

## AltiGen Phone Systems

### IP Extension Support

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One of the key features of the AltiGen IP-PBX is the support of **IP Extensions**. This feature allows a standard H.323 based IP phone to be an extension of the AltiServ system, just like a traditional extension. Since IP extensions do not require a dedicated cable to run from the phone to the phone system, they could exist anywhere on the company LAN or around the world via the Internet as long as the data connection is reliable and fast. The AltiGen IP extension is optimized with Alti-IP 600 telephones that deliver powerful features like multi-line appearance, Intercom, full duplex speaker phone, caller ID, caller name, message waiting light, multi feature buttons, large backlit displays and soft feature keys etc. Alti-IP 600 telephones have a 10/100 MB Ethernet (RJ-45) networking connection so a single LAN connection supports both your telephone and your desktop PC. Our powerful and easy to use IP telephones include one-touch buttons to access voice mail, hold, conference, transfer, intercom, volume control, redial, speed dial and more. The AltiGen IP extension enables three new remote employee environments, **remote offices**, **telecommuters** and **remote call center agents**.

#### What is an IP Extension?

By extension here, we mean the station or the type of phone used by users of an AltiServ Business Telephone System. Standard telephones are excellent devices and have been helping run business across America for decades, however they have a few inherent drawbacks:

- All the extensions for a system should be physically in the same location.
- Dedicated wiring is required to connect these extensions to the system.

IP Extensions eliminate these challenges. IP extensions have only an Ethernet (RJ-45) data networking connection and they communicate with the AltiServ system using standard IP-based protocols for signaling as well as voice. By having only an IP-based virtual connection, IP extensions can be virtually anywhere on the Internet and still behave as an extension on the AltiServ system.

#### How does it work?

From a user's perspective, an IP Extension works exactly the same way a standard telephone extension always has worked, with the added advantage of being able to work remotely and without any remote gateway device requirements.

To make calls from the extension, just pick up the phone and dial the number as if you are using a regular extension. Thus, to talk to another user on the system, you would just dial the extension number. To talk to someone on the PSTN network, you would dial the number just as you would from any traditional telephone extension. System features are accessible exactly as in the case of an analog extension.

#### Application Scenarios

IP extensions enable three primary applications – remote workers, telecommuters and remote call center agents. In all three applications, the idea is an employee works from home or a remote location with a *high-speed* data connection. By high speed, we mean broadband connectivity such as ISDN, DSL or cable modem.

## **Logging in and out**

Remote teleworkers have the benefit of being an IP extension off the main phone system and can keep their current on premise extension. AltiServ provides auto login/logout, so when a user logs in remotely, their local phone is logged out. This reverses when logged in locally. This way, the system administrator does not have to be involved in the scheduling or administration of the day-to-day teleworker support. When support is needed any phone feature can be managed and configured for local and remote phones from a central location.

## **Telecommuting**

Due to heavy traffic conditions and pollution, many companies are encourage telecommuting among their employees. Prior to the IP extension, when employees telecommute, they can have secure access to corporate applications and databases using high-speed Internet connections and VPN. However, they feel cut out from their office in terms of voice connectivity. Every time they need to talk to someone in the office, they lose the convenience of being able to just dial the extension or intercom other employees. They also lose access to phone system features such as transfer, conference, company voice mail etc. In addition when you telecommute, the system operator cannot see if you are on the phone, in Do-Not-Disturb mode, etc. AltiGen changes all that. By using the IP Extension feature, telecommuters will operate as if they are working in their corporate office since their phone will function just like it does on their desk at the office. This IP support also allows a user to make calls tracked to their extension to eliminate the need to expense personal phone bills.

## **Remote Call Center Agents**

The IP extension feature will be extremely useful in call centers that need to provide 7x24 support to customers all over the country. To answer calls from all time zones, they can have remote agents in each time zone and have them all connect to a central AltiServ system at the corporate office where they could maintain just a small call center operation.

Many call center businesses have seasonal spikes in their call volumes. For instance, a toy manufacturer's call center would experience tremendous call volume during the Christmas holiday season. In such cases, call centers need to hire additional personnel to handle the call volume. Typically, they will need to invest in office space, furniture, additional phone system lines, etc. This could prove to be very expensive. By providing IP extensions for temporary workers with high-speed Internet access, they can expand their call center capacity with minimal overhead expenses. Since IP extensions work like regular on site extensions, the supervisors of the workgroups will be able to manage and monitor the calls of these remote agents and barge in if necessary for support and training.

## **AltiGen's Advanced Client Applications**

Remote users benefit from the AltiView, AltiAgent and AltiSupervisor desktop call control client software with the IP extensions just as they do in the office. Thus, you will get screen pops on incoming calls with caller ID and caller name. You will be able to dial contacts from AltiView, and you will be able to perform call control functions such as transfer, transfer to VM, etc. just like a hardwired traditional AltiGen extension would. From the operator console (AltiConsole), the attendant will be able to monitor the status of an IP extension and transfer callers to them just like any extension in the office.