

Solution at a Glance

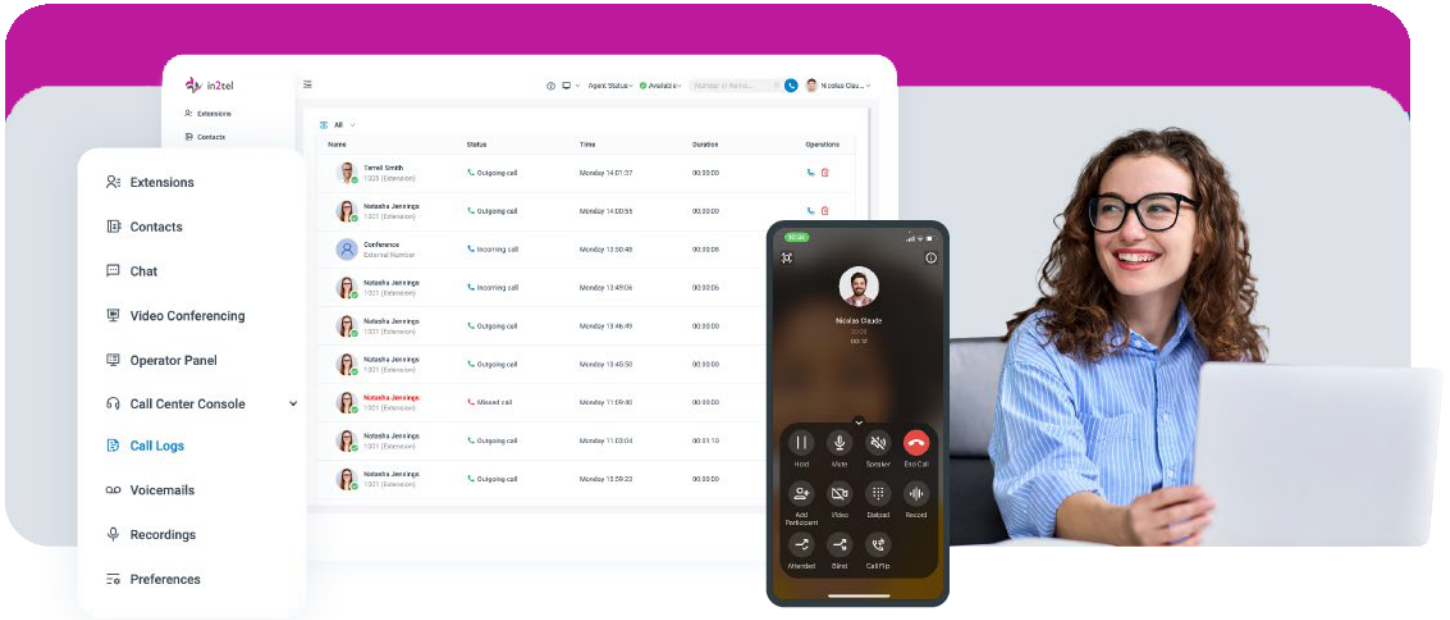
Easy-first Unified Communications Trusted by **5,000+** Businesses

Easy to Use

Easy to Manage

Easy to Adopt

Easy to Grow



Key Solution Capabilities

Focusing on delivering “Easy-first Unified Communications”, The P-Series helps you connect dispersed teams, level up customer experience, streamline IT, and boost employee efficiency at all levels with everything you need in one simple system:

PBX

Call Centre

Omnichannel Messaging

Rich 3rd-party Integrations

Simple User Apps

For Business Owners

- Future-proof business with UCaaS + CCaaS in one platform
- Boost customer engagement and sales with omnichannel communications
- Slash telco costs and streamline duplicative services to one bill

For Employees

- One simple app for all: call, meet, message anywhere, on any device
- 100+ enterprise-grade features at fingertips
- Work more efficiently with integrations and automation

For IT and System Admins

- Simplify setup, admin, and IT management
- Protect, control and manage user permission and access easily
- Maximise uptime in case of unforeseen events.

“in2tel has everything we need to get work done, with new levels of ease of use, performance, reliability, and cost savings.”

Call, Meet. Chat. On-the-go.

The P-Series enables you to take your extension with you wherever you go and turn any smart device into a work-connected communications hub.

With Linkus UC Clients for web browsers, Android, iOS, Windows, and MacOS, you are guaranteed to be kept in the loop, always and everywhere.

Any Device. Anywhere



Never Miss a call



- Make and receive audio/video calls on computer or mobile phones
- Transfer, hold, mute, and record calls to any phone number or extension
- Access call history, voicemails, and call recordings
- Click to call any phone number on web pages using Google Extension
- Work flawlessly with CRM/helpdesk to know who's calling
- Customise call forwarding rules based on different presence status

Collaborate with Team



- Move seamlessly between voice and chat
- Chat and share files privately with teams and message with customers
- View the real-time call status & availability of your colleagues
- Start and join a conference call
- Access and manage personal or shared company contacts and phonebooks

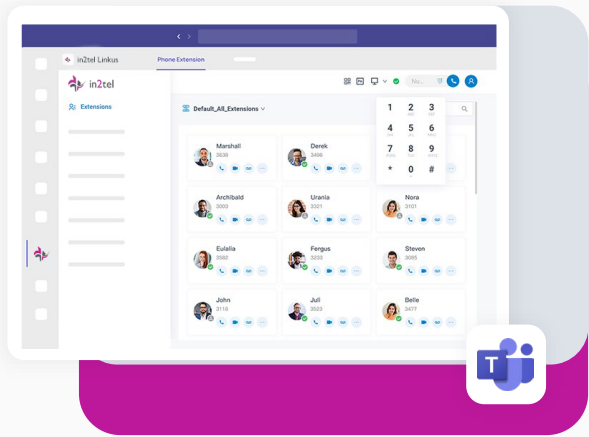
Connect All Devices



- Consistent experience across desktop, mobile, and web
- Connect all apps and desk phones simultaneously via SIP Forking
- Move a live call seamlessly between devices and continue your conversation everywhere

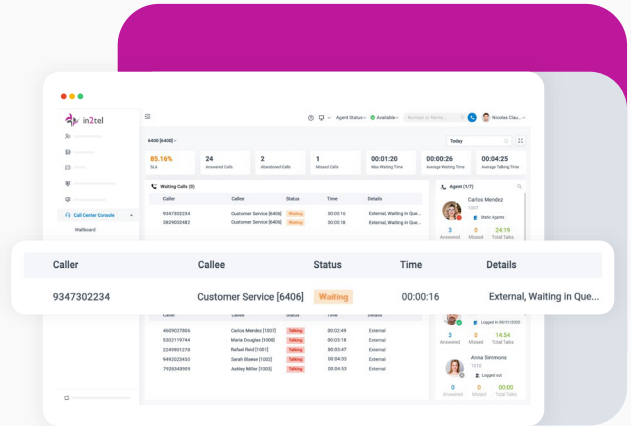
More on Desktop and Web App

Microsoft Teams Integration



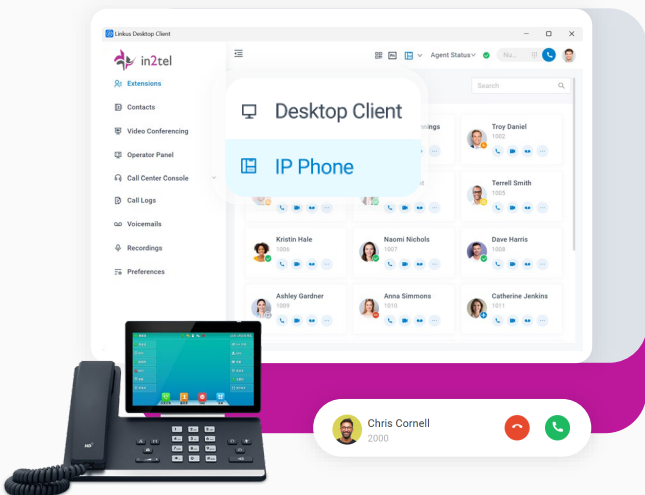
Embed Linkus app on Microsoft Teams to click to call, search contacts, check voicemails, and more directly in Teams. No extra Teams Phone license or integration middleware is needed.

Call Operator Panel



Use receptionist view to administer calls. Visualize all inbound/outbound call activities, and drag and drop to route calls to specific extensions, ring groups, queues, parking, etc.

Desk Phone Control (CTI)



Link the desktop/web app with your desk phone. Click to dial and control calls from your computer while using the desk phone for communications.

Boost Customer Engagement & Sales

Communicate with customers however they come to you and empower your call agents, support, and sales to work smarter.

Enable a Productive Call Centre

Convert Visitors to Leads & Sales



With an inbuilt WebRTC trunk and advanced Linkus SDK and Apl features, easily add a click-to-call button to your websites or offer calling capabilities directly within your app. Let your visitors call you for free with just a click.

Easier Call Resolution



- Automatic call distribution, multi-level/lingual IVR, unlimited queues
- Skill-based routing and priority queue to deliver calls to the most suitable agent
- Flexible queue ring strategies (Rmemory, least recent, etc.)
- Queue call-backs as overflow during busy times

Easier Agent Engagement

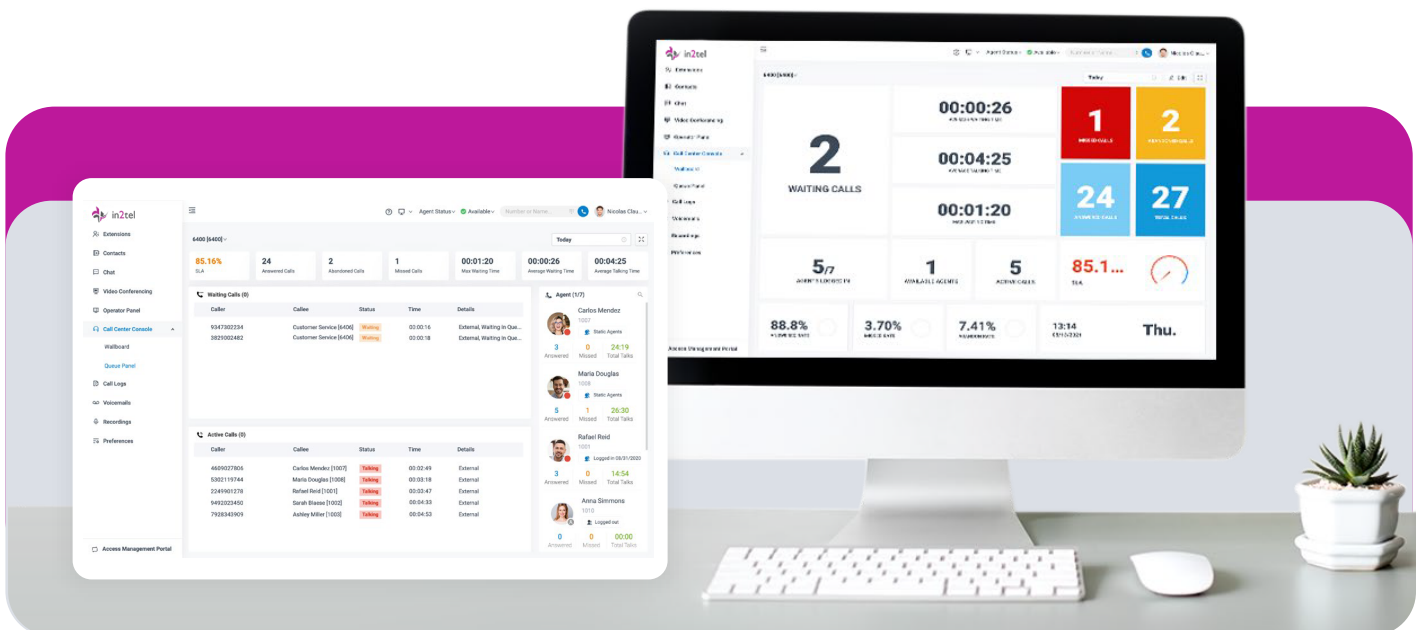


- Wallboard showing real-time queue stats in one sum
- Switchboard-type Queue Panel for all agent-related operations in one place
- Agent coaching: call listen/whisper/berge-in and call recording
- Missed call disposition for easier follow-ups
- Graphical/real-time/historical/scheduled call centre reports: queue/agent performance, SLA, and more.

Greater Customer Experience



- Automatic greeting, Agent Hold Time announcement, music on hold, etc.
- Post-call survey settings and customer satisfaction reports
- CRM and helpdesk integration automatically unfold customer records on a call



Basic Feature List

Telephony Features

- Call Routing
- Call Forwarding
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Transfer (Attended/Blind)
- Call Waiting
- Call Flip/Switch
- IVR (Multi-level & Multi-lingual)
- Queue & Priority Queue
- Queue Missed Call Disposition
- Ring Group
- Paging & Intercom
- Conference Rooms
- CDR & Scheduled Download
- Basic Call Reports
- Dial by Name
- AutoCLIP
- Caller ID
- CID-based & DID-based Call Routing
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- DNIS

Business Features

- Call Recording
- Call Allow/Block List
- BLF Support
- Busy Camp-on
- Boss-Secretary
- Business Hours & Holidays
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- T.38 Fax
- Fax to Email
- Voicemail
- Group Voicemail
- Voicemail to Email
- Voicemail Transcription
- LDAP Server
- PIN List
- Speed Dial
- TAPI Driver
- Emergency Number
- Emergency Notifications
- SIP Forking
- IP Phone Concurrent Registrations

Administration & Security

- Web-based GUI
- Dashboard
- Auto Provisioning
- User Role & Permission
- Extension Group & Organization
- Bulk Import & Export (Extension, Trunks, Route, Contacts)
- Operation Logs
- Event Logs & Notifications
- Backup and Restore
- Troubleshooting
- Built-in SMTP Server
- AMI (Asterisk Manager Interface)
- Network Drive
- SNMP Support
- Security
- SRTP & TLS Call Encryption
- Auto & Static Defense
- Global Anti-hacking IP Blocklist
- Certificates
- Password Policy Enforcement
- Two-factor Authentication
- Allowed Country IP's & Codes
- Outbound Call Frequency Restriction

Unified Communications

- Linkus UC Clients
 - Linkus Web Client
 - Linkus Mobile Client (iOS & Android)
 - Linkus Desktop Client (Windows & MacOS)
 - Linkus Google Chrome Extension
 - Linkus Function Keys (Web/Desktop)
 - Linkus Hotkeys (Desktop)
 - Linkus CTI Mode for Desk Phone Control
- Operator Panel
 - Unlimited Users
 - Dispatch Active Calls (Redirect, Transfer, Hang up, Park, Monitor)
 - Monitor Call Status (Inbound, Outbound, Extension, Parked Calls, Ring Group, Queue)
 - Unified Presence
 - Control Extension Presence
- Presence
 - Custom Presence description
 - Personal & Company Contacts
 - Audio Conferencing
 - Call Pop-up URL

**Contact us to arrange a demonstration
of the products within this guide**



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