWI – Message Waiting Indicator
- Ring Extension & Mobile Simultaneously
- Automatic Pickup on Busy
- Sennheiser Headset Integration
- Extensive Codec Support (G711, G722, GSM, Speex, ILBC)





Management & Scalability

- Web-based Management Console
- Automated Provisioning of Devices
- Real Time Web-based System Status
- Integrated Web Server
- Easy Backup and Restore
- SBC to Configure Remote Extensions
- VMware / Hyper-V Compatibility
- Scheduled Backup

IP Phone Management

- Automatic Plug & Play Phone Provisioning
- Manage IP Phones Network Wide from Console
- Restart Phones Remotely
- Update & Manage Firmware Network Wide
- Supports Popular SIP Phones

Mobility

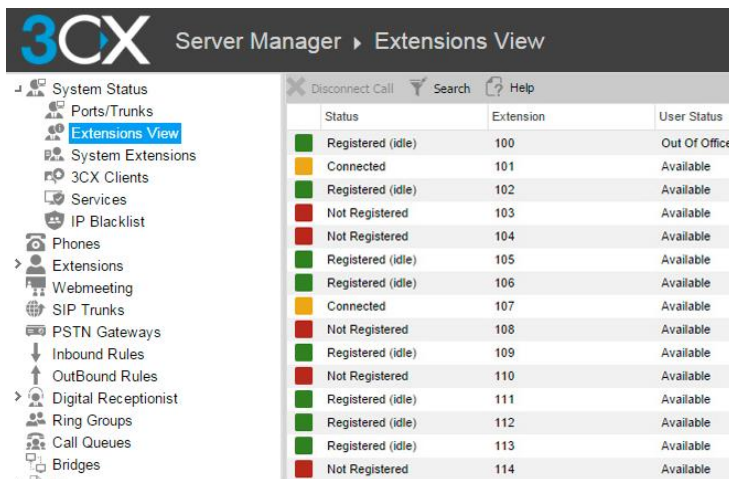
- Android Client
- iOS Client
- Windows Client
- Mac Client
- Web Client
- Manage the 3CX Client from within the Console
- Includes 3CX Tunnel to Avoid NAT Problems



Call Centre

- Call Flow Designer
- Advanced Queue Strategies
- Advanced Call Reporting
- Real Time Queue Statistics
- Queue Reports
- Barge In / Listen In / Whisper
- Query Customer Name Based on Caller ID
- Ability to Use 3CX Clients API
- Link Company Directory with LDAP / ODBC
- Sync Phonebook with Microsoft Exchange
- Real Time Queue Monitoring
- Wallboard
- Switchboard Queue Manager View
- Call Recordings Search
- Supervisor can Log Agents In/Out
- Supports External Agents





Status	Extension	User Status
Registered (idle)	100	Out Of Office
Connected	101	Available
Registered (idle)	102	Available
Not Registered	103	Available
Not Registered	104	Available
Registered (idle)	105	Available
Registered (idle)	106	Available
Connected	107	Available
Not Registered	108	Available
Registered (idle)	109	Available
Not Registered	110	Available
Registered (idle)	111	Available
Registered (idle)	112	Available
Registered (idle)	113	Available
Not Registered	114	Available

Unified Communications

- See the Presence of Your Colleagues
- Receive Voice Mail via Email
- Advanced Forwarding Rules
- Setting Up Conference Calls
- Click2Call Extension
- Receive Faxes via Email as PDF
- Integrated Fax Server

Additional Integration Options for 3CX

3rd Party integrations available on the 3CX Pro Platform for many services including:

- ✓ TAPI
- ✓ Office 365
- ✓ Salesforce
- ✓ Microsoft Dynamics
- ✓ Microsoft Exchange 2013
- ✓ Google Contacts
- ✓ Exact
- ✓ Zendesk
- ✓ Freshdesk
- ✓ act!
- ✓ Datev
- ✓ Hotel Module
- ✓ Fidelio Certified
- ✓ Mitel Compatible
- ✓ Multiline TAPI



How your 3CX Telephone System will be Installed

Connectivity

Upon finance approval any telephone lines and internet connectivity services are ordered. This involves a BT Open Reach attending site to install and activate the relevant services.

Timescales: 2-4 weeks from point of order

Number Porting

Your Port of Authority letter is submitted to Gamma to begin the process of transferring your telephone number/s from your existing provider.

Timescales: Single number ports typically 10 days, all other ports 30 days

Solution Design

In order to configure your new telephone system for your business, we will complete a solution design for all your users, hunt groups, IVR's (auto attendants), out of hours and any call routing requirements. A solution design template will be provided for you to complete the required information.

Timescales: Upon receipt of the completed solution design document the solution design will take up to 7 days to complete.

Hardware Configured

All internet routers, network switches, and desk phone handsets will be configured and delivered to each site. The units will be configured by one of our engineers ready for your 'go live' date.

Timescales: Delivery on most equipment is next day from point of order.

'Go-Live' Installation

An agreed 'go live' date will be agreed with yourself and then on this date one of our engineers will attend site to setup the phones and manage the completion of the number port/s.

Timescales: Installation takes 1/2 - 1 day per site depending on the number of handsets

Training

Whilst deploying the phone system our engineer will train your site point of contact how to use the handsets and access the online Gamma Horizon portal to manage your new telephone system.

Timescales: Approx. 1-2 hrs, additional webinars also available

