BridgePBX
Complete Phone System

BridgePBX is a robust PBX platform that is simple to use, scalable, and customizable. The routing functionality is carried out by the use of FreeSWITCH, the underlying programme.

The BridgePBX system offers multi-tenancy in addition to a wide range of features. For VoIP service providers, this is a crucial aspect since it enables them to divide their clients into different sub domains, preventing direct customer-to-customer communication within the same installation. Multi-tenants under one installation are not supported by the majority of widely used Asterisk-based systems, including FreePBX.

Key Features:-

- ❑ PSTN Interface for Analog and Digital Circuit
- ❑ VoIP(Voice over Internet Protocol)
- ❑ SIP (Session Initiation Protocol)
- ❑ SCCP (Skinny Client Control Protocol)
- ❑ H.323
- ❑ XMPP(Extensible Messaging and Presence Protocol)
- ❑ IVR
- ❑ Conferencing
- ❑ WebRTC
- ❑ Citizen Service Chat Bot : Multi Channel Supported
- ❑ One way Emergency Notification System
- ❑ GUI based Configuration & Administration System
- ❑ Nanosecond CDR Granularity
- ❑ Call Recording
- ❑ Protocol Agnostic
- ❑ Inband DTMF generation and detection
- ❑ Multi-lingual Speech Phrase Interface
- ❑ Parallel Hunting
- ❑ Serial Hunting
- ❑ Thread Isolation
- ❑ Multi-Tenant
- ❑ Unlimited Extensions
- ❑ Voicemail-to-Email
- ❑ Device Provisioning
- ❑ High Availability and Redundancy
- ❑ Ease to Use
- ❑ Security at Every Level
- ❑ Voice Logger

Physical Specification

Supported Technology

- PCM-TDM
- IP
- Non-blocking
- SIP v.2.0 (RFC 3261)
- WebRTC
- SBC

Physical Interface

- **Trunk & ISDNBRI:** scalable up to 3 Trunk card with 8 lines in each
- PSTN
- Analog Line
- **ISDN-PRI:** scalable up to 8 PRI card

Type of Extension Supported

- IP: 32 extension port
- SIP: 32 extension port
- Analog: 32 extension port
- Universal Slots

User Supported

- Extension Support: 500
- Concurrent User: 100

CTI Services

- Automatic Screen Popup from CRM
- Transfer of Data and Call to Call Center Agent
- Call based Routing

Other Specification

- **Mounting Type:** Table Top
- **Transfer Protocol:** UDP, TCP, TLS, SRTP
- **WAN:** 1x10/100 Mbps
- **LAN:** 1x10/100 Mbps
- **Power:** AC 100-240V/DC Voltage
- **Frequency:** 50/60 Hz

Codec Supported

- G.711(PCMU)
- G.711(PCMA)
- G.722
- G.722.1
- G.722.1c
- G.726
- G.729
- GSM
- CELT & Opus
- iLBC
- DVI4
- BroadVoice
- SILk
- VP8
- VP9
- G.723.1
- H.263
- H.264
- Codec2
- LPC10

Encryption Supported

- WSS
- HTTPS
- SRTP
- ZRTP
- TLS
- SDES
- DTLS

Standard Features in BridgePBX

Call Features

- 3-way conference
- Auto-Redial / Camp on
- Boss/Secretary + Whitelist
- Call back
- Call forward (busy, no answer, unconditional)
- Call parking
- Call pickup
- Call Transfer (blind, attended)
- DISA (Direct Inward System Access)
- DND (Do Not Disturb)
- Find me / Follow me
- Caller ID
  - Customization (incoming/outgoing)
  - Display
  - Lookup
  - Blocking
  - Routing
  - Screening
  - On Call Waiting
- CDR (Call Details Record)
- Corporate phone books
- Direct Inward Dial Numbers (DIDs)
- Inbound/Outbound fax support
- Message Waiting Indicator(MWI)
- Paging & Intercom
- Short-code dialing
- Speed Dial
- Video calls
- Voicemail
- Voicemail-to-email
- Voicemail broadcast
- Wake-up Calls / Reminders
- Personal recording / notes
- Direct trunk to trunk connection

Security

- Authorization codes
- Built-in firewall
- Call encryption (SIP TLS, sRTP)
- Call Permission Management
- Intrusion detection and blocking

- Limiting or blocking of outbound calls
- Password strength indicator
- PIN-protected outbound calls
- User permission management
- Secure password auto-generation
- Time based restrictions
- Weak password report

Call Center

- Agent log in/log out
- Barge
- Call monitoring
- Call queues
- Call recording
- Caller Name Lookup
- CDR (Call Details Record)
- Click-to-call
- Chat
- Conferencing (on-the-fly)
- Customer account codes
- Hot-desking
- Hunting groups
- Instant messaging/chat*
- IVR / Auto-attendants
- Listen to agent
- Pick-up groups
- Presence (agent status)
- Queue priorities
- Queue VIP list
- Ring group strategies
- Reporting
- Time-based routing
- Visual switchboard
- Whisper to agent

Administration

- Announcements
- Backup & Restore
- Blacklist
- CLI Access (via GUI)
- Disaster Recovery
- Dashboard

- IP phone provisioning
- Email notifications
- Extension roaming
- Extensions status management
- Feature codes management
- Global search
- High-availability
- Hotel PMS integration
- Import & Export extensions
- Language support
- Log file viewer
- Music on hold
- Network settings tool
- Night modes
- Notifications
- PBX status reports
- Pickup groups
- Pre-defined user roles
- Remote administration
- Storage monitoring
- System-wide speed dial
- Time Conditions
- User-friendly Web interface
- User PIN code
- VMware compatible
- Hyper-V compatible

Unified Communications

- Audio conferencing
- Call recordings access
- Corporate phone book
- Fax-to-email
- Fax from web
- Instant messaging/chat
- One number reach
- Multiple devices per user
- Switchboard
- Personal call log
- Personal extension settings
- Presence
- Personal IVR
- Voicemail to e-mail
- Visual voicemail
- User portal: access to voicemail, fax, and recordings

Call Center Statistics Modules

The reports display accurate information for your call center activity in formatted tables and informative charts. Reports can be exported to pdf and csv (Excel) format. There are a myriad of metrics available: Service Level Agreement, Abandon Rates, Call Distributions, Agent Activity and a lot more.

Basic Features in BridgePBX Call Center Statistics

FUNCTION	DESCRIPTION
Data import	Data is available to import new data at scheduled intervals
Export	Export reports into PDF format for presentations, or csv format for external data crunching
Reporting	Answered, Unanswered, or Distribution
Distribution Reporting	Analysis by day, week day, or hour
Answered Calls Reporting	Analysis by queue, agent, disconnection cause, or service level
Service Level Reporting	Answered Service Level Report
Unanswered Call Reporting	Analysis by queue or disconnection cause
Sundry Reporting	Agent Status, Queue Summary, or Call Waiting Detail
Charting	Uses HTML5 and Java script, so no need for a flash-enabled browser

Advanced Features in BridgePBX Call Center Statistics

FUNCTION	DESCRIPTION
Data import	Data is available as the event occurs, i.e., in real-time
Export	Export reports into PDF format for presentation purposes, or csv format for external data crunching
Reporting	Service Level Agreement, Abandon Rates, Call Distribution, Agent Activity
Distribution Reporting	Analysis by queue, month, week, day, week day, hour, URL, as well as detailed reporting
Answered Calls Reporting	Analysis by queue, wait time, agent, disconnection cause, duration, transferred calls, as well as a detailed reporting
Service Level Reporting	Answered and Unanswered Service Level Reports
Unanswered Call Reporting	Analysis by queue, disconnection cause, URL, as well as detailed reporting
Sundry Reporting	Agent Availability, Sessions and Pause Durations, Call Disposition, as well as Detailed Paused Report and Session Report
Charting	Uses HTML5 and JavaScript, so no need for a flash-enabled browser
Search	Search data by Caller ID, agent, queue, duration ranges, or date ranges
Report Distribution	Schedule automatic email distribution of multiple reports
Notifications	Create automatic email notifications when variables exceed user-defined threshold values
Customization	Customize reports with your own language, color schemes, date and time formatting, metrics, formulas, etc.
Real-Time Monitoring	SPY option to listen to calls in progress with option to 'steal' the call
Real-Time Coaching	Coach agents using whisper method during calls

PBX Features

Function	Description
Multi-Tenancy: Uniqueness of BridgePBX	Domain based multi-tenant using subdomains. This feature has importance for service providers. By using to add domain you can reach the specific tenant from the multi-tenant domain side menu to configure and allow secure administration from the world wide web. To create a domain, Go to Advanced then click Domains Domain Selection: Changing to a different domain click the stack of three dashes on the top right
Conference Bridge	Set up voice conference calls, is optionally secure with a PIN number, and can transfer current calls to a conference. Interactive conference control provides ability to see the list of callers in the conference and manage the volume, see who is talking, kick, mute, unmute, deaf, undeaf, profiles and controls.
IVR Interactive Voice Response	The IVR menu plays a recording or a pre-defined phrase that presents the caller with option to choose from. Each option has corresponding destination. The destination can be extensions, voice mail, other IVR menus, call groups and more.
Music On Hold (MoH)	Music on hold is the stream you listen when you are being transferred, or when you are in a queue. Music on hold can be in WAV or MP3 format. To play an MP3 file you must have mod_shout enabled on the 'Modules' tab. Allows multiple categories of music on hold that can be set globally or per domain. For best performance upload 16 bit, 8/16/32/48 kHz mono WAV files.
Voicemail	A voicemail system is a centralized system used in businesses for sending, storing and retrieving audio messages, just like an answering machine would do at home. Voicemail systems make a Phone System more flexible and powerful by allowing information and messages to pass between users even when one of them is not present. BridgePBX has integrated a free voice mail system. **Voicemail-to-Email:** have voicemails to any desired email address
Follow Me	**Follow Me** (also known as **Find Me)** allows you to redirect a call that is placed to one of your extensions to another location. You can program the system to ring the extension alone for a certain period of time, then ring some other destination(s), such as a mobile phone or a related extension. Follow Me can also be used to divert calls to another extension without ringing the primary extension.
Call Forwarding & Do Not Disturb (DND)	PBX Do Not Disturb or DND functionality is the ability of a phone or client to ignore any incoming calls. Direct calls to voicemail by default however there is an option when using do not disturb to send the call to an alternative destination.
Fax Server	BridgePBX is an IP-PBX that includes a T.38 compatible fax server which allows you to receive faxes via a VoIP (voice over IP) network. Businesses looking to evolve their communications can enjoy the many benefits of IP telephony with BridgePPX and at the same time forget the

headaches of installing special drivers for a traditional fax server. With a full-featured T.38 fax server integrated into the phone system, faxes can be received from anywhere in the network.

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Toll Allow	Toll Allow is a variable that can be set per extension. It allows you to limit who can make what type of calls. BridgePBX GUI select an outbound route and add outbound routes, tag them local, domestic, or international depending on what they are. Tag that extension as local, domestic, international in Toll Allow (depending upon which calling facility you want to permit for that extension)
Call Block	Call Block in the BridgePBX is used to block incoming calls. If you list a phone number of the incoming call in the blacklist, you will not receive the call from this number any longer **Action:** Reject- Will reject the call Busy- Will send a busy signal Hold- Will put the call on hold Voicemail- Will send the call to the specified voicemail box

Supervisor Administrator Module

- **Supervisor/Administrator shall be able to monitor or control any group/agent in the helpdesk.**
  - o Live activity of each Agent
  - o Total number of Call received
  - o Total number of Call answered
  - o Graphical display of Call Session summary
  - o Live status of Group Call
  - o Can attend the call whenever necessary

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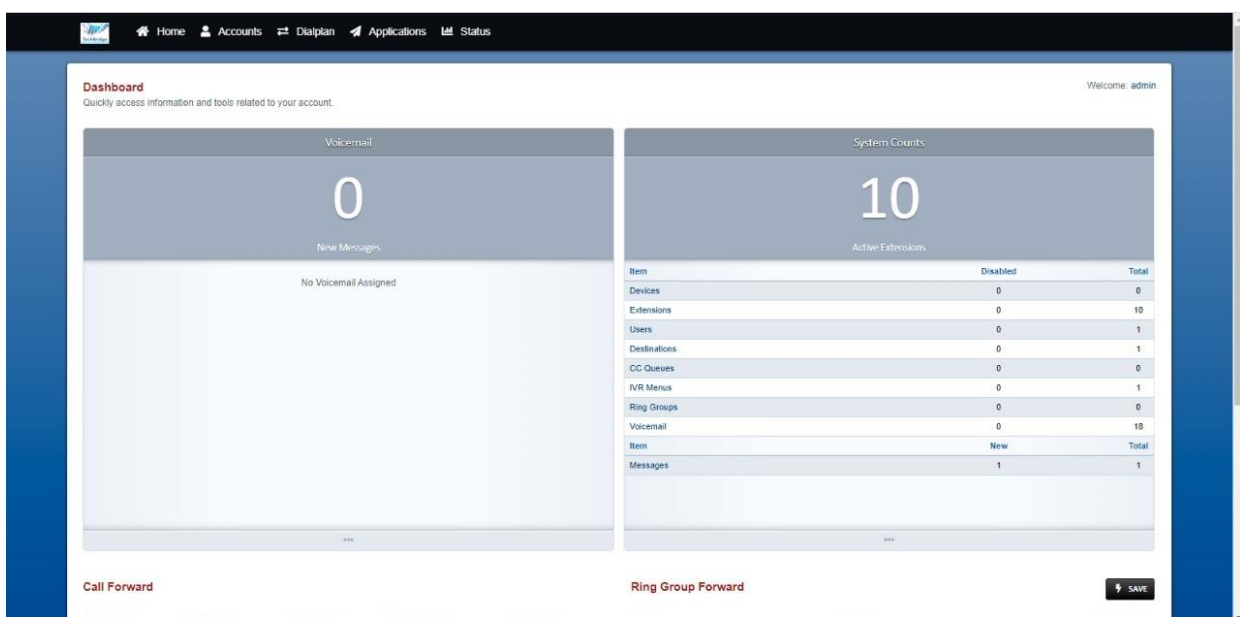
FOR MORE INFORMATION

About TechBridge

TechBridge is the World's leading Product & Solutions Company. Data Center Applications, Collaboration and Real Time Communication. DC Management and Monitoring, Disaster Management, Security, Collaboration and Cloud. Its market-leading Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. We are an expert and leader in Government Solutions, Smart City Solutions, Data Centers and Large Enterprises. We do custom applications also, as per the customer requirements.

Certificates:-

ISO 9001	ISO 27001	ISO 20000	CMMi L3

ISO 15408-1	PinkVERIFY

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