

A woman with curly hair, wearing a grey top, is smiling and talking on a blue corded telephone. She is sitting at a desk with a computer keyboard in front of her. The background is a blurred office setting.

Sipwise

# CPBX



# PRODUCT SPECIFICATION

## Product Positioning

Sipwise CPBX is an infrastructure for hosted PBX product tailored to small and medium enterprises. It provides the key features used by most customers and stands out with USPs such as

simplicity and excellent usability. The product is lean, efficient and highly scalable to hundreds and thousands of extensions.

## Platform Design

CPBX is an add-on module to Sipwise C5, installed 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 Cisco SPA, Yealink SIP-T, Polycom VVX and Panasonic KT-UX.

## 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.

## 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.

## 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 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 up-time.





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## Platform Features



### 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 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 gives the customer at the extension time after ending a call before the next caller is connected.

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").



### Flexible and Automated Activation Process

All subscribers are managed and activated directly on the Sipwise C5 using the north-bound interfaces (e.g. Web-based interface, REST API).

End-user devices with generic firmware (e.g. directly obtained by the customer from arbitrary merchants) may completely bypass the operator's provisioning workflow. In this case the CPBX interface directly provisions the URL for the provisioning server onto the phone via HTTP or utilizes vendor-specific zero-touch provisioning mechanisms (e.g. Yealink RPS, Polycom ZTP and others).



### 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.



### Music on hold (MOH)

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



### Shared Line Appearance (SLA)

This feature allows a single SIP user to be added as a shared line on several phones. Thus calls can be passed around between phones by placing them on hold on one device and taking them off hold on another.

Lights indicate the status of the shared line: seized, call in setup, call in progress (solid light) or call on hold (flashing light). A common use case is a manager/assistant setup, whereby an incoming call ringing at both sets can be answered by the assistant, and placed on hold to be picked up by the manager.



# PRODUCT SPECIFICATION



## 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.



## 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.



## Fixed-Mobile Convergence

Sipwise SipPhone for mobile devices may be integrated into the Cloud PBX setup using the SipPhone 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.



## 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.



## 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.



## Need help? Contact us!

[sales@sipwise.com](mailto:sales@sipwise.com)

or give us a call

+43 / 1 / 252 15 23

[www.sipwise.com](http://www.sipwise.com)