Intuitive Voice Technology

Evolution IP PBX
Features & Services
To All Our Clients,

**Welcome to the Intuitive Voice Family of Satisfied Customers!!!**

This presentation has been created to provide you the following:

- A complete overview of the Evolution PBX feature set for our Basic, Professional and Platinum licenses
- Graphical views of how the features are programmed with explanations on their specific functionality
- Information on third party products and services that have been approved for use with the Evolution PBX.

*We encourage you to contact us directly with questions and comments that could enhance our product offering. We welcome your input!*

*Bill Soto – SVP of Sales*
*Direct #: 602-249-5745*

- **Look for these logos to confirm which features are included in the Evolution PBX software you are looking for. If the logo is present so is the feature.**
Unlimited Extensions

• With Evolution PBX you can add an extension at any time, with no limits and no need to make an expensive call to your telephone provider. There are no per user license fees to create an extension.
Unlimited Auto Attendants

• Thank you for calling the Acme Widget company, Press 1 for Sales and 2 for Service...An Auto Attendant is an easy to create and manage call menu used to help enhance the call experience of an inbound caller to your company. All versions of Evolution PBX come standard with Unlimited Auto Attendants.
Unlimited Voicemail Boxes

- Voicemail boxes are automatically setup for a user when an extension is created. Need extra voicemail boxes? No problem. Evolution PBX gives you the ability to create a voicemail box without attaching an endpoint to the extension.
Advanced User Interface

• Every User is provided a unique web portal interface to manage specific functions relative to their call preferences. Find Me/Follow Me, Unified Messaging, Call Recording, Voicemail, and personal call history logs.
Cell Phone Integration

Did you ever want to take a call from your cell phone and retain the features from your office phone system?

Use the Evolution PBX Find Me/Follow Me interface to forward calls to your cell phone and all the functions of the PBX are available for you to use.

Simply press *1 to start recording the call and *2 to transfer back to any phone extension back at the office.

IVT takes cell phone integration even further by auto detecting when you are in and out of the office by recognizing the wireless bluetooth signal from your cell phone.

Using the optional blue-tooth dongle on your server and your forwarding rules will automatically turn on and off when you enter or leave the office based on the permissions you have set in your Find Me/Follow Me interface.
Softphone Integration

- On the road much? Keep in touch with clients and coworkers and stop using those cell phone minutes!
- With a broadband connection you are part of your phone system anywhere in the world!
Integrated Paging

- Mr. Smith, I have Mrs. Jones to see you in the lobby...Evolution PBX allows you to Page All Phones; A Group of Phones or One Phone.
Remote Phones

- Take a phone with you anywhere you have a high speed Internet Connection. With Evolution PBX there is no limit to the amount of Remote Phones you can setup and no toll charges for extension to extension calls, no matter where on earth they may be. If you can get high speed Internet access on the moon, that would be free too!
Unlimited Extension Groups

- Evolution PBX comes standard with Unlimited Extension Groups. The administrator can easily create and name a group on the fly. They can then choose to ring that group as an option from an auto attendant or choose to have the group ring directly from inbound numbers.
- All extensions in the group will ring simultaneously while the caller hears either the standard ringing tones or your hold music. The first person to pick up will receive the call.
- See ACD Features in Evolution PBX Platinum edition for additional helpful ways to take advantage of extension groups.
Auto Provisioning

• Worrying about an expensive call to your Service Provider every time you need to add a phone? Not with Evolution PBX. IVT has worked with phone vendors like Polycom, Cisco, and Linksys to auto provision a phone on site. Plug a few settings into your Evolution PBX and plug your phone into the network and let the system do the work for you, providing complete configuration files to your phone saving you both time and money.
Extension Range Flexibility

- With Evolution PBX you can have either 3 or 4 digit Extension ranges
- Flexibility in configuring multiple sites for vertical markets such as banking, real estate and insurance companies
Caller ID Customization

- Evolution PBX allows you to customize your outbound caller ID extension. *Some restrictions by carrier may apply.
Direct Inward Dial Number or DID’s

- Direct Inward Dialing or phone numbers provided by your VoIP or T1 provider
- Simply put, each person in the company can have their own phone number that rings directly to their extension. Evolution PBX will also allow a number to be directly dialed to an extension group, auto attendant or custom routing rule.
- IVT also allows you to take this integration a step further by allowing you to place a description on each DID that will be displayed as part of the inbound caller ID for users answering the phone.
Find Me – Follow Me

• Not working at your desk today? Are you on the road? Want to work from home? Your customers will never know.
• Simply login to the user interface and the system will look for you at up to 4 different phone numbers or extensions and then send the voicemail back to your original voicemail box.
• In addition, you can call the Evolution PBX from your cell phone and access your Find Me/Follow Me settings and then modify them on the fly.
Enhanced Mobility
IVR Based Find Me/Follow Me

• You know you already have the most powerful Find Me/Follow Me service with Evolution PBX when you are in front of a PC.
• But what about if your calls are being forwarded to your office phone and before you left you forgot to have your calls forwarded to your cell phone?
• No problem. Just call the Evolution PBX voicemail system through the pilot number setup by your administrator, access your Find Me/Follow Me profile and forward all calls to your cell phone. Done!

Access the Evolution PBX User Interface and Perform the following Functions:
1: Access Your Voicemail
2: Change your Find Me/Follow Me Settings
3: Change your Unified Messaging Greeting
Hey Bob, great to hear from you, no I’m not busy this is a perfect time for me. How are things…

- Plan to work from home
- But have to meet another client briefly at a local cafe
- Expecting an urgent call from an important client
  - No idea when
  - You can’t miss this call

Ring multiple numbers simultaneously
- First number to answer receives the call
- Empowers you to ensure that important calls never go unanswered
- Client only has to remember one number
Music On Hold

- Would you like to market to your callers placed on hold?
- Easily setup one or more sources of music for your system by uploading MP3 files to a play list. *Some restrictions copyright laws may apply.

**Note:** Music on Hold is standard with the Basic version but not “multiple” MOH.
Time of Day Routing

- Your business may be closed on weekends or only operate during particular business hours. You can choose to route your calls to a separate auto attendant or call routing rule during these times.
- Evolution PBX allows the administrator a simple interface to manage these time of day routing rules.
Extension Call Recording

- Evolution PBX allows you to set up the recording of every call made or received on an extension by extension basis.
On the Fly Call Recording

• Want to record a call on the fly? You can do it with Evolution PBX. Simply dial *1 on your phone or use the call record button in iView.

Note: iView is only available in the Pro or Platinum Edition of Evolution.
Call Return

- Each extension on the Evolution PBX can access their Call Detail Records through their web based User Interface and if you just missed a call you can either view it through the interface and return the call or use the Directories function within your Polycom phone and return the call by the push of a button.

<table>
<thead>
<tr>
<th>Type</th>
<th>Dialed Number</th>
<th>Source</th>
<th>Destination</th>
<th>Queue</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERNAL</td>
<td>5745</td>
<td>5769</td>
<td>5745</td>
<td></td>
<td>2008-10-29 06:30:46</td>
</tr>
<tr>
<td>INTERNAL</td>
<td>5745</td>
<td>5769</td>
<td>5745</td>
<td></td>
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<tr>
<td>INBOUND</td>
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<td>&lt;9376080175&gt;</td>
<td>5745</td>
<td></td>
<td>2008-10-29 09:54:27</td>
</tr>
<tr>
<td>INTERNAL</td>
<td>5745</td>
<td>5725</td>
<td>5745</td>
<td></td>
<td>2008-10-29 10:23:58</td>
</tr>
<tr>
<td>INBOUND</td>
<td>5745</td>
<td>&lt;7328291366&gt;</td>
<td>5745</td>
<td></td>
<td>2008-10-29 10:24:55</td>
</tr>
<tr>
<td>INBOUND</td>
<td>5745</td>
<td>&lt;7328291366&gt;</td>
<td>5746</td>
<td></td>
<td>2008-10-29 10:24:56</td>
</tr>
<tr>
<td>INTERNAL</td>
<td>5745</td>
<td>5725</td>
<td>5745</td>
<td></td>
<td>2008-10-29 10:29:10</td>
</tr>
</tbody>
</table>

Press **Directories** followed by **Call Lists > Missed Calls, Received Calls, or Placed Calls** as desired. The Placed Call list appears in the following figure.
Email Voicemail Notification to Your Cell Phone!

- Evolution PBX can send an email message to your cell phone and notify you that you have a new voicemail message in your Evolution mailbox along with the caller ID, length of the message and the time and date that the message arrived.
- If your cell phone can play standard .wav files then you can listen to the voicemail message right on your phone without using any cellular minutes calling your PBX voicemail system!!!
Voicemail to Web Access

- You can access your Evolution PBX voicemail messages through the web based user interface when you are in the office or outside the office.
Voicemail Bypass

• Ever call a company and when you asked for your party you find out they are not in and the receptionist transfers you to their extension to leave a voicemail message?
• Unfortunately you are sitting there listening to the phone ringing 4 - 5 times and then it goes to voicemail.
• With Voicemail Bypass the receptionist on the Evolution PBX can transfer the outside caller directly to the voicemail box and the users extension never even rings. Provides a more professional image for your company and saves the outside caller time and frustration.

Transfer direct to vmail by dialing 6*+ Ext. Number

“Hi this is Bill and currently I am not available to take your call....”

When using iView with Pro or Platinum PBX Software you can drag and drop the call on the telephone icon with the arrow and the call will go directly to vmail.
Voicemail Blast Groups

• Want to leave one voicemail for multiple extensions? Create a group of voicemail boxes to leave a group voicemail to any group of extensions on your phone system.

Dial 6* plus the Group number and record a voicemail message that will be sent to all users in that group!
Inbound Call Description

- With Evolution PBX you have the ability of placing a "label" or description on the inbound call in order to identify the type of call being received.

The name typed here will appear on the display of your telephone.
Outlook Integration & Click to Dial

• The Evolution PBX utilizes Snap A Number, http://www.snapanumber.com, which has a FREE version that integrates with all versions of Evolution software and with Outlook to performs Click to Dial features.
Announcement Interface

- The Evolution PBX provides a very user friendly interface to upload your .wav files to be used for your Auto Attendant announcements.

<table>
<thead>
<tr>
<th>Announcement</th>
<th>Description</th>
<th>Recorded</th>
<th>Modify</th>
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<tbody>
<tr>
<td>16000</td>
<td>generic prompt</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>16001</td>
<td>Main Prompt</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>16002</td>
<td>AH Prompt</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>16003</td>
<td>Hold Ann</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Please specify a file to upload.

[New Record] [Browse] [submit] [Save]

- You can dial the Announcement Interface by dialing extension 5000 and record the announcement via a telephone or you can upload a recording you may have had done through a recording studio.
Voicemail Callout

- You can program the Evolution PBX voicemail system to Call Out to your cell phone when a voicemail message is left in your mailbox and upon answering you can not only listen to the message you can also Callback the party that left the message with the touch of a couple of keys.

![Email Settings](image)

- Email Address: bsoto@intuitivevoice.com
- Notification Email/Ph Num.: 9313498650
- Attach Voicemail: Yes
- Auto Delete: Yes
Call Pickup

• Dial 9* and the extension number to pick up the phone ringing across the office.

When you hear a ringing phone, simply press 9*1003 (Ext. #) and pick up the ringing phone.
Analog Phone Support

- Migrate your existing analog phones to an IP Telephone System by implementing the Citel Portico Telephone VoIP Adapter.
- For smaller quantities of analog phones use a Linksys ATA.

Think of it as a Data Switch for For Digital Telephones.
Digital Phone Support

- Migrate your existing digital phones to an IP Telephone System by implementing the Citel Portico Telephone VoIP Adapter.
Call Parking

- Evolution PBX allows users to send calls to a parking lot to be picked up by any other phone on the system.
- Just by transferring a call to extension 700 the Evolution PBX will tell you where the call is parked.
- For additional ease of use, users may wish to use the iView operator panel to park calls and notate reasons for parked calls on a call by call basis. iView is only available with Pro or Platinum license.

Note: iView is only available in the Pro or Platinum Edition of Evolution.
Call Barge

- Managers can dial a feature code, *15, from their phone followed by a password and then dial the extension you want to monitor.
- With Pro or Platinum license a manager can easily barge into a call by simply clicking on the barge icon of the extension they want to monitor.

Note: iView is only available in the Pro or Platinum Edition of Evolution.
Dial by Name Directory

- Evolution PBX allows you to send callers to a dial by name directory where the caller can dial the first or last name to reach any extension in your phone system.
**Powerful Reporting**

- Evolution PBX provides access to real-time and historical call records for all extensions with powerful search and filter parameters.
- As an administrator you can see and run reports on all extensions.
- As a user you can see and run reports for your own extension.

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### Export to Excel!

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<table>
<thead>
<tr>
<th>Type</th>
<th>Dialed Number</th>
<th>Source</th>
<th>Destination</th>
<th>Queue</th>
<th>Date</th>
<th>Duration</th>
<th>Act Code</th>
<th>Status</th>
<th>Modify</th>
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<tbody>
<tr>
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<td></td>
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<td>TRUNKGROUP1</td>
<td></td>
<td>2008-10-31 07:00:03</td>
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<tr>
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</tr>
<tr>
<td>INTERNAL</td>
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<td>TRUNKGROUP1</td>
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</tr>
<tr>
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</tr>
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<td>S1010</td>
<td>15021</td>
<td></td>
<td>2008-10-31 07:00:03</td>
<td>144</td>
<td></td>
<td>ANSWERED</td>
<td></td>
</tr>
</tbody>
</table>
System Diagnostics

- Allows the administrator to get a snapshot view of vitally important system status and usage information.

<table>
<thead>
<tr>
<th>System Vital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canonical Hostname</td>
</tr>
<tr>
<td>Listening IP</td>
</tr>
<tr>
<td>Kernel Version</td>
</tr>
<tr>
<td>Distro Name</td>
</tr>
<tr>
<td>Uptime</td>
</tr>
<tr>
<td>Current Users</td>
</tr>
<tr>
<td>Load Averages</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Network Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device</td>
</tr>
<tr>
<td>lo</td>
</tr>
<tr>
<td>eth0</td>
</tr>
<tr>
<td>sit0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Memory Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td>Physical Memory</td>
</tr>
<tr>
<td>- Kernel + applications</td>
</tr>
<tr>
<td>- Buffers</td>
</tr>
<tr>
<td>- Cached</td>
</tr>
<tr>
<td>Disk Swap</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mounted Filesystems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mount</td>
</tr>
<tr>
<td>/boot</td>
</tr>
<tr>
<td>/</td>
</tr>
<tr>
<td>/dev/shm</td>
</tr>
</tbody>
</table>

Totals: 20%
Multi-Vendor IP Phone Options

- Polycom, Linksys, Grandstream and Cisco phones are highly integrated into the Evolution PBX.
VoIP Compression
For VoIP Lines or Remote IP Phones

• The bandwidth required for VoIP connections depends on the method used to transport it.
• The standard G.711(u) that ships with Evolution PBX is sufficient in most installations.
• This method uses 80 - 100Kbps per simultaneous phone call.
• The G.729(a) codec is an industry standard that allows for placing more calls in limited bandwidth to utilize IP voice in more cost effective ways.
• G.729(a) reduces the call to 25-40Kbps.
• This compression eliminates the need to replace or upgrade your Internet connection without sacrificing call quality, G.729(a) compression can be installed for a one time license fee of $15 per simultaneous calls you wish to place.
• Contact your IVT sales representative for more details.

100Kbps per call or 50Kbps per call? You Choose
CRM Integration

- Screen pop any URL or file path with Caller ID Name or Number information
- A third party client such as Snap A Number or iView is required
Multi-VoIP Service Providers

- Evolution PBX comes ready to support many mainstream VoIP providers. Just ask your provider if they offer SIP services.
Remote Linked Servers

- Do you have multiple offices? Would you like to have 3 or 4 digit dialing over remote sites? Evolution PBX can easily link two or more offices together enabling extensions to dial each other as though they were in the next room on the same network. All traffic is routed over the Internet via SIP.
Multi-Functional Software Based Console

• iView is an easy-to-use, Java-based client/server software for managing phone calls within your Evolution PBX.
• A cost effective switchboard solution that features: Call Barging, Call Monitoring, Call Parking, Hold Area, Drag and Drop-Transfer, On-the-Fly Recording, Group Permissions, Corporate Messaging and Presence Control.
• Together with Evolution PBX and iView deploying modern call management is easy and cost-efficient.
• At a quick glance, you will be able to see incoming calls and calls on-hold as well as the availability of all organizational personnel.
• It is very multi-functional in the sense that it can be configured for a Main Operator; Call Center Supervisor, Call Center Agent or general employee.
iView Multi-Functional Software Based Console
Conference Rooms

• Go ahead, have that weekly conference call with your sales team... Evolution PBX will allow you to bring your customers and employees together by sending an option from your auto attendant or pointing one of your inbound phone numbers to a conference bridge. You can have an unlimited number of callers dialed into the conference bridge from within your phone system. Your only limitation to external callers is based on the amount of phone lines you have set up and available in the phone system. Internal users or remote extensions can access the conference bridge without tying up any of you available phone lines.

<table>
<thead>
<tr>
<th>Conference Room</th>
<th>Password</th>
<th>Description</th>
<th>Modify</th>
</tr>
</thead>
<tbody>
<tr>
<td>14004</td>
<td>1234</td>
<td>Training</td>
<td></td>
</tr>
<tr>
<td>14003</td>
<td>7114</td>
<td>Bill S Bridge</td>
<td></td>
</tr>
<tr>
<td>14002</td>
<td>1234</td>
<td>Gallop Corp</td>
<td></td>
</tr>
</tbody>
</table>

You can also monitor the conference bridges with iView and invoke conference controls such as mute and remove a caller from the conference. Not available with iView Basic.
Outbound Dial Map

- The Evolution outbound dial map allows you to prioritize how your local, long distance, international and 911 calls are routed. For instance you may want to use your plain old telephone lines for local calls and if those are unavailable, you can choose to move to another provider.
- Or you may want to route your long distance or international calls through a specific provider.
- No problem, this customization is simple and easy with Evolution PBX.

<table>
<thead>
<tr>
<th>Route</th>
<th>Primary Dial Code</th>
<th>Route Calls Through</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCAL</td>
<td><em>XXXXXX</em></td>
<td>IntuitiveVoIP-JVT</td>
</tr>
<tr>
<td>LONG DISTANCE</td>
<td><em>1NXYYYYYYYYY</em></td>
<td>TRUNKGROUP1</td>
</tr>
<tr>
<td>INTERNATIONAL</td>
<td><em>01XX</em></td>
<td>IntuitiveVoIP-JVT</td>
</tr>
<tr>
<td>FAX</td>
<td>_X</td>
<td>TRUNKGROUP1</td>
</tr>
<tr>
<td>911</td>
<td>_911</td>
<td>TRUNKGROUP1</td>
</tr>
</tbody>
</table>
Speed Dial Numbers

- Are your fingers tired from dialing that number that you call over and over again? Create a speed dial code so that when any phone on the system dials this code, the phone number that you have programmed is automatically dialed.

<table>
<thead>
<tr>
<th>Speed Dial Code</th>
<th>Number</th>
<th>Modify</th>
</tr>
</thead>
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<td></td>
</tr>
<tr>
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<td>16022495750</td>
<td>☑</td>
</tr>
<tr>
<td>2324</td>
<td>14802005500</td>
<td>☑</td>
</tr>
<tr>
<td>2325</td>
<td>17023678647</td>
<td></td>
</tr>
<tr>
<td>2332</td>
<td>16059900510</td>
<td>☑</td>
</tr>
<tr>
<td>2333</td>
<td>13083446410</td>
<td>☑</td>
</tr>
<tr>
<td>2659</td>
<td>9315296666</td>
<td>☑</td>
</tr>
</tbody>
</table>
Multiple Music On Hold

- Do you have different departments, groups or companies all connected to one PBX and need to have different Music On Hold for each one?
- Problem solved! Create multiple Extension Groups for each one and assign their own Music On Hold for each group. Done!

<table>
<thead>
<tr>
<th>MOH ID</th>
<th>Description</th>
<th>Play Order</th>
<th>Modify</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Default</td>
<td>Sequential</td>
<td>✖️</td>
</tr>
<tr>
<td>11</td>
<td>Sales</td>
<td>Sequential</td>
<td>✖️</td>
</tr>
</tbody>
</table>

![Music On Hold Configuration](image)
Analog and Digital T1/E1 Ready

- Not ready to go 100% VoIP?
- Evolution PBX allows you to add options such as analog line cards or T1 PRI interface cards for additional connections to the Public Switched Telephone Network. (PSTN)
- Evolution PBX utilizes the E1 to SIP Gateways from AudioCodes for European Digital Trunking applications.
PSTN or Digital Failover for VoIP

- Evolution PBX allows you to augment your VoIP strategy with a failover solution.
- The administrator can easily set outbound dial maps that will automatically allow your T1 PRI or analog lines to take over in the case that your Internet connection or VoIP provider is down.
Custom Routing Rules

- Does your company have a very specific requirement as to how they want a call to be handled?
- The Evolution PBX custom routing rules have the answer for virtually any application.
- The custom routing feature allows the administrator to determine a step by step call procedure for a call.
- This is one feature you really have to see to believe.
**Advanced Routing (IVR)**

- Having difficulty routing your incoming calls through your Auto Attendant?
- When combined with our Custom Routing Rules, the Evolution Automated Attendant or IVR, is the *most powerful PBX routing tool on the market!*

<table>
<thead>
<tr>
<th>Settings</th>
<th>Routing Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRT Number: Sales</td>
<td>Active Send Calls To Location Duration</td>
</tr>
<tr>
<td>15019 Sales</td>
<td>Step 1 Extension Group 12005-Support 30</td>
</tr>
<tr>
<td>CRT Name: Sales</td>
<td>Step 2 Extension 5758-<em>Sales</em> 30</td>
</tr>
<tr>
<td>Menu Settings</td>
<td>Listen For Key Presses</td>
</tr>
<tr>
<td>Menu Name: MainAutoAttendant</td>
<td>If Caller Presses Send Calls To Location</td>
</tr>
<tr>
<td>Announcement: 16001-Main Prompt</td>
<td>1</td>
</tr>
<tr>
<td>Zero Reaches Operator</td>
<td>2</td>
</tr>
<tr>
<td>Allow Extension Numbers</td>
<td>3</td>
</tr>
<tr>
<td>Time of Day routing</td>
<td>4</td>
</tr>
<tr>
<td>Closed Weekends</td>
<td>5</td>
</tr>
<tr>
<td>Start Time 8:00</td>
<td>End Time 17:00</td>
</tr>
</tbody>
</table>
Inbound Call Strategy
(Inbound Call Center Feature)

- Select a ring strategy that will define how extensions will be selected.

  - Ring All (One) - Rings all available extensions in an extension group that are “logged in” to receive calls.
  - Longest Available - Rings the extension in an extension group that has been available the longest since receiving a call from this extension group.
  - Fewest Calls - Rings the extension in an extension group that has received the fewest number of completed calls.
  - Random - Randomly rings any extension in an extension group.
  - Round Robin Mem - Rings all available extensions, in order and remembers which extension was the last to receive a call and sends the next call to the next available extension.
  - Select All (Many) - Rings all extensions in an extension group and the first one to answer will receive the call.
Priority Answering
(Inbound Call Center Feature)

- Select the priority for this group.
- If two calls are holding and one agent becomes available, the queue with the highest priority is taken.
- Note: 1 is the lowest priority and 10 is the highest.
- Powerful feature to answer 800 calls first and save money!!!
Caller Position Notification
(Inbound Call Center Feature)

- Keep your customers informed! The system can read back, at pre-defined variables, the amount of callers that are holding in front of them.
Hold Announcements (Inbound Call Center Feature)

- Select the announcement that will be played every 45 seconds while a caller is waiting in the queue.
- “Thank you for holding, your call is important to us”

<table>
<thead>
<tr>
<th>Queue Options</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy</td>
<td>Ring All (Many)</td>
</tr>
<tr>
<td>Priority</td>
<td>10</td>
</tr>
<tr>
<td>Position</td>
<td>Every 45 Seconds</td>
</tr>
<tr>
<td>Hold Ann.</td>
<td>16003-Hold Ann</td>
</tr>
<tr>
<td>Whisper</td>
<td>16010-New Lead</td>
</tr>
<tr>
<td>Allow VM</td>
<td>Enabled</td>
</tr>
<tr>
<td>Fast Pass</td>
<td>Enabled</td>
</tr>
<tr>
<td>Logoff</td>
<td>Auto</td>
</tr>
<tr>
<td>Wrapup</td>
<td>60</td>
</tr>
</tbody>
</table>
Inbound Call Whisper
(Inbound Call Center Feature)

• Keep your employees informed!
• Evolution PBX can whisper to the agent taking the call who or where the call is coming from when they answer.
• When using an ATA you can purchase an analog phone from WallMart and your agents will still know what type of call they are answering!!!!
• Most PBX manufacturers force clients to purchase high-end expensive IP phones in order to access their Inbound Call Center features.

![Queue Options](image)
Allow Voicemail and Exit the Queue
(Inbound Call Center Feature)

- Select Enabled to allow a caller to press 8 to exit the queue and leave a voicemail message.
- Note: You may announce this option to callers in your extension group announcement or a hold announcement.
FastPass
(Inbound Call Center Feature)

- Do you have a particularly long hold time but still want to maintain contact with your customer?
- Allow your customer to opt out of holding for an extension group.
- The system will prompt the caller to input their phone number, hang up their call, retain their place in line, and have the system call them back when they have reached the front of the queue.
- This can also eliminate costly toll charges by converting the incoming 800 charge to an outbound VoIP call which is typically low to no cost.

<table>
<thead>
<tr>
<th>Queue Options</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy</td>
<td>Ring All (Many)</td>
</tr>
<tr>
<td>Priority</td>
<td>10</td>
</tr>
<tr>
<td>Position</td>
<td>Every 45 Seconds</td>
</tr>
<tr>
<td>Hold Ann.</td>
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<tr>
<td>Fast Pass</td>
<td>Enabled</td>
</tr>
<tr>
<td>Logoff</td>
<td>Auto</td>
</tr>
<tr>
<td>Wrapup</td>
<td>60</td>
</tr>
</tbody>
</table>
Automatic Logging Off of Agents
(Inbound Call Center Feature)

- Select a Logoff option: Select Auto for an extension to automatically be removed from the extension group (logged off) if a call to it is not answered.
- The user can enter *21 on their extension to be added back to the extension group (log in).
- If set to Manual then a missed call will not remove extensions from the extension group.
- The user can enter *20 to be manually removed from the extension group (logged off).

![Queue Options Table]
Wrap-up Timer  
(Inbound Call Center Feature)

- Select the amount of time (0-295 seconds) to wait after a queue call before the next queue call will be delivered to the same agent.
- Select 0 to disable this feature
Caller ID Routing

- Need to have calls routed to certain departments or certain locations based on the incoming Caller ID or Automatic Number Identification?
- With Evolution PBX inbound call routing with CID you can accomplish this with ease. Not a problem.

<table>
<thead>
<tr>
<th>Description</th>
<th>ANI Number</th>
<th>Route To</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Sales</td>
<td>_212XXXXXXX</td>
<td>Extension</td>
<td>5769-*Jim</td>
</tr>
<tr>
<td>Pacific Sales</td>
<td>_905XXXXXX</td>
<td>Extension</td>
<td>5745-*Bill</td>
</tr>
</tbody>
</table>

**Instructions:**
Enter a caller ID number to look for. This field also accepts variables. When using variables you must start the field with underscore._ Example _520XXXXXXX
X matches any digit from 0-9
Z matches any digit from 1-9
N matches any digit from 2-9
[1237-9] matches any digit in brackets
. wildcard, matches any characters
! wildcard, matches any characters immediately
Automatic Call Forwarding

• Register your Bluetooth MAC Address from your cell phone with Evolution PBX and the system will automatically detect when you are in and out of the office.

• Using our optional Bluetooth transmitter, your forwarding rules will automatically turn on and off when you enter or leave the office based on the permissions you have set in your Find Me/Follow Me interface.
Unified Messaging

• You can have one DID number that can:
  • a) Receive a Fax that can be sent to you as a PDF document via email
  • b) Locate you at the phone number of your choice
  • c) Leave you a Voicemail message that can be sent to you as a .wav file to your favorite email client.

• In addition, you can have a dedicated Fax DID number and a separate DID number to receive voice calls and have the same functionality at no additional cost within the Evolution PBX.

Unified Messaging Status For Extension 5745

Unified Messaging Call Flow

My Unified Messaging prompt is played

Press 2 to leave me a message
Press 1 to locate me
Screen caller for their name
Press 1 to accept call
Press 2 to reject
Press 1 to send to voicemail
Press 2 to transfer to another extension
Fax at any time
Press 0 to be connected with the operator
Press # for admin settings. (You will be prompted for your password.)

LISTEN
Call Screening

- Want to know who is calling you when a call is being transferred from the office to your cell phone?
- Enable Call Screening within your Unified Messaging Profile and the caller will record their name and then the system will call you.
- When you answer, the system will speak their name and you have the option of accepting or rejecting the call.
Dialled Number Identification Service Routing (DNIS Routing)

- Need to have calls routed to certain departments or certain locations based on the number the caller dialed?
- With Evolution PBX Dialled Number Identification Service (DNIS) routing you can accomplish this with ease. Not a problem.

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
<th>Send Calls To</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Number</td>
<td>6022495750</td>
<td>Auto Attendant</td>
<td>MainAutoAttendant</td>
</tr>
<tr>
<td>Sales</td>
<td>6022495745</td>
<td>Extension Group</td>
<td>12000-Sales 1</td>
</tr>
<tr>
<td>Support</td>
<td>6022495725</td>
<td>Extension Group</td>
<td>12005-Support</td>
</tr>
<tr>
<td>Direct</td>
<td>_XXXXXXXXX</td>
<td>Custom Routing Rules</td>
<td>15091-Route Thru</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Extension</td>
<td>5003-&quot;Snom&quot;</td>
</tr>
</tbody>
</table>
Custom VoIP Provider

- Have a VoIP provider that is not on our list?
- Evolution PBX puts the power in your hands and allows you access to set up your own provider. *Additional setup support not included.
Office Anywhere

- Are working from your home office (or anywhere for that matter)
- Need to make a number of calls
- Don’t want to show your home or cell phone number or have the calls billed to you.
- Access Evolution through a standard phone line.

- An Internet Connection is not required
- All calls billed directly to corporate
- No need to submit that two dollar expense for a call
- Protect caller ID information of your current location
- Ensure a professional appearance

First call to Evolution.

Second outgoing call to your client.
Fax to Email

• Getting tired of forgetting to put more paper in the fax machine or investing in those ink cartridges?
• Evolution PBX Platinum has a built-in Fax to Email engine for converting inbound faxes to PDF documents and sending them to the email address of your choice.
• This can be done for the main fax number of your company that would then send an email to the receptionist.
• It can also be done on a DID basis for individuals such as real estate agents who require their own individual fax number.
• Evolution PBX also supports outbound faxing from your computer.
Overhead Paging

- Cleanup in Aisle 7...Evolution PBX can integrate with your existing overhead paging system. Ask a sales representative for details.
Professional Development

• When you have a special application that is not already a standard feature within our product we will always evaluate it and provide a response as to whether or not we can build your specific requirement into our system.
• This is part of IVT Professional Services to help clients build an end to end IP Telephony Solution.
• We will provide a firm quote for these services based on your scope of work.
Value Added Services

Intuitive VoIP - Detailed Network View

The architecture and network strategy virtually eliminates packet loss, jitter and latency across the continent and to the PSTN, translating into higher quality calls.

3-4 Trunks - $39.99 per month
5-9 Trunks - $37.99 per month
10+ Trunks - $34.99 per month
(Prices are before taxes/fees.)

Additional DID’s (Direct Inward Dials)
$3.00 per month (Local)
$6.00 per month (Toll Free)
$0.049/minute toll free inbound

Free Number Porting
Unlimited Nationwide Long Distance
Unlimited Inbound and Outbound Calling
Direct Class 4 Connection to VoIP Backbone
One Free DID per Line
Low cost International and Toll Free numbers
World Class Service and Support
Value Added Services

Custom Messages On Hold Services

Certificate for 2 Free Months of Custom Messages on Hold

Playing custom messages and music on hold will enhance your company’s image, make your clients aware of your different products and services, increase your website traffic, and deliver many more benefits that will help you gain that competitive edge.

FACT: 85% of people surveyed by AT&T preferred on-hold messages over every other option and 18% actually made a purchase based on information they heard on hold.

Please visit www.AmericaOnHold.com and press “Hear Demo’s” to listen to samples of industry specific productions, and just imagine what your clients could be hearing!

You may redeem this certificate for 2 Free Months of any custom on-hold package. Call us today and take advantage of this special limited time offer because your company and your customers are worth it!

Certificate: Valid For
Limited Time Only

Intuitive Voice
Sales@AmericaOnHold.com

Promo Code: Intuitive5750
Value Added Services

To order service please contact: Carole A. Calderon
Intuitive Voice Technology Product Specialist
Email - rhettler@telarus.com
Office Phone - (801) 790-4903

Thank you for choosing Intuitive Voice Technology to assist you in finding a solution to your telecommunications needs. At Intuitive Voice Technology, we understand that your business needs quality service from a dependable provider. We partner with only the best service providers that can offer reliable service and have a proven track record of stability.

The quotes we’ve provided from multiple service providers are proposed to address the specific needs you shared with us. Each company we work with has unique strengths. As your broker, our job is to find the right service providers for you. This involves assessing your needs, matching those needs with the service provider’s capabilities, and negotiating a favorable rate.

Below are the quotes from our service providers for your Integrated T1 PRI:

<table>
<thead>
<tr>
<th>Plan #</th>
<th>Carrier</th>
<th>Service Description</th>
<th>Bandwidth</th>
<th>Installation Fee</th>
<th>Rebate</th>
<th>Term</th>
<th>Router</th>
<th>Total Monthly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NUVOX</td>
<td>Navox VOIP: Atlanta Market</td>
<td>1.8M x 1.5M</td>
<td>90.00</td>
<td>-</td>
<td>3 Years</td>
<td>Yes</td>
<td>$415.00</td>
</tr>
<tr>
<td>2</td>
<td>XD IP Flex PRI (Includes GM Discount)</td>
<td>1.8M x 1.5M</td>
<td>90.00</td>
<td>-</td>
<td>3 Years</td>
<td>Yes</td>
<td>$450.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>XD IP Flex PRI (Includes GM Discount)</td>
<td>2.0M x 3.0M</td>
<td>60.00</td>
<td>-</td>
<td>3 Years</td>
<td>Yes</td>
<td>$895.05</td>
<td></td>
</tr>
</tbody>
</table>

http://www.IntuitiveVoice.com/T1Quote.html
Value Added Services

Metropolis Call Accounting Software

If you can’t measure it....
You can’t manage it.

Allocate and/or bill-back call costs to departments, projects and/or clients

- Bill clients for calls made on their behalf
- Identify fraudulent use
- Monitor employee productivity and discourage personal telephone calls
- Better forecast, budget, and allocate telecom dollars
- Enable telecommunication departments to charge back recurring costs (e.g., equipment usage), as well as non-recurring costs (e.g., installation charges), to the appropriate cost center or department
Intuitive Voice Technology
Industry Awards