

## MaxCS Release 8.0

### Enhancements to Improve Business Efficiency and Performance Optimization

AltiGen's MaxCS Release 8.0 offers numerous enhancements that enable customers to improve business efficiencies and optimize performance. With MaxCS 8.0, provisioning of Polycom IP Phones has been greatly simplified and advanced AltiGen business features now work seamlessly. Call Back from Queue is an innovative contact center feature that has been added to enable call centers to efficiently manage their call queues. In addition, this software release includes new SIP Trunk features, performance optimization and enhancements for software clients.

Businesses have the flexibility to deploy MaxCS 8.0 on premise, in AltiGen's Cloud or in their Cloud. In addition, multiple licensing options are available, including upfront perpetual licenses and monthly Cloud or software-as-a-service (SaaS) subscriptions.



## MaxCS IP PBX & Contact Center Enhancements

Key Enhancements	Description
<b>Polycom Basic Features</b>	<ul style="list-style-type: none"> <li>• Auto- Provisioning</li> <li>• User Password Consolidation</li> <li>• Default Local Administrator password</li> <li>• Secondary Proxy</li> <li>• Auto-Generate Digit Map</li> <li>• Mobile Fallback</li> <li>• Firmware Auto-Upgrade</li> <li>• Advanced Features</li> </ul>
<b>Advanced Polycom Features</b>	<ul style="list-style-type: none"> <li>• Global Extension Relocation</li> <li>• Auto-Answer changes</li> <li>• Feature Code #33 (DND) changes</li> <li>• Global BLF</li> <li>• Polycom Expansion Module Support</li> <li>• Call Recording Button – VVX models</li> <li>• Corporate Directory Support/User Directory Dialing– VVX models</li> <li>• Client Call Control</li> <li>• Transfer and Conference enhancements</li> <li>• P2P Video support</li> </ul>
<b>Contact Center Features</b>	<ul style="list-style-type: none"> <li>• Call Back from Queue - The ability to offer callers the option to receive a return call instead of waiting on hold in a call queue.</li> <li>• Ability to customize the specific queue conditions under which a caller is offered the callback option               <ul style="list-style-type: none"> <li>• Wait Time &gt; x minutes</li> <li>• Queue Position &gt; x</li> <li>• Estimated callback time within the configured business hours boundary for the target workgroup</li> </ul> </li> <li>• Ability to configure multiple prompts and phrases</li> </ul>

Key Enhancements	Description
<b>SIP Trunk Features</b>	<ul style="list-style-type: none"> <li>• Flexible SIP Trunk Groups <ul style="list-style-type: none"> <li>• Configure new SIP Groups</li> <li>• Add SIP Server</li> <li>• Configure different options</li> </ul> </li> <li>• Free Format Forwarding Support for SIP Trunk and SIP Extensions <ul style="list-style-type: none"> <li>• SIP Trunks</li> <li>• PRI Trunks</li> <li>• T1 Trunks</li> <li>• Analog Trunks</li> <li>• SIP extensions</li> <li>• Analog extensions</li> </ul> </li> <li>• SIP Release Link Tie for Centrex Transfer Support <ul style="list-style-type: none"> <li>• Supported on certified Audiocodes gateways only</li> </ul> </li> <li>• TLS/SRTP Support</li> </ul>
<b>Security Features</b>	<ul style="list-style-type: none"> <li>• TLS/SRTP SIP Trunk Support <ul style="list-style-type: none"> <li>• Supported on ATGN SIP Trunks and ATGN Certified Gateways Only</li> </ul> </li> <li>• Java Service Manager for local system connections only</li> </ul>
<b>Client Enhancements</b>	<p>Windows 10 Client support</p> <ul style="list-style-type: none"> <li>• MaxCommunicator</li> <li>• MaxAgent</li> <li>• MaxOutlook</li> <li>• MaxSupervisor</li> <li>• MaxInsight</li> <li>• AltConsole</li> <li>• CDR Search</li> <li>• VR Manager client</li> <li>• AltSDK</li> <li>• ActiveX Control SDK</li> </ul> <p>Android OS Support</p> <ul style="list-style-type: none"> <li>• Android 4.4</li> <li>• Android 5.0</li> <li>• Android 5.1</li> <li>• Devices tested</li> <li>• Samsung - Galaxy S5</li> <li>• Google - Nexus 5</li> </ul> <p>IPTalk Redirect</p> <ul style="list-style-type: none"> <li>• MaxAgent</li> <li>• MaxCommunicator</li> <li>• MaxOutlook</li> </ul>
<b>Performance Optimization</b>	<ul style="list-style-type: none"> <li>• HMCP Load Balancing <ul style="list-style-type: none"> <li>• Load balancing on a multi-core system for even load distribution and optimal performance</li> </ul> </li> </ul>