



CUSTOMIZATION
REACTIVITY
EXPERTISE
PROXIMITY

Focus on the Enterprise Offer



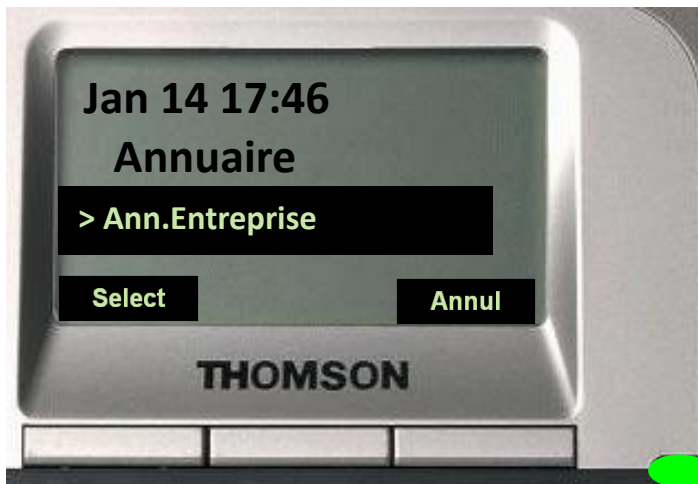
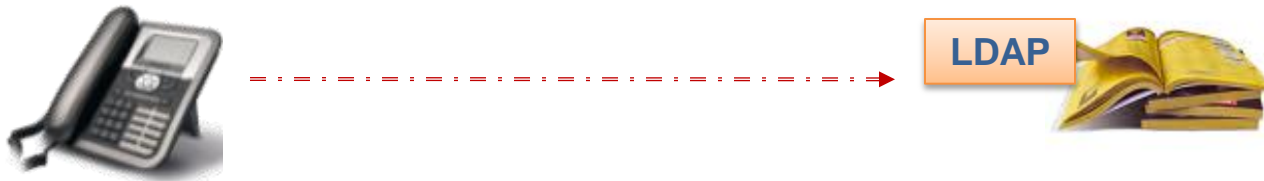
Agenda

- Global directory*
- Calls grouping*
- Shared lines*
- Call forwarding*
- Personal Assistant*
- Messaging*
- Pre answering*
- Line supervision*
- Call pickup*
- Hold / Line Switching/ Transfer*
- Conferences*
- Interactive Voice Response*
- Attendant console*
- Scheduled call forwarding*
- Call recordings*
- API / Tailored services*



Global directory (1/3)

Access/Dial from phone





Global directory (2/3)

Access/Dial from web (click to talk)

Telephony over IP by
m2m SOFT **S5000** IPBX Demo

Annuaire d'entreprise (2001)



Rechercher [Retour param. poste](#)

Nom	Prénom				Catégorie
Allambert	Jean	33561343535	33612131415	jean.allambert@landroix.fr	Landroix-Sa
Billard	Stephanie	33341646566	33630405060	sbillard@kille.fr	Kille-Sarl
Boullier	Georges	33381222324	33651525354	g.boullier@calc.com	Calc
Ciber	Annette	33234353637	33611121314	aciber@comp.com	Comp-Sa
Dagobert	Elian	33441675869		elian.dago@kingster.fr	Kingster
Fanvier	Louis	33561565758		lfanvier@jevriay.com	Jevriay
Jaye	Sophie	33467686970	33610203040	sophie_jaye@pouain.fr	Pouain
Larthier	Zoe	33368687071	33601020304	zoe@soissy.fr	Sossy
Thille	Jean	33561232425	33640450607	tille@st-pas.com	St-Pas

My phone



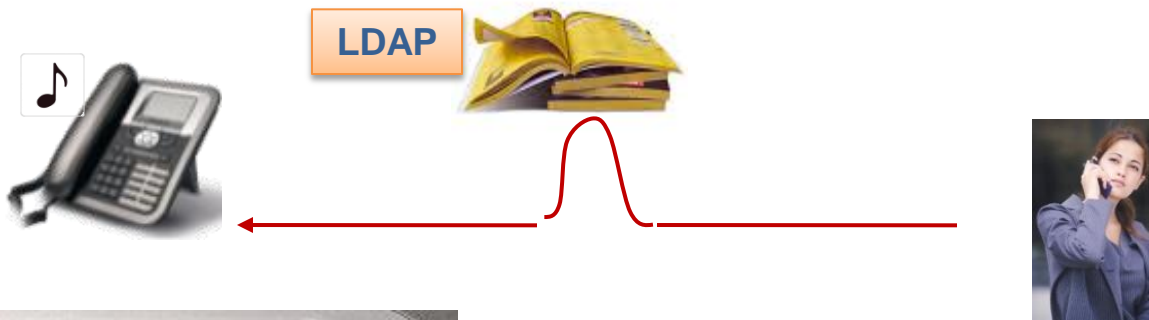
My correspondant





Global directory (3/3)

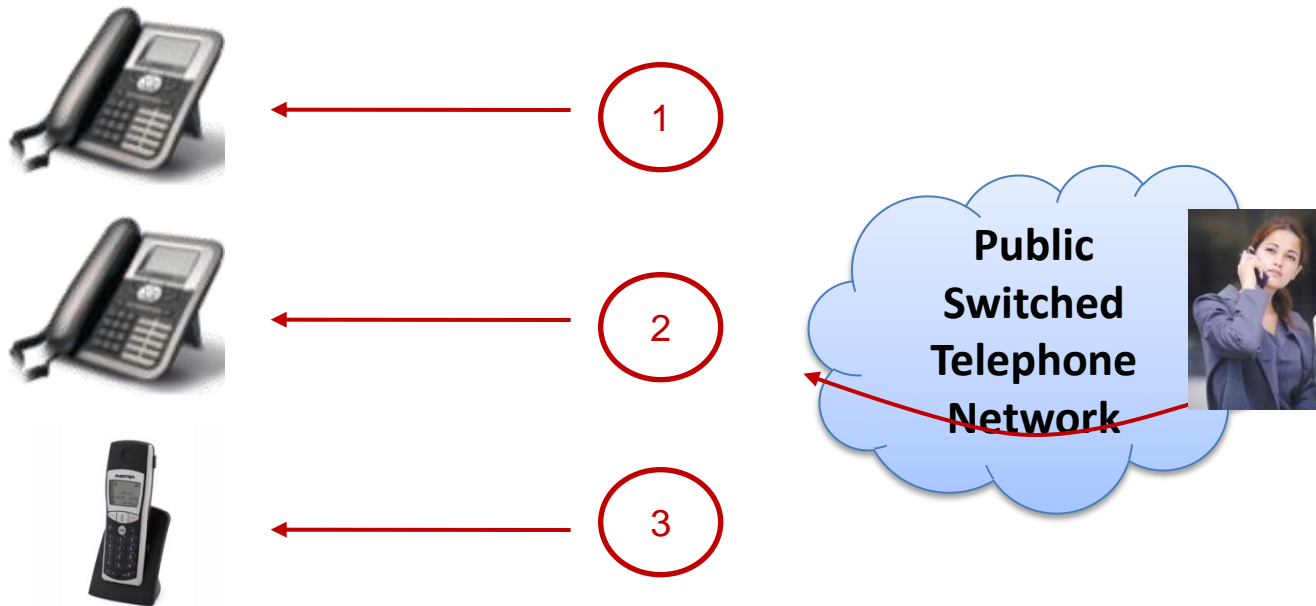
Caller's name resolution





Call grouping (1/2)

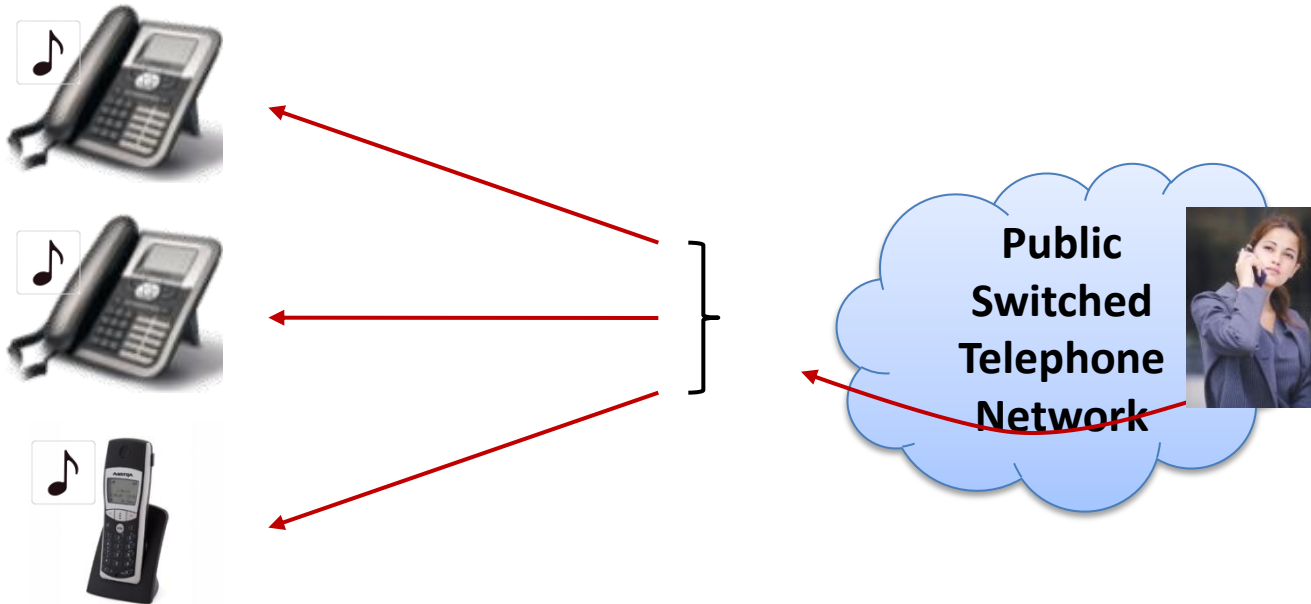
Sequential mode





Call grouping (2/2)

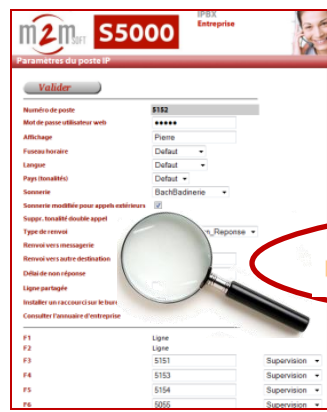
Multi ringing mode





Shared lines

Activation by user interface or by phone



Ligne partagée

0687323793

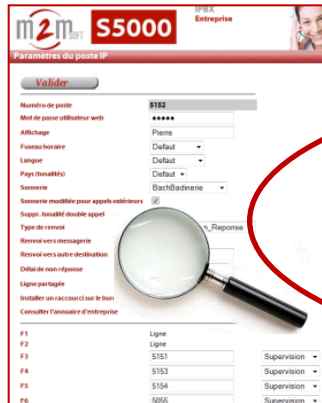
***08 0687323793**





Call forwarding

Activation by user interface or by phone



Type de renvoi

Occupation/Non_Reponse

Renvoi vers messagerie



Renvoi vers autre destination

Délai de non réponse

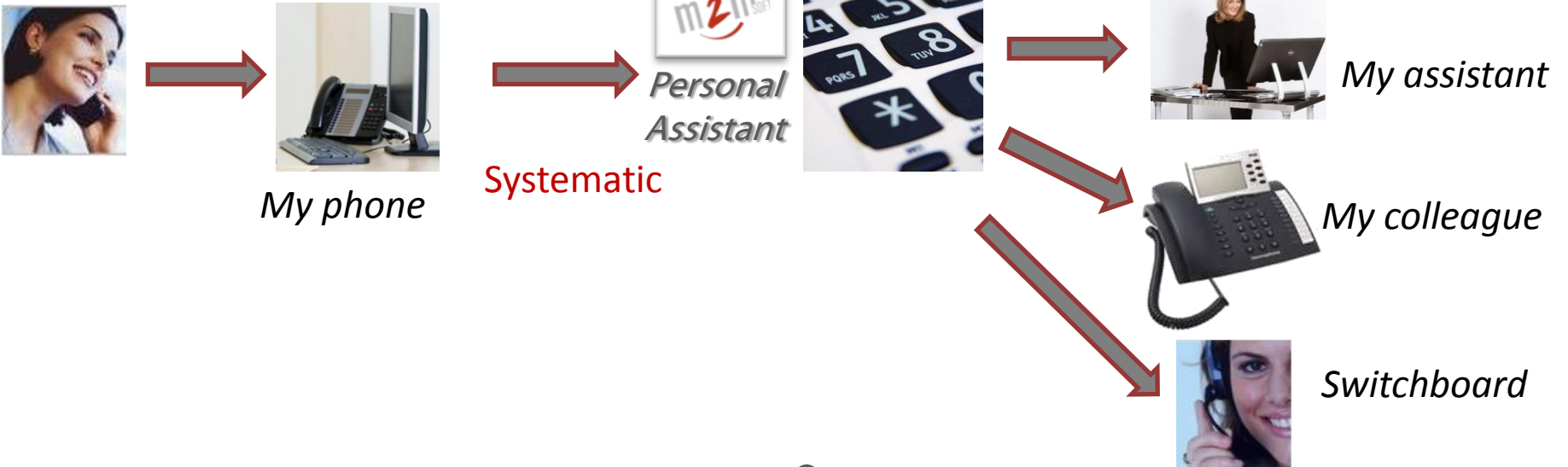
18

*07 ...





Personal Assistant





Messaging (1/2)

Notified on the phone screen (MWI)

- Access from phone*
- . From user's phone*
- . From another user's phone*
- . From outside*





Messaging (1/2)

Notified by email Access from PC

De : M5000@m2msoft.com
À : pierre.binguy@m2msoft.com
Cc :
Objet : Voice message from 00687323792 - 2010-06-02 - 13:52:34

Hello, a vocal message is available for you on the M2Msoft **M5000** IP Messaging Server

From : 00687323792 To : 5152 (pbi)
Date : 2010-06-02 at 13:52:34

You can [listen to it by clicking here](#) and connect with your account (You can also dial 5000 extension to listen to it from your phone).

Best Regards.

Telephony over IP by
m2m SOFT **M5000** Voice Message

UserId pbi

Extension: 5152
Mail address: pierre.binguy@m2msoft.com
Copy to extensions:
New messages: 1 Suppress all
Stored messages: 1 Suppress all
Personalized announce: Yes Reset
Personalized password: No Reset

Submit **Cancel**

Messages :

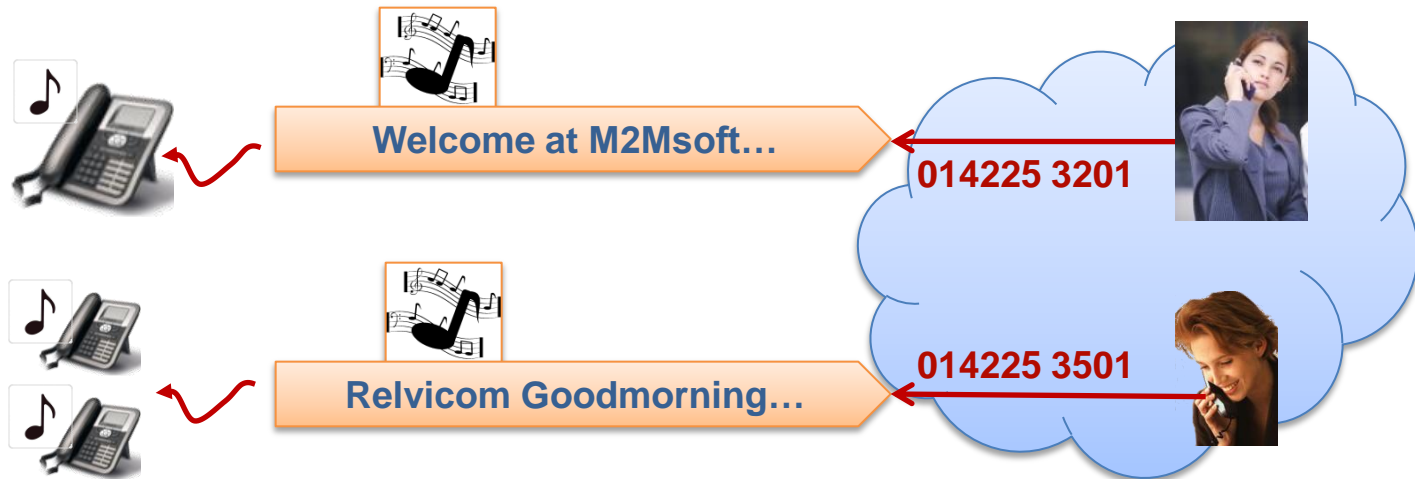
DATE	TIME	CALLER ID	SIZE	PLAY
2010-06-02	13:53:19	5054	93164	<input checked="" type="checkbox"/>
2010-06-02	13:52:34	00687323792	243564	<input checked="" type="checkbox"/>





Pre-Answering

Customizable through DID or caller ID





Line supervision



← 2002 Key



2002





Call pickup



← Press on key 2002

... or *01





Hold/Line Switching/Transfer

Key functions on phone



DTMF sequences (Wireless phones, WIFI...)



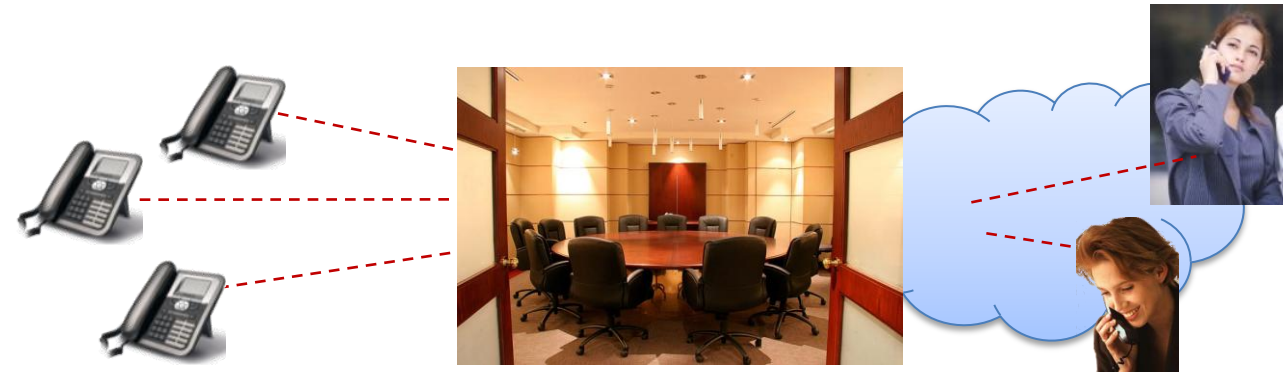


Conferences

Conferences with 3 participants

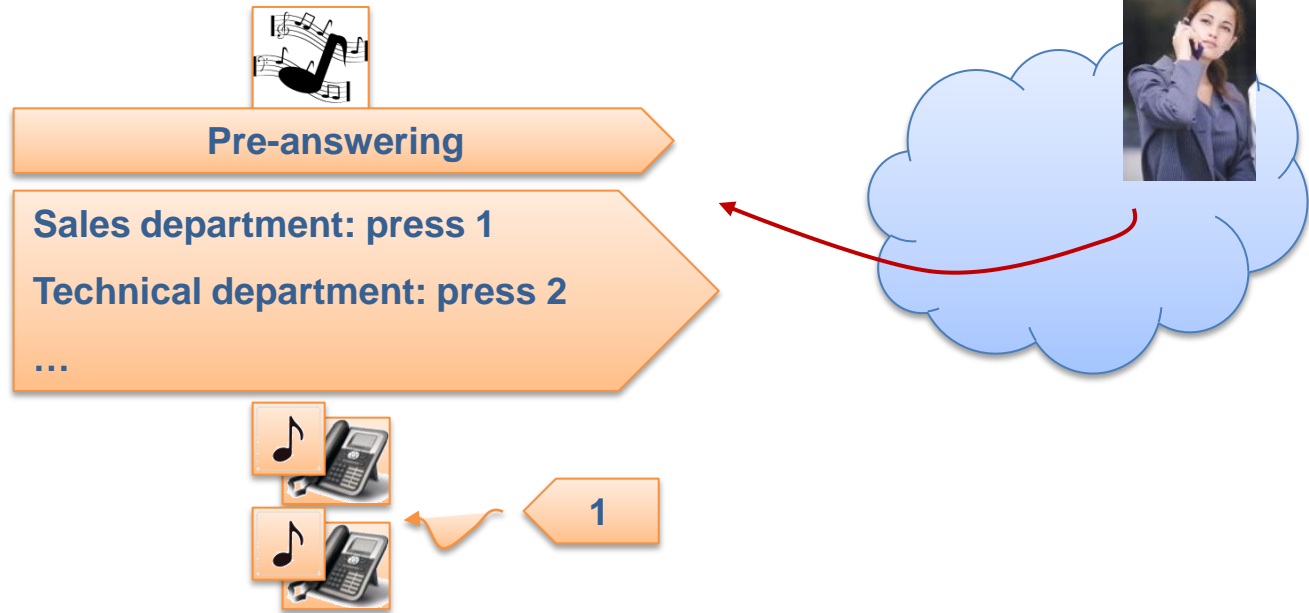


Programmed group conferences





Interactive Voice Response





Attendant console

M2Msoft-Agent panel
Fichier Affichage ?

Agent : Natacha M Téléphone : 2005 **Ligne : Connectée** Déconnexion

M2Msoft - File d'attente

Ord.	Tél.	Correspondant	SDA	Entreprise	Etat				
0	6179	Thom6179	6001	M2Msoft	En attente - 00:16	🔊	📞	🔒	📄
1	5182	Tb30_1	6002	M2Msoft	Connecté - 00:16	🔊	📞	🔒	📄

M2Msoft - Annuaire

Recherche : Appel : +33674719997

Nom	Prénom	Tél. fixe	Tél. portable	Entreprise	Supervision
Tb30_1		5182			🟢
Thom6179		6179		Test	🟢
Thom6180			6180	Test	🟢
Thom_1		2001		Lab	🟢
Thom_2		2002		Lab	🟢
Tiptel		2004		Lab	🟢

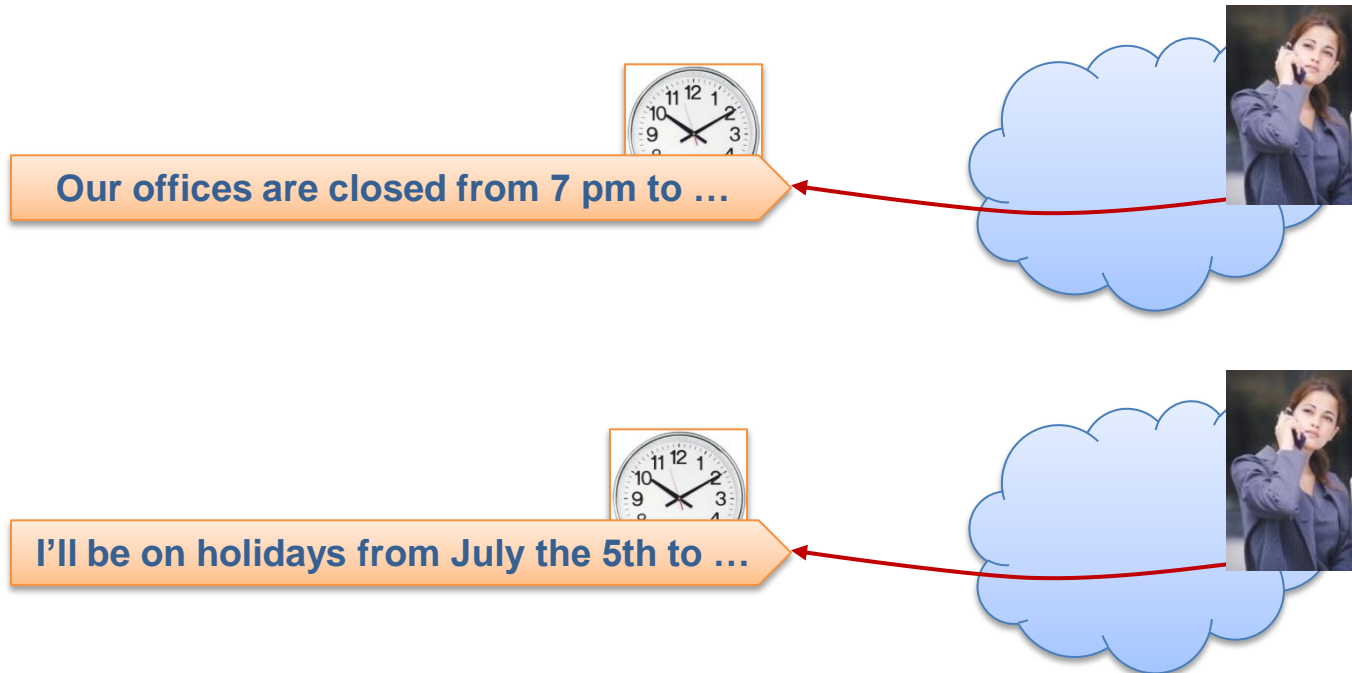
Telephony over IP by
m2mSOFT

More information available in the Call Center Offer by M2Msoft.



Scheduled call forwarding (1/2)

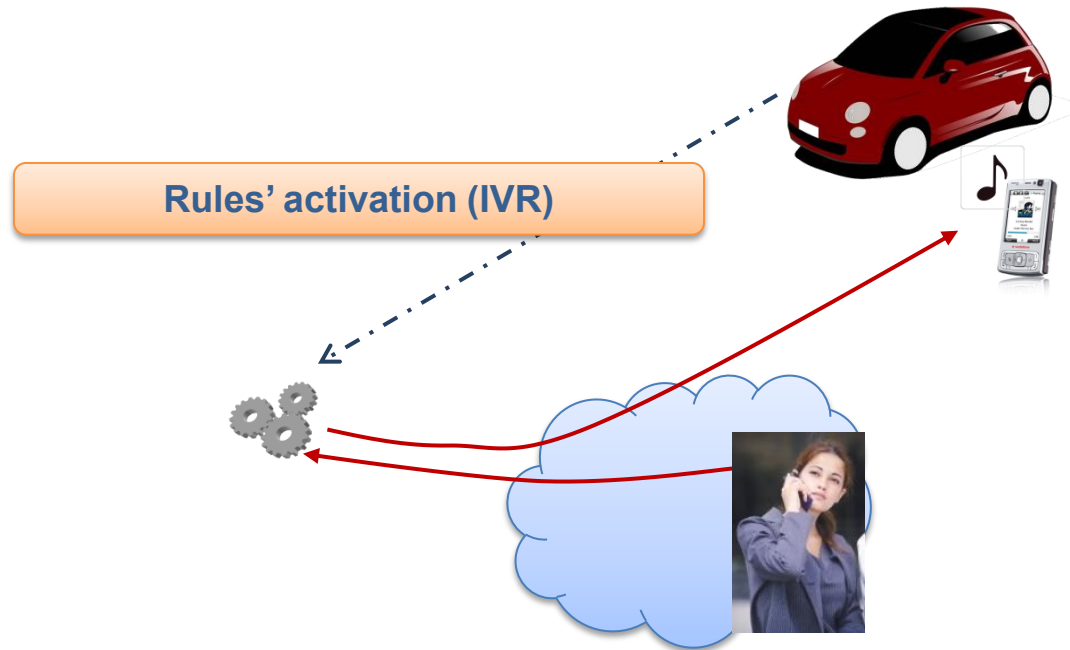
Automatic ones





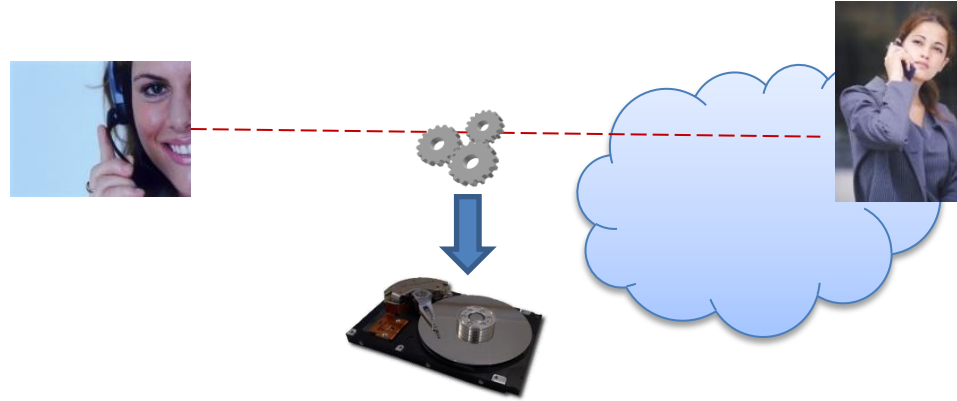
Scheduled call forwarding (2/2)

Manual activation/desactivation





Call recordings



Listening from the phone or the computer



Telephony over IP by
m2m SOFT **GR4600** Voice Recorder

Archived records for * Cancel

Date: 20070912 Filter: All users 1 displayed records [delete](#)

DATE	TIME	SRC E164	SRC UID	DST E164	DST UID	SIZE	PLAY
2007-09-12	15:56:34	5152	pbi	00687323792	EXT	205804	





API / Tailored services

Control taken on the call functions via an external application

