

Features

* Bientôt disponible en français.



kolibri

Télécommunication

Voicemail

- Authentication with PIN
- Voicemail to E-mail (Optional Attachment)
- Custom greeting messages depending on status (Busy, Unavailable)
- Voicemail operator support
- Timezone support
- Sounds per language
- Limit voicemail length
- Limit voicemail count
- Voicemail Groups
- Message Waiting Indicator (MWI)

System Dashboard

- System Dashboard

System Extensions

- Caller ID control
- Codec selection
- Auto Provisioning
- Voicemail
- CSV upload
- CSV Download
- Protocols: SIP, IAX2, DAHDI
- Outbound Destinations Permissions
- Enhanced Services
- Billing
- Departments
- gLoCOM Modules and Editions
- QR Code
- Desktop Apps integration
- Mobile Apps integration
- Call Recording
- Least Cost Routing

Queues

- Strategy: Ring All
- Strategy: Linear
- Strategy: Least Recent
- Strategy: Fewest calls
- Strategy: Random
- Strategy: Round-Robin with memory
- Strategy: Random with penalty

Ring Groups

- Incoming Call Confirmation
- Strategy: All
- Strategy: Round
- Strategy: Round Memory
- Strategy: Least Recent
- Ringtone customisation
- Caller ID customisation
- Custom greeting
- Exit Digit

Trunks/Gateways

- Protocols: SIP, IAX2, DAHDI
- DAHDI Signalling: PRI, BRI, Analog
- Codec selection
- SIP and IAX2 outbound registrations
- DAHDI: Digium Analog and Digital cards
- DAHDI: Sangoma Analog and Digital cards
- DAHDI: OpenVox Analog and Digital cards
- Xorcom Atribank

DIDs

- Destination: Caller ID Validation & Routing
- Destination: Caller ID Replacement
- Destination: Call Recording
- Destination: Queue Priority

Billing

- CDRs
- Optional Real Time Telephony Billing
- Service Plan
- Master / Slave accounts
- Credit Limits
- Soft and Hard Daily / Monthly Billing Limits
- Inclusive Minutes

Outbound Destinations Permissions

- Destination Groups
- Local Destinations
- Other Networks
- Special Routes

Enhanced Services

- Call Screening
- Mobile Numbers
- Speakerphone Page
- Follow Me
- Group Hunt
- Call Forwarding
- Do Not Disturb
- Caller ID
- Last Caller
- Call Park
- Instant Recording
- Call Pickup
- Call Filters & Blocking
- Speakerphone Paging
- Directory / BLF List
- Speed Dial
- Optional Web Callback
- Delete Recordings
- Listen to Recordings
- Call Monitoring
- Optional Phone Callback
- Monitoring Conferences
- Paging/Intercom
- Remote Access
- Force Codec
- Strip Digits
- CSV Upload
- CSV Download
- Destination: Extension
- Destination: Multi-User Extension (DID Forwarding)
- Destination: IVR
- Destination: Queue
- Destination: Voicemail
- Destination: Conference
- Destination: Remote Access
- Destination: Trunk
- Destination: Fax to E-mail
- Destination: External Number
- Destination: Phone Callback
- Destination: Deny Access
- Destination: Operation Times
- Billing Specific Service Plan
- Billing Use Billing Extension for Billing

Monitoring

- System Extensions
- Trunks
- Live Channels

CDR Reports

- CDR Search and Filters
- Listen and Download Call Recordings
- Delete Call Recordings
- Make calls
- Print recordings
- E-mail recordings
- Information about calls (CLIRs)
- CSV Download
- CDR Summary

CDR Statistics

- Daily statistics
- Compare data by day / month
- Calls duration per month
- Personal IVR
- Online User Directory
- System Operation Times

Hot Desking

- Polycom
- Yealink

System Administration

- Web Browser Administration
- Role Based Administration

Setup and Configuration

- Unlimited Expandability
- System Setup Wizard
- Phones Auto Configuration/Provisioning
- Trunks Auto Configuration
- Service Providers Templates

IVRs

- Type: Standard IVR
- Type: Pin-based IVR
- Type: Multi-digit IVR
- Type: IVR Tree Builder
- Destinations: Extension
- Destinations: IVR
- Destinations: Queue
- Destinations: Conference
- Destinations: Voicemail
- Destinations: Remote Access
- Destinations: Directory
- Destinations: Fax to E-mail
- Destinations: Call External Number
- Destination options: Default Caller ID
- Destination options: Change Language
- Operator Extension
- Custom timeouts
- Custom Greeting
- Ringing Type
- Statistics per Extension

Sounds and Music on Hold

- Sounds download / upload / conversion
- Music on Hold customisation
- Music on Hold options: files only, grouped per class
- Music on Hold options: random selection

Routes

- E.164 routing
- Simple Dial plan Routing
- Disabled routes
- Special Routes

Billing & Service Plans

- Billing rates per Destination Group
- Time-Based Dialling
- Minimum charge
- Connection charge
- Inclusive minutes
- Billing increments



DTMF Access Codes

- Voicemail
- Call Recordings
- Paging
- Speed Dial
- Other Networks
- Call Forwarding
- Group Hunt
- Caller ID
- Follow Me
- Call Parking
- Music on Hold
- Record greetings
- Operation Times
- Hot Desking
- Dial Local Extensions directly
- Dial Local Extensions limits
- Dial Permissions
- Operation Times
- FAX Detection

IVR Directory

- Search by First Name
- Search by Last Name
- Play Voicemail greeting for Name

Pin-based IVR

- CSV Upload
- Expiry date per PIN
- Destination per PIN

SIP Transports Supported

- UDP
- TCP
- TLS

Caller ID Validation & Routing

- Match Explicitly
- Match Partially
- Custom Destinations identical to DID Destinations

Customisation & Reliability

- Services Monitoring
- Powerful Reporting
- System Backup
- Custom Extensions
- Custom routing via dial plan System Extensions
- Protocols: SIP, IAX2, DAHDI
- Outbound Destinations Permissions
- Enhanced Services

FAX

- SIP T.38 support
- Sending faxes
- Receiving faxes (E-mail)
- Viewing faxes in TIFF / PDF format
- FAX Cover page customisation
- Sending faxes between PBXware instances (Remote FAX functionality)

GUI Global Settings

- Global Administrators
- Site / Tenant Administrators
- Date/Time format settings
- Language settings (Internationalisation support)
- HTTP API
- IP Address restrictions (blacklist/whitelist)
- Branding

Branding

- Custom Login logo
- Custom CSS branding
- Product name branding

HTTP API

- Extensions
- Trunks
- DIDs
- Ring Groups
- IVRs
- CDRs
- Routes
- Servers / Tenants
- Service Plans
- Destinations

Setup Wizard

- Network configuration¹
- Billing
- LCR
- Caller ID control
- Codec selection
- Auto Provisioning
- Voicemail
- Call Recording
- CSV Download
- Departments
- gloCOM Editions and Modules
- Desktop Apps integration
- Mobile Apps integration

Conferences

- Limit maximum number of participants
- Dynamic conferences via Desktop App
- Conference PIN
- Conference Admin PIN
- Conference Marked User PIN
- Dynamic PIN Prompt
- Announce user join/leave
- Announce number of participants
- DTMF menu for participants
- Control options for each member

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- Message Waiting Indicator (MWI)
- Unlimited Enhanced Voicemail
- Operator/Exit Digit
- Unified Messaging
- TimeZones Support



Delivery Method(s)

- Timezone configuration
- Administrator password
- Licensing
- Services control¹
- SMTP Configuration
- G.729 codec and license installation
- Updates and Upgrades
- Backup¹
- QoS¹

Auto Provisioning

- HTTP/HTTPS provisioning with Authentication
- TFTP provisioning

SIP General Settings

- Remote-Party-ID
- SIP Debugging
- QoS
- NAT settings
- Registrations
- Codecs
- RTP timers
- SIP timers
- MWI
- Subscriptions
- Video support

PBXware Desktop Applications

- Optional Presence Panel
- Optional gloCOM
- Sound Converter

CRM/CTI integration on request

- SugarCRM
- Salesforce
- ZenDesk

- Zoho
- Microsoft Dynamics CRM
- Software
- Appliances
- SERVERware

Online Self Care

- Destinations Permissions
- Account details changes
- Voicemail
- Reports
- Call Recordings
- Enhanced Services

Remote Access

- Destinations
- Voicemail
- Agent Login

Operation Times

- Default Destination
- Custom Destinations for specific Day/Time Range
- Control Open Days and Hours
- Control Closed Dates and Hours
- Custom Greeting
- Bullhorn

Supported Browsers (GUI)

- Internet Explorer 10+
- Safari
- Google Chrome
- Firefox

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