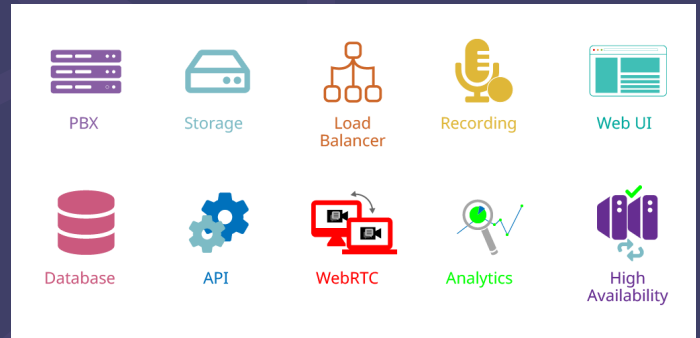


Multitenant

PBX Multitenant solutions for service suppliers

- ✔ Shared installation for multiple enterprises
- ✔ PBX, recording, analytical, BBDD, WebRTC, API...
- ✔ It manage DID's, extensions, queues, IVR's, etc.
- ✔ Simple or scalable architecture
- ✔ easy to use, goodbye to instructions manuals



Aplicaciones Principales de Issabel Multitenant

Simple management. Companies without limit.

To know more visit website:

www.issabel.com

Service suppliers



System information panel

API for external integrations

Unlimited companies and extensions

Releases available for all suppliers

Calls statistics

CDR list with filters and exportation

Provides users for total control

DID's management

Company managers an super managers

Extensions limit per company

Call recording control per company

Outgoing calls errors to secondary operator per company

Regional setups

Multi-language interface

Super manager access restriction per port

Call denial to external domains

System with horizontal scalability

Companies and extensions creation and deletion notifications

Company managers

Information panel

Incoming calls setup assistant

Multiple apps: Voice mail, Queue, IVR's

Real time calls status with actions

Exportation of CDR, filters and recording download options

Calls distribution

Customized appearance.

Extensions management

Inbound setup by DID with schedules, holidays calendar...

General purpose boxes with web and email integration

Queue management

Queue and agents statistics

Conference rooms

IVR's graphics

management

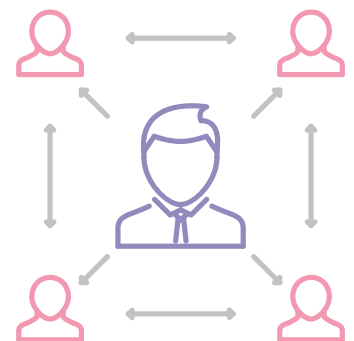
Locutions library

Hold on music library

Capture groups management

Click2Call

Listen to calls in progress



Users

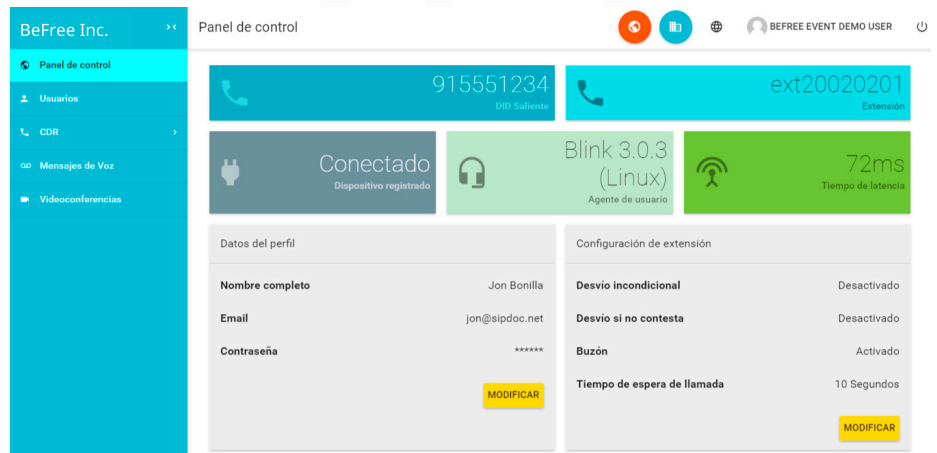
System information panel

Users list with real time status

Take call an Click2Call








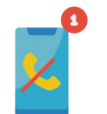





Web and email personal voice mail

Multiple videoconference in web browser




Issabel MT Modules

Module system to personalize the experience of each company.

Dialer Módulo de marcación automática 	Homerti CRM Módulo de conexión con Homerti CRM 	Aplicación Móvil Módulo de activación de las funciones de la aplicación móvil de PBX 	Extensión de navegador Módulo de activación de las funciones de las extensiones del navegador (Chrome y Firefox) 
Pipedrive Módulo de conexión con Pipedrive 	ISP Gestión Módulo de conexión con ISP Gestión 	Dolibarr Módulo de conexión con Dolibarr 	Llamadas perdidas Módulo de llamadas perdidas 
Web Phone Teléfono integrado en la plataforma 	Hubspot Módulo de conexión con Hubspot 	Odoo Módulo de conexión con Odoo 	Encuestas de satisfacción Encuestas de satisfacción para las colas 
ZOH0 Módulo de conexión con ZOH0 			

Issabel Multitenant in only one virtual node has all components required.

Recommended up to 1000 extensions and can become one multi-node architecture at any moment.

Multi-node architecture uses several virtual machines to enhance its capacity.

This kind of deployment allow to horizontally scale enabling more PBX nodes and keeping only one management point.

Novedades

[New] Portuguese language support

[New] French language support

[New] Kamailio and rtpengine as new services

Kamailio as SBC ahead of asterisk for increased security, TLS support, Websocket and much more.

Rtpengine as RTP relay in kernel mode

[New] WebRTC support on the server

WSS support on port 4443 to support WebRTC clients[Nuevo]

[Module] WebRTC client on user website

Register / Unregister

Hold

Attended blind transfer

Autoanswer

Other terminal base functionalities

Based on JSSIP

[New] [Security] Action log

The system saves the actions of the web users: Create / edit / delete / login / logout ...

Actions can be filtered and searched

The events include all the information from the http headers for better control

[New] [Module] Integration with Odoo CRM

Check the incoming caller id in the CRM to get its information and display it

Open contact in CRM when call is answered

[New] [Module] Integration with Zoho CRM

Check the incoming callerid in the CRM to get its information and display it

Open contact in CRM when call is answered

[New] [Module] Integration with Hubspot CRM

Check the incoming callerid in the CRM to get its information and display it

Open contact in CRM when call is answered

[New] [Module] Survey in queues

Enable survey by queue. Go to survey when agent call ends

Create and edit arbitrary questions for the survey

Statistics

Download details of each question and answer of each survey

Responses per call can be viewed in the queue CDR

[New] [Module] Missed calls

Enable missed call notification by user and / or by queue

Sending of notification (mail) of missed call to user

Sending notification (mail) of missed calls when a queued call is not answered

Send URL to conveniently return the call with 24 hours of expiration time

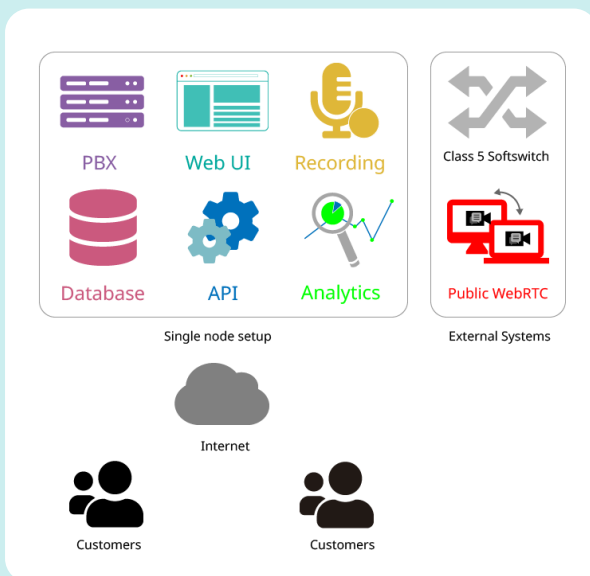
[New] Force open / closed hours

New service code *66 to force open / close in company

You can see forced status in DDI list on the web

Multitenant Issabel Architecture

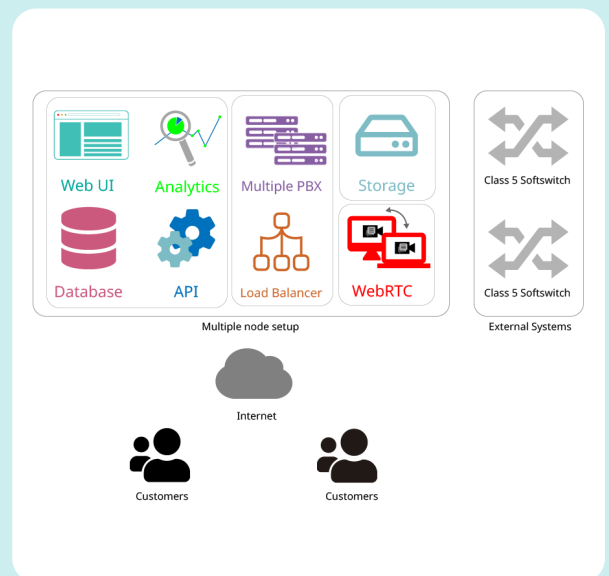
Simple Node



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Multi Node



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