

MaxCS Release 7.0 Update 1

New Functionalities & Enhancements for IP-PBX and Contact Center

With the introduction of MaxCS 7.0 Update 1, AltiGen continues to add innovative functionalities to its IP-PBX and Contact Center solutions. This new software release offers enhancements to administrative and call center application clients, call reporting and core PBX and Contact Center features. In addition, MaxCS 7.0 Update 1 expands integration with advanced 3rd party applications as well as establishes interoperability with industry standard VoIP phones and gateways.



MaxCS IP PBX & Contact Center Enhancements

Key Enhancements	Description
MaxAdmin	GUI Enhancements to the following menu items: <ul style="list-style-type: none"> • Out/In Call Routing, Auto Attendant, Services Menu, Extension Configuration, Seat License Management, Diagnostic Menu
MaxClients	<ul style="list-style-type: none"> • MaxCommunicator, MaxAgent, MaxSupervisor enhancements <ul style="list-style-type: none"> • Docking to Windows Task Bar when minimized • Voicemail timestamp synchronization • MaxSupervisor enhancements <ul style="list-style-type: none"> • Interval-based sort for Agent View and Agent Status fields • Support up to 50 concurrent sessions
Advanced Call Router	<ul style="list-style-type: none"> • Call routing based on Query results • Ability to map SQL DB to Target, Priority, Skill & User Data
E911 for Roaming Users	<ul style="list-style-type: none"> • Enables accurate E911 dialing for roaming users at companies with multiple locations • Supports AltiGen phones only: IP 705,710, 720, 805
AltiReport	<ul style="list-style-type: none"> • AltiReport email encryption • Report enhancements <ul style="list-style-type: none"> • Logout reason and duration for Agent activity report 1101 • Total logout duration for Agent performance summary report 2202 • Total & avg. ring time for Inbound calls wait time report 2206 • DNIS description & filter by MaxCS DNIS for Report 3101 & 3201
Other	<ul style="list-style-type: none"> • Addition of Group Queue option to Group RNA\Logout Handling • Filter to block unauthorized SIP invite requests • Support for Microsoft Exchange 2013 and Outlook 2013 • Virtualization support using VMware and Hyper-V

3rd Party Application Integration

3rd Party Application	Description
Salesforce.com	<p>Integration with Salesforce.com CRM using CTI adapter</p> <ul style="list-style-type: none"> • Salesforce edition: Professional, Enterprise & Service Cloud <p>Key Features</p> <ul style="list-style-type: none"> • Screen pop from numerical fields <ul style="list-style-type: none"> • Account, Contact, Lead & Case • Click-to-dial from Salesforce • Calls logged by Salesforce
SightMax	<p>Integration with SightMax Live Chat Enterprise edition</p> <p>Key Features</p> <ul style="list-style-type: none"> • Exchanges agent call & IM state between MaxCS & SightMax • Changes IM status to "Away" when agent is on call • Changes agent line status to "Not Ready" when agent is on IM chat

Industry Standard VoIP Device Interoperability

3rd Party Devices	Description
Polycom VoIP Phones	<p>Phone models tested with MaxCS Premise & Cloud</p> <ul style="list-style-type: none"> • SoundPoint IP 320, 321, 331, 335, 560, 650 • Soundstation IP 6000, 7000 • VVX 500, 600 <p>Basic Features Supported:</p> <ul style="list-style-type: none"> • Hold, Transfer, 3-Way Conference, DND • NAT Traversal
AudioCodes VoIP Gateways	<p>Gateway models tested with MaxCS Premise & Cloud</p> <ul style="list-style-type: none"> • MP118, MP124, Mediant 1000 <p>Key Functions Supported:</p> <ul style="list-style-type: none"> • MP118: FXS analog extension, FXO analog trunk, FXO 911 survivability • MP124: FXS analog extension • Mediant 1000: T1 PRI trunk
Multi-Tech VoIP Gateways	<p>Gateway models tested with MaxCS Premise & Cloud</p> <ul style="list-style-type: none"> • MVP 210, 410 <p>Key Functions Supported:</p> <ul style="list-style-type: none"> • MVP 210/410: FXS analog extension, FXO analog trunk
Edgewater Enterprise Session Border Controller	<p>Gateway models tested with MaxCS Premise & Cloud</p> <ul style="list-style-type: none"> • EdgeMarc 4550 <p>Key Functions Supported:</p> <ul style="list-style-type: none"> • WAN traffic shaping, bandwidth management