



Unifying People Productivity and Communications



IPFX for Cisco

Overview

IPFX's suite of applications has been integrated with Cisco's Unified Communications Manager since 2001 and as such was one of the first applications available on this IP PBX.

IPFX integrates via an open standard TAPI interface to Cisco Unified Communications Manager. This interface provides all the required telephony events to IPFX, allows IPFX to control calls and allows IPFX to play and record voice messages.

IPFX's complete suite of applications typically resides on a single Microsoft Windows server thus reducing rack space, administration overheads, installation complexity, as well as power consumption and carbon emissions.

Redundancy

For customers that require a higher level of reliability, IPFX has the option of a hot failover server. This server may be configured on the same network or alternatively at a remote site such as a disaster recovery (DR) site. The hot failover IPFX server retains all the data and configurations of the prime server such that in the event of a failover, all voicemails, contact center data and configurations are retained and commence operation automatically.

Platform Compatibility

IPFX is compatible and tested with the following versions of Cisco Unified Communications Manager:

- 3.3.5
- 4.0 (2a) SR1a
- 4.1 (3) SR5d
- 4.2 (3) SR3 4.3
- 5.0.4.1000-1
- 5.1.2.3000-2
- 6.0.1.3103-1
- 6.1.2.1000-13
- 7.0.1.11000-2
- 7.1.3
- 8.0.2.40000-1

Subsequent service packs of the above builds as well as some earlier builds are also supported. Please check our website for updates to this list.

Single Server

IPFX is typically supplied on an industry standard Microsoft powered server provided by your reseller. IPFX may also be installed on a server provided by the customer subject to certain specifications being met. Please discuss with your IPFX representative what server specification is recommended for your individual requirements.

Integration Support

IPFX has many years experience in supporting various PBX telephony interfaces. Through your IPFX reseller, IPFX ensures that the highest level of support is retained from the open standard IP PBX interface through to other applications and products that IPFX interfaces with including; Microsoft, IBM (Lotus), mobile devices, CRM, workforce management, servers and other associated products.

About IPFX

IPFX develops and distributes advanced Computer Telephony Integration (CTI) solutions. With offices in the United Kingdom, Australia and New Zealand, over 1500 customers with 300,000 end users currently enjoy products from our company.

IPFX software is renowned for being sophisticated, feature-rich and easy to use. Ongoing product developments ensure that your investment in IPFX is protected.

Ongoing support and training offered is of a high calibre and extensive documentation is available to assist users. Customers also have support of IPFX's extensive reseller network, which includes some of the largest IT integrators. All resellers are certified and trained in IPFX products.

IPFX customers range from small to medium sized businesses to some of the world's largest enterprises and government. Product flexibility and modularity enables system to be tailored to suit any size business.

IPFX Dimensions

"Dimensions" is the collective name for the IPFX suite of communication and productivity solutions.

IPFX Dimensions enhances productivity and professionalism, and although each component can operate independently, additional incremental advantages are realized when multiple solutions from the Dimensions suite are adopted. The greater the number of Dimensions solutions enabled by a company, the greater range and breadth of organizational and user benefits.

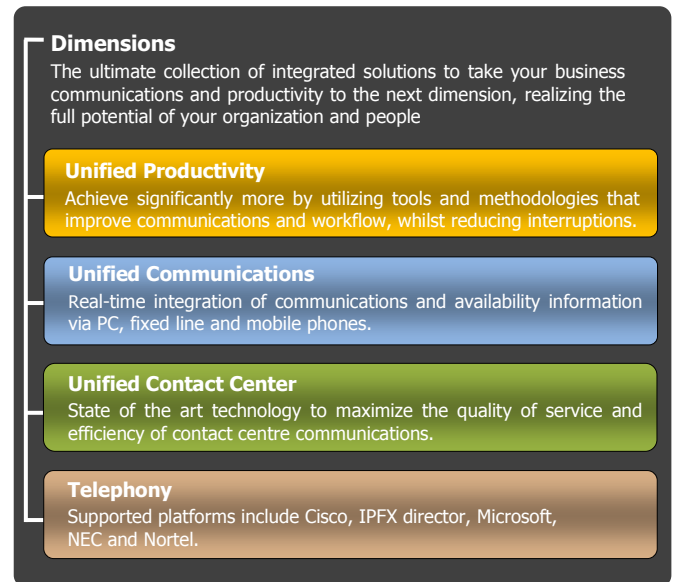
All IPFX Dimensions applications can run on a single server allowing users to configure the best communication and productivity solution for their business by addressing many challenges faced such as multiple communication channels, an array of non interrelated communication devices, frequent interruptions, and a lack of focus.

With several decades of combined experience, the IPFX development team works to continually refine and enhance the existing product suite, and ensure that upcoming technological advances are also leveraged to extend world-class solutions to a growing customer base.

IPFX provides the tools to enhance professionalism, service, and productivity, while allowing mobility and teleworking with powerful and adaptable tools, which are still simple to use and easy to understand.

Working with an extensive and well-regarded reseller network around the world, IPFX delivers telephony, Unified Communications and Unified Contact Center solutions to businesses of international standing. These solutions are 'end-to-end', from system design, implementation, training and support. The IPFX support team currently provides technical expertise to hundreds of thousands of end users around the globe.

IPFX will soon be setting another international standard with the launch of a new solution; IPFX Unified Productivity. This will deliver substantial increases in efficiency from the most common activity, to multi-user projects. It will put users in control of their time, and allow them to get where they want to be faster.



IPFX Unified Productivity

A world-first suite of efficiency tools for knowledge workers and organizations, soon to be launched by IPFX.

IPFX Unified Communications

Telephony, mobility and message software solutions and operator consoles that enhance visibility and increase the contactable nature of office workers.

IPFX Unified Contact Center

Software solutions for Contact Centers that effectively utilize time, resources and expertise across a range of media.

IPFX Telephony

IPFX integrates with a wide range of Private Branch Exchange (PBX) platforms to suit all requirements.

Auckland

London

New York

Sydney

Melbourne

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