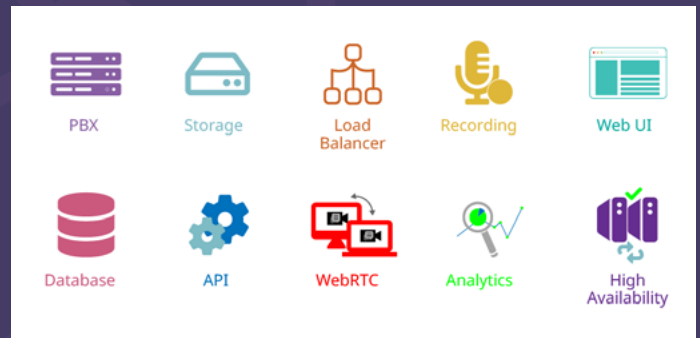


Multitenant

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

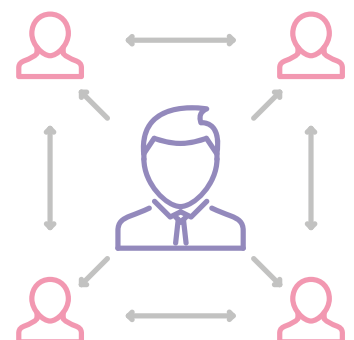
Locutions library

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.

<p>Dialer Automatic Dialer module</p>	<p>Homerti CRM Homerti CRM connection module</p>	<p>Mobile App PEX mobile application function activation module</p>	<p>Browser Extension Browser extension functions activation (Chrome y Firefox)</p>
<p>Pipedrive Pipedrive connection module</p>	<p>ISP Gestión ISP Gestión connection module</p>	<p>Dolibarr Dolibarr connection module</p>	<p>Missed calls Missed calls module</p>
<p>Web Phone Phone integrated in the platform</p>	<p>Hubspot Hubspot connection module</p>	<p>Odoo Odoo connection module</p>	<p>Satisfaction surveys Satisfaction surveys for queues</p>
<p>ZOHO ZOHO connection module</p>	<p>Cuerva Cuerva connection module</p> <p>NEW</p>	<p>DID out Module to map call code with outgoing DID</p> <p>NEW</p>	<p>DID routing Module to manage the rules for controlling the flow of DIDs</p> <p>NEW</p>
<p>Holdded Holdded connection module</p> <p>NEW</p>			

What's New

[New] Arabian language support

[New] Catalan language support

[New] Portuguese (Portugal) audio prompts

[New] Agent panel can now manage queues (Pause/Unpause, details, call records... etc)

[New] Log viewer integrated in the CDR list

[New] Pause/Unpause agents via API

[New][Module] Incoming call routing

Firewall like rules based, it's more flexible and replaces the routing wizard when enabled.

[New][Module] Holded CRM integration

[New][Module] Cuerva CRM integration

[New][Module] Outbound callerid selection

Outgoing call based callerid selection via prefix/vsc

[Improvement] Pagination options shared and stored in every listing

[Improvement] Kamailio and RtpEngine now bridge by default for NAT near end scenarios

[Improvement] Queue agent max and duration max increased

[Improvement] New themes for the web panel

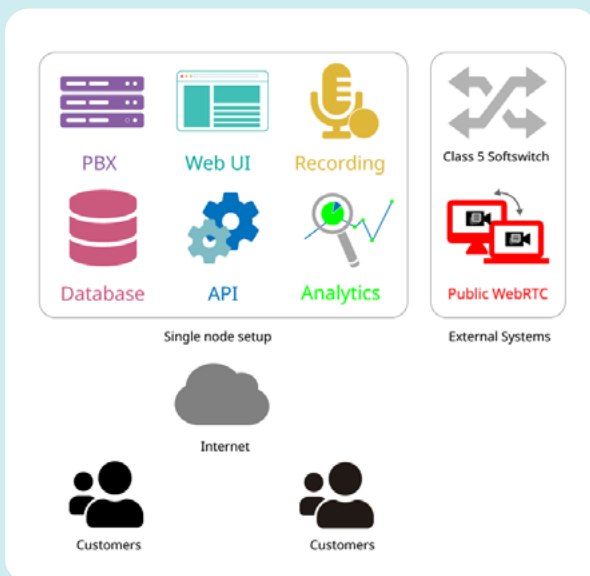
[Improvement] Queue CDR filters improved in the API

[Bugfix] Tons of bugfixes and other small improvements

[View Changelog](#)

Multitenant Issabel Architecture

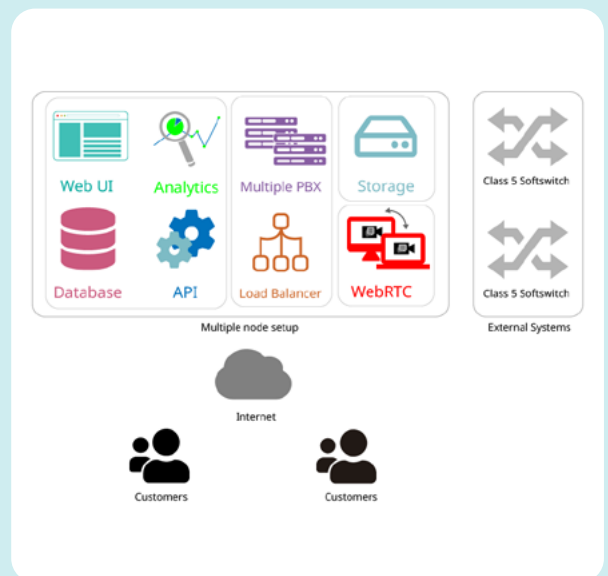
Simple Node



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



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.