



Istra Enterprise

Private Phone Network platform

Istra Enterprise is a Private Phone Network Platform that allows large multi-site enterprises to capitalize on the benefits of IP telephony and Unified Communications. The platform is ideal for enterprises aiming to simplify the management of their telephony infrastructure and services. It also dramatically reduces the cost of delivering both basic phone service and advanced communications solutions to the enterprise.

Istra Enterprise supports migration away from inefficient and incompatible infrastructure, allowing an enterprise to gradually build an optimized private phone network around its specific needs.

Istra Enterprise is designed to eliminate vendor lock-in by easily connecting different types of hardware, software and network configurations, allowing the enterprise to choose the technologies and vendors that best suit its purposes. It also allows enterprises the flexibility to choose whichever combination of hosted and premises-based solutions makes the most business sense.

In addition to providing the significant cost savings of IP telephony, **Istra Enterprise** delivers flexible and highly scalable centric services that are device, network and location independent. This Unified Communications approach dramatically improves productivity and collaboration.

With **Istra Enterprise** employees are effectively connected from any phone, mobile device, computer or business application including web browser, email, CRM and IM.

Benefits to Enterprises

Complete Turnkey Product

- Fast deployment and ease of use
- Easy integration with existing infrastructure
- Comprehensive Unified Communications feature set
- Multi-protocol support (SIP, MGCP and Cisco skinny SCCP as well as analog phones and faxes)

Cost Reduction Features

- Free inter-site communications
- Centralized dial plan between sites
- Consistent feature set for all enterprise users
- Reduced telephone call and line rental costs
- Optimize long distance and international communication costs

Lower Operational Costs

- A single broadband connection for voice and data services, eliminating the need to maintain two networks
- Reduced operational and maintenance cost
- Web-based administration interfaces for easy configuration

Pave the way for Fixed-Mobile Convergence



FMC Services

- One User with One PSTN Number
- Group and Device Forking/ Hunting across networks
- User Controlled Call Continuity across devices networks
- One VoiceMail (Fixed-Mobile)
- Specialized terminals:
 - Busy Lamp Field for supervision
 - Free seating
 - Conference
- Mobile selfcare (Mylstra)



Mobile & Desktop Selfcare Applications

- Enterprise directory
- Personal contacts management
- LDAP and Outlook integration
- Forwarding rules
- Terminal control
- Presence management
- Instant messaging

Receptionist Console

- Simultaneous calls
- Drag and Drop
- Boss/Secretary filtering
- Supervised conference
- Black list
- Barge in/Intrude/Steal
- Instant messaging
- Directories integration
- CRM integration
- Touch Screen

Conference

- N-way conferencing with participants monitoring
- Conference Bridge (reservation less, invitations, dtmf-less join)
- Scheduled conference with master and participants
- Blast

Supervisor Console

Agent Console

Inbound Call Center Console

- Call queuing
- Agents and groups overflow
- Pause definition
- Wait time announcement
- Calendar
- Priority queue
- Discreet listening
- Agents monitoring by Supervisor
- Statistics/Reporting
- Login/Logout/Auto Login
- Drag and Drop