

LICENSABLE Features



LICENSABLE FEATURES FOR YOUR QX5000 IP PBX

The following is a list of advanced features that can be purchased as licensable items for your QX IP PBX product. By offering licensable features, Epygi gives you the ability to choose what you pay for instead of being locked into a one-size-fits-all solution. These enhanced features can be added at any time during or after your IP PBX purchase.

- ✓ **IP Phone Expansion Key**
- ✓ **Automatic Call Distribution (ACD)**
- ✓ **Epygi ACD Console (EAC)**
- ✓ **Epygi Hotel Console (EHC)**
- ✓ **Barge-In**
- ✓ **Automatic Outbound Calling (AOC)**
- ✓ **Call Recording**
- ✓ **Audio Conference Bridge**
- ✓ **Video Conference Bridge**
- ✓ **Desktop Communication Console (DCC)**
- ✓ **3PCC Activation License**
- ✓ **iQall Advanced Features**
- ✓ **Server System Redundancy Activation**

Click Here to PDF Downloads

- ✓ [Epygi Conferencing Solution](#)
- ✓ [EAC/ACD Tech Data Sheet](#)
- ✓ [EHC Tech Data Sheet](#)
- ✓ [Call Rec Tech Data Sheet](#)
- ✓ [Calling Cost Control Tech Data Sheet](#)
- ✓ [DCC Tech Data Sheet](#)



IP Phone Expansion Key

This phone expansion key enables up to 1, 4, 8, 16, 32, 64, 128, 256, 512, or 1024 or additional local IP phone extensions on the QX5000. These additional key purchases can bring your unit to a maximum of 5000 total IP extensions.



Automatic Call Distribution (ACD)

Automatic Call Distribution (ACD) is a purchasable feature to support call center environments allowing for more customizable call distribution management. Adding this feature to your IP PBX product will allow your system the ability to be used as an IP call center. The following describes how ACD can distribute your calls in different ways:

All Agent Ringing — All of the Agents' phones will ring simultaneously with an incoming call.

Round Robin — Each of the Agents' phones will ring sequentially until the call is picked up by an Agent.

Longest Idle — The call is sent to the Agent who has been idle the longest since their last call.

Less Busy During Last Half Hour — The Agent who has had the least talk time during the last 30 minutes will receive the call.

Random Hunting — Calls are routed to Agents at random.

Skills — The Agent who has the highest composite skill grade will receive the call.

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Epygi ACD Console (EAC)

The Epygi ACD Console (EAC) is a purchasable feature to enable the Web application used by call center agents, supervisors and administrators for monitoring the queues and agents, watching the call statistics, updating the agents' status, etc. EAC stores and formats the data and produces real-time information and statistical reports on ACD activities. The EAC is an annually renewable license. The number of EAC licenses required is determined by the number of ACD Agents and Supervisors that will be connected simultaneously to the system.

Attention: The EAC relies on ACD and works only if ACD is active. EAC expires and will need to be renewed annually.



Epygi Hotel Console (EHC)

The EHC is a licensable hotel application complementary to the QX IP PBX line of products from Epygi. Provides telephone control and billing of telephone calls for hotel rooms, as well as supplementary functions such as room status, wake up calls, do not disturb and management of minibar items. Attention: EHC expires and will need to be renewed annually.



Barge-In

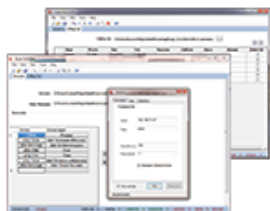
Three unique features are enabled when the Barge-In license is activated. Silent Monitoring, Agent Whisper and Supervisor Barge-In are made available as enhanced features for authorized users on the IP PBX.

Silent Monitoring: Supervisors are able to listen in on calls by dialing *91+extension number with no audible notification to the user or incoming caller.

Whisper Mode: Supervisors are able to listen in on calls and advise user on what to say to the external caller. Supervisor's comments are only heard by the Agent. The Supervisor can activate Whisper Mode by dialing *92+extension number. The user dialed will hear an audible tone to notify them that their Supervisor has joined the call.

Supervisor Barge-In: ACD Supervisors are able to join established calls and have three-way calls by dialing *93+extension number. All call participants will hear an audible tone to notify that another party has joined the call.

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Automatic Outbound Calling (AOC)

The Automatic Outbound Calling (AOC) is a purchasable feature used for outbound calls. It automates outbound calls directly to clients. It is a web-based application designed to control and monitor automatic outbound call sessions on QX. It allows the configuring, start, control and monitoring of the automatic outbound calling process on the QX. Attention: The AOC relies on ACD and works only if ACD is active. AOC expires and will need to be renewed annually.



Call Recording

Call Recording is used to record all types of calls on the QX5000 and store the recordings either locally on the QX5000 by using internal memory or on an external server. The QX5000 can support up to 320 ports of simultaneously recorded calls. The recording will start automatically as soon as the call is established or it will be activated manually on the phone during the active call.



Audio Conference Bridge

Audio Conference Bridge is an integrated conferencing feature that allows your company to stay connected and current around the globe. The QX5000 can have a maximum of 288 audio conferencing ports with purchasable feature keys. The number of available ports determines how many active users can be on the individual conference bridge at one time.



Video Conference Bridge

Audio conferencing has always been the method for group communication, especially for remote users. Today, video is more affordable and offers an additional return on investment when addressing remote communication needs. The ability to visually describe something, or determine moods and gestures, greatly increases the effectiveness of remote communication. This feature is available after activating the appropriate feature key, in addition to purchasing the Audio Conferencing license. On the **QX5000**, **13** user licenses can be purchased for a total of **104** video conference participants in all active conferences. The maximum total number of video and audio participants in all active conferences is **288**.

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Desktop Communication Console (DCC)



The Epygi Desktop Communication Console (DCC) is a Windows-based, desktop presence powered communication tool. This productivity tool allows you to view the current status/presence of team members in their office, instantly click-to-dial those users, open chat sessions, update your presence with pre-configured states and add custom text. Other features include visual voicemail, call history, access to Outlook or LDAP directories and speed dial lists. On the QX5000, the basic user license allows for **20** watched extensions, and the professional user license allows for **300** watched extensions.



3PCC Activation License

The QX PBX family has a full featured Application Programming Interface (API). With this feature, applications can be designed to gain direct access to the IP phone system to enhance the feature offerings of this system.



iQall Advanced Features

iQall Advanced Features consists of three separate features: Voice Mail Notifications/Mailbox Checking, Missed Calls Notifications and Mobile Toggling. The Voice Mail Notifications/Mailbox Checking feature sends new voicemail notifications to the iQall application installed on user's smartphone, thus notifying that a voicemail is received in the mailbox for the iQall associated extension on the QX IP PBX. The user then can easily access the mailbox of the iQall extension on IP PBX. The Missed Calls Notifications feature allows the users to get missed call notifications to the iQall application installed on your smartphone informing you of the missed calls to the iQall extension on the IP PBX. The Mobile Toggling allows users to alternate a call between their iPhone/Android and their desk phone using iQall without the call being dropped. In order to switch between a mobile phone and office phone, the user simply opens iQall and pushes the "toggle" button. The QX IP PBX automatically redirects to call the owner's iPhone/Android and upon the user answering, then switches that call from the desk phone to a cell phone without the person on the other end even noticing. Download the iQall Advanced Features application for iPhone today from the Apple Store or for the Android from the Google Play Store.



Server System Redundancy Activation

The QX5000 has the ability to be in a 1+1 redundancy design where a second unit is running as an active standby unit. The primary QX5000 will need to have all of the required software licenses enabled. The secondary standby QX5000 will also need all duplicate software licenses enabled, which will be included with the purchase of the System Redundancy Activation key.

Licensable Features

Epygi's QX line comes equipped with many free features and the availability to select from an extensive array of additional features for purchase. Licensable features range from call center solutions to video conferencing, to allow for a custom UC solution for your business without incurring unnecessary costs.

Please Note: All the applicable **QX3000** feature licenses can still be purchased for **QX2000** at the same price.

Features	QX20	QX50 **	QX200	QX500	QX3000
IP Phone Expansion Key This phone expansion key enables up to 4, 8, 16, 32, 64, 128, 256, 512 or 1024 additional local IP phone extensions on the IP PBXs.	IP Phone Expansion Key - 4, 8, 16 extensions Max 32 total IP phones	IP Phone Expansion Key - 4, 8, 16, 32 extensions Max 48 total IP phones	IP Phone Expansion Key - 4, 8, 16, 32, 64, 128 extensions Max 200 total IP phones	IP Phone Expansion Key - 4, 8, 16, 32, 64, 128, 256 extensions Max 500 total IP phones	IP Phone Expansion Key - 4, 8, 16, 32, 64, 128, 256, 512, 1024 extensions Max 3,000 total IP phones
Concurrent Call Expansion Key Allows additional concurrent calls	Concurrent Call Expansion Key - 2 Max 10 total concurrent calls	N/A	N/A	N/A	N/A
Audio Conference Key An integrated conferencing feature that allows your company to stay connected and current around the globe.	Audio Conference Key - 4, 8, 16 users Max 16 users	Audio Conference Key - 4, 8, 16 users Max 16 users	Audio Conference Key - 4, 8, 16, 32 users Max 32 users	Audio Conference Key - 4, 8, 16, 32 users Max 48 users	Audio Conference Key - 4, 8, 16, 32 users Max 288 users Max 95 users in 1 conf. bridge
Video Conference Server As an add-on feature to the Audio Conference Key, companies can view both local and remote users' video on the QX.	Video Conference Key - 4 users Max 8 video users	Video Conference Key - 4 users Max 8 video users	Video Conference Key - 4 users Max 16 video users	Video Conference Key - 4 users Max 24 video users	Video Conference Key - 4 users Max 104 video users
DCC Support This PC-based application allows you to view the current status/presence of team members in your office, instantly click to dial those users, open chat sessions, update your presence with pre-configured statuses and add custom text.	DCC Basic License Key - 1 user Max 6 watched ext. per user DCC Professional License Key - 1 user Max 32 watched ext. per user	DCC Basic License Key - 1 user Max 6 watched ext. per user DCC Professional License Key - 1 user Max 50 watched ext. per user	DCC Basic License Key - 1 user Max 20 watched ext. per user DCC Professional License Key - 1 user Max 200 watched ext. per user	DCC Basic License Key - 1 user Max 20 watched ext. per user DCC Professional License Key - 1 user Max 300 watched ext. per user	DCC Basic License Key - 1 user Max 20 watched ext. per user DCC Professional License Key - 1 user Max 300 watched ext. per user
Automatic Call Distribution Used by call centers to handle basic inbound call queuing and distributing the calls to the agents.	N/A	ACD Activation Key All users can be configured as agents	ACD Activation Key All users can be configured as agents	ACD Activation Key All users can be configured as agents	ACD Activation Key All users can be configured as agents
Epygi ACD Console This per-seat web based application gives agents and supervisors full control of their call center.	N/A	EAC Activation Key - 1, 5, 10 users Max 15 users***	EAC Activation Key - 1, 5, 10 users Max 30 users***	EAC Activation Key - 1, 5, 10 users Max 50 users***	EAC Activation Key - 1, 5, 10 users Max 300 users***
Barge-In Silent Monitoring, Agent Whisper and Supervisor features can be an add-on to the Automatic Call Distribution or as a stand-alone feature.	N/A	Barge-In Activation Key Activates feature for all users	Barge-In Activation Key Activates feature for all users	Barge-In Activation Key Activates feature for all users	Barge-In Activation Key Activates feature for all users
Call Recording Record PBX, SIP or PSTN calls on the QX and store the recordings either locally on the QX by using internal memory or on an external server.	License Key - 2, 4, 8 ports Max 10 ports	License Key - 2, 4, 8 ports Max 12 ports	License Key - 2, 4, 8, 16 ports Max 20 ports	License Key - 2, 4, 8, 16, 32 ports Max 48 ports	License Key - 2, 4, 8, 16, 32 ports Max 240 ports
Calling Cost Control Allows to limit and control the calling costs when making calls through payable routing rules.	Calling Cost Control License Key Activates feature for all users	Calling Cost Control License Key Activates feature for all users	Calling Cost Control License Key Activates feature for all users	Calling Cost Control License Key Activates feature for all users	Calling Cost Control License Key Activates feature for all users
Auto Dialer Activation Automate outbound calls directly to clients. The messages played to the clients can be pre-recorded and updated regularly.	N/A	Auto Dialer Activation Key + 1 port	Auto Dialer Activation Key + 1 port	Auto Dialer Activation Key + 1 port	Auto Dialer Activation Key + 1 port
Auto Dialer Expansion Key Increases the number of concurrent outbound calls by one on the Auto Dialer Activation.	N/A	Auto Dialer Expansion Key - 1 port Max 16 ports	Auto Dialer Expansion Key - 1 port Max 64 ports	Auto Dialer Expansion Key - 1 port Max 80 ports	Auto Dialer Expansion Key - 1 port Max 100 ports
3PCC The QX has a full featured Application Programming Interface (API). Applications can be designed to gain direct access to the QX IP PBX to enhance the feature offerings of this system.	3PCC Activation License	3PCC Activation License	3PCC Activation License	3PCC Activation License	3PCC Activation License
Server System Redundancy Activation 1+1 redundancy design where a second unit is running as an active standby unit.	N/A	Available with purchase of second unit and small system redundancy license	Available with purchase of second unit and medium system redundancy license	Available with purchase of second unit and medium system redundancy license	Available with purchase of second unit and enterprise system redundancy license
Epygi Hotel Console (EHC) The EHC is a licensable hotel application complementary to the QX IP PBX line of products from Epygi. Provides telephone control and billing of telephone calls for hotel rooms, as well as supplementary functions such as room status, wake up calls, do not disturb and management of minibar items.	N/A	EHC Activation Key	EHC Activation Key	EHC Activation Key	EHC Activation Key
iCall Mobile Toggling Allows customers to alternate between their mobile device and their desk phone without the call being disconnected.	iCall Mobile Toggling - 4, 8 users Max 32 users	iCall Mobile Toggling - 4, 8 users Max 48 users	iCall Mobile Toggling - 4, 8 users Max 200 users	iCall Mobile Toggling - 4, 8 users Max 500 users	iCall Mobile Toggling - 4, 8 users Max 3,000 users

** Once the QXISDN4+ activation license key has been installed and activated on the QXISDN4, it will function as an IP PBX. All the applicable QX50 feature licenses can be purchased and activated on the QXISDN4+ with the exception of the ACD and EAC licenses.

*** The number of active EAC sessions may vary depending on the system load by other IP PBX processes, such as the Call Recording.



Cohesive Technologies came across as the most flexible team to design a Contact Centre Solution .We are very happy with the performance of the product & wish the very best to Cohesive Technologies for future endeavours.

Bhavneet Kaur (Sr. Product Manager)



Cohesive Technology not only understood our Requirements but did Acted as a solution architect & suggested us to integrate Help desk with Back office Solution. Their Knowledge not only on VoIP but also on TDM helped us integrate the Legacy Trunks with Contact Centre (Cradle) & State of Art IPPBX (Grand stream).

Rajesh Loomba (MD Eco Rent a Car)



Esteemed Customers

Real Estate

Education & Healthcare

BFSI

E-Commerce & Enterprise



"The Products Portfolio they carried of the Best Brands in the world and as well seeing their credentials and Presence at APAC Level made us rely on their Competence and hence made us choose them as our Value integrator."

Prashast (Sr. Vice-President, NIIT Smart Serve)



"Cohesive Technologies gave us solutions post understanding our requirements & optimising our existing infrastructure ,they not only helped us the extensive Contact solutions integrating it with our TDM Nortel but also helped us with SIP PBX at Medanta Clinic & integrating it with Medanta Gurgaon."

Mr. Harmandeep
(Infrastructure Head, Medanta the Medicity)



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