

# Actinium PBX



# About us

We were established in 2002 as a LCR [Least cost routing] company. Over the years we have built up a database of over 2500 corporate and SME clients. We engage in ongoing research and development to ensure the availability of advanced products and the flexibility of its solutions. The company supplies only tested and approved products, and offers commercially viable solutions that meet the needs of its clients. We diversified the company to supply more products; therefore we are supplying a variation of products out of the communications industry that is not only benefiting the corporate and SME market, but the domestic market too. We pride ourselves on understanding our client's businesses. We take time and care to learn about their market, their industry and their customers, so that we can design system solutions that suit their needs and that are flexible enough to cope with the changing demands of their customers. We know how technology and e-commerce are affecting businesses. we have the processes, skills and assets to deliver tailor-made solutions. Our knowledge and experience of our business sector gives us the tools to identify potential opportunities - and pitfalls - and proactively manage them. Based on the various requirements of our customers there are numerous innovative products/applications that have been designed to suit these requirements and demonstrate our ability to align ourselves to any type of application.

## Footprint:



# Introduction

Actinium IP PBX is a telephone exchange which integrates the reliable and user friendly features of the Actinium CIP telephone system with IP connectivity as well as analogue. Actinium CIP offers the advantage of IP communication to large, medium and prospecting companies. With the Actinium CIP, it is possible to become an extension of the main exchange from any place where internet connection is available.

The Actinium system, is a 4 in 1 system, it is a full I.P. PABX with a built in Telephony Management System and voice logging system with a built in I.P. gateway. In the past you had to have 4 different devices from 4 different brands that was expensive and always caused problems with systems integration to achieve the functions that the Actinium provides. We eliminated this problem by creating one unique system with the functions of all 4 devices.

Remote extensions can be connected to the Actinium CIP over IP telephones, soft phones, Wi-Fi phones, IP DECT phones, smart mobile phones and analogue phones. Companies with multi-site locations can connect Actinium CIP exchanges to each other over IP and make phone calls with a unique numbering plan. This will let them reduce their communication costs.

With it's modular structure, Actinium CIP is ready to serve its user with different requirements.

Actinium CIP combines both IP and analogue lines & extensions under its hybrid modular structure.



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# Key Features

The Actinium Voice Logger's built in I.P. PABX is a feature rich FULL I.P. PABX that is very stable and reliable.



Switchboard



DECT I.P.  
Cordless phone



Smartphone  
extension



Desk phone



Call Center phone



Tablet extension



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# Key Features

Some Key features of the Actinium PABX includes but is not limited to:

- Become a remote extension of your PABX, by enabling this feature you can become an extension of the PABX with all the normal function like voicemail, DND, transfer etc. You can also phone via your Smartphone through the Actinium PABX and pay a reduced rate on your mobile calls. The office can call the remote extension directly a very low rate of 30c per minute per second, you also can call between remote extension also at the reduced rate of 30c per minute per second.
- Inter Branch extension Calling, with the Actinium PBX you can connect multiple Systems from different branches enabling You to phone each of your branch's Extensions directly.



Remote Office

## STMS

TMS Reporting



Call Recording



Wireless



LCR



## Actinium PBX

SUCCESS  
ON HOLD  
Success on hold



Voicemail



SIP Protocol



Remote Management



Auto Attendant

# Stability and Ease of Access

The Actinium CIP is an extremely reliable and cost effective IP PBX that uses high quality IP voice transmissions. The Actinium CIP is easily and effectively managed. We are able to assist you remotely thus ensuring that you always stay connected. We can remotely:

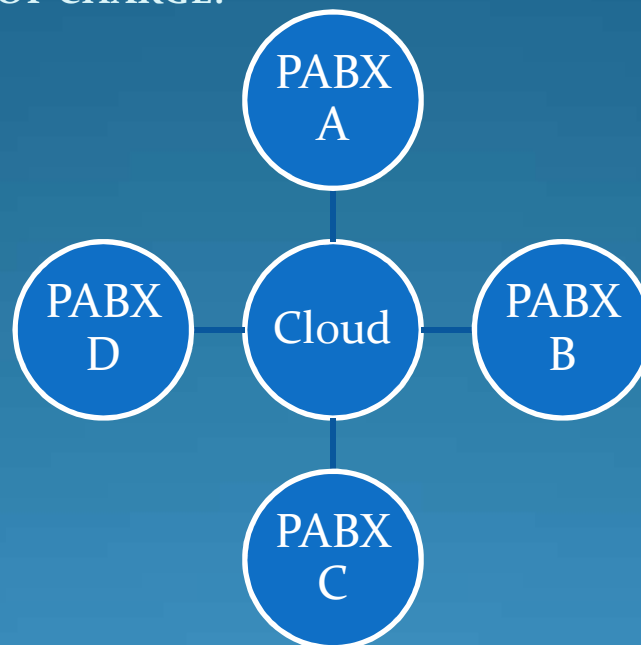
- Generate new extensions
- Delete old extensions
- Modify extensions
- Modify incoming as well as outgoing traffic routes
- Diagnose the Actinium CIP PBX
- Manage and change custom voicemails
- Add new ring groups and call queues
- Modify Auto Attendant
- Add, modify and delete incoming trunks
- Reset IP phones connected to the Actinium CIP
- Retrieve Recordings (in bulk) as well as voicemails without interrupting any calls.
- Modify time conditions
- Etc.



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# AEI (Advanced Extension Incorporation)

The Actinium PABX has the capabilities of connecting multiple PABX's in different locations together to operate as a unified PABX that allows you to manage multi branches as one unified telephone system allowing you to better communicate between multiple branches at an extension level. This function allows you to call any extension directly from any connected Actinium PABX as well as transfer calls directly to any extension FREE OF CHARGE!



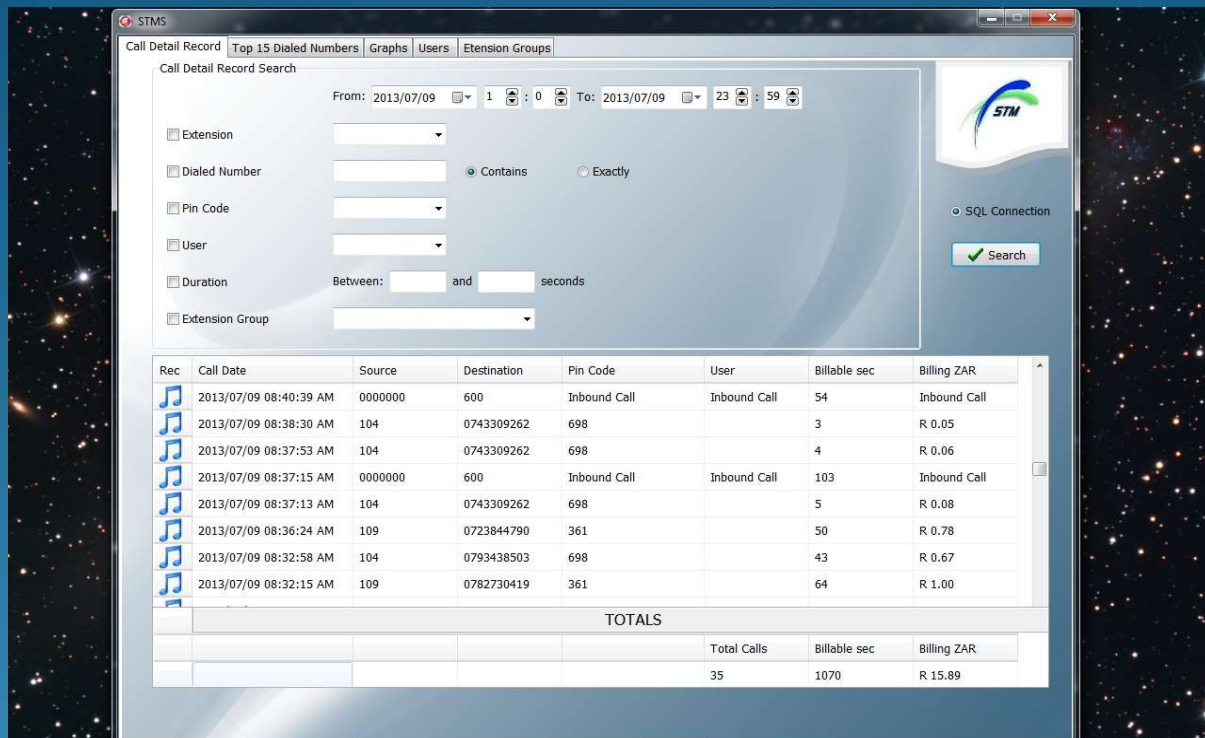
For example PABX A will have the capabilities of calling any extension as well as transfer calls to any extension of any PABX participating in the AEI tree thus allowing you to communicate to all your branches as if it was one big PABX.



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# Voice Logging and TMS

STMS is a Telephony Management System specially created for the Actinium CIP PABX to allow the end users to accurately and efficiently manage their business's telecommunications.



The screenshot displays the STMS software interface. At the top, there are tabs for 'Call Detail Record', 'Top 15 Dialed Numbers', 'Graphs', 'Users', and 'Extension Groups'. Below the tabs is a search form with the following fields:

- From: 2013/07/09 1:00 To: 2013/07/09 23:59
- Extension: [Dropdown]
- Dialed Number: [Text] Contains [Radio] Exactly [Radio]
- Pin Code: [Dropdown]
- User: [Dropdown]
- Duration: Between: [Text] and [Text] seconds
- Extension Group: [Dropdown]

On the right side of the search form, there is a 'SQL Connection' checkbox and a 'Search' button with a green checkmark.

Below the search form is a table of call records:

Rec	Call Date	Source	Destination	Pin Code	User	Billable sec	Billing ZAR	
	2013/07/09 08:40:39 AM	0000000	600	Inbound Call	Inbound Call	54	Inbound Call	
	2013/07/09 08:38:30 AM	104	0743309262	698		3	R 0.05	
	2013/07/09 08:37:53 AM	104	0743309262	698		4	R 0.06	
	2013/07/09 08:37:15 AM	0000000	600	Inbound Call	Inbound Call	103	Inbound Call	
	2013/07/09 08:37:13 AM	104	0743309262	698		5	R 0.08	
	2013/07/09 08:36:24 AM	109	0723844790	361		50	R 0.78	
	2013/07/09 08:32:58 AM	104	0793438503	698		43	R 0.67	
	2013/07/09 08:32:15 AM	109	0782730419	361		64	R 1.00	
TOTALS								
					Total Calls	Billable sec	Billing ZAR	
					35	1070	R 15.89	

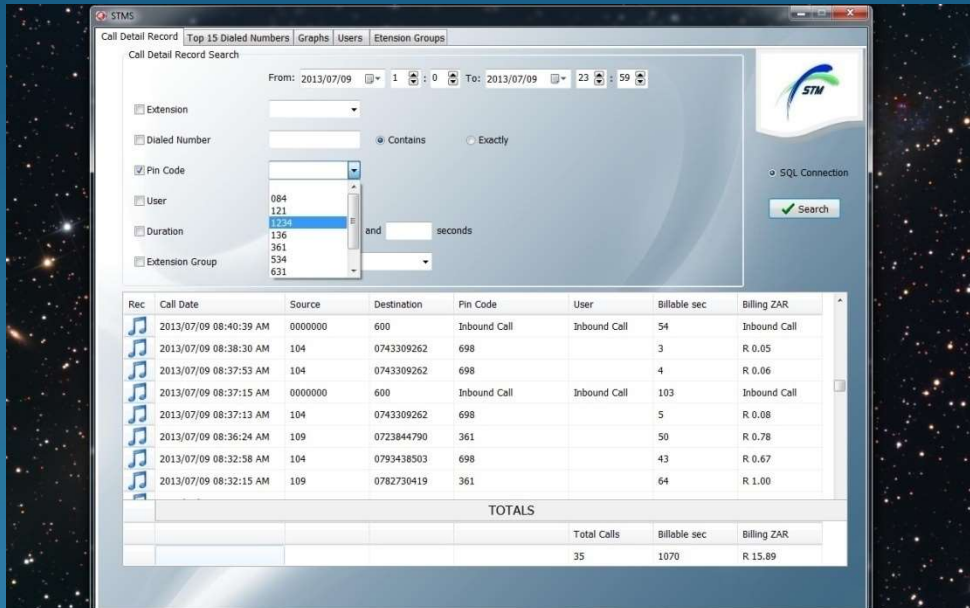
Unlike regular TMS's, STMS not only provides you with your telephony records but also integrate the Actinium CIP's recordings with the records as well, so now you can easily while you check your telephone system's movements listen and/or download the recordings by a click of a button! thus eliminating the hassle of using two different platforms .



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# STMS

STSM is a very rich but yet easy to use software so you don't need to be an IT expert or need special training to successfully use the software.



Rec	Call Date	Source	Destination	Pin Code	User	Billable sec	Billing ZAR	
	2013/07/09 08:40:39 AM	0000000	600	Inbound Call	Inbound Call	54	Inbound Call	
	2013/07/09 08:38:30 AM	104	0743309262	698		3	R 0.05	
	2013/07/09 08:37:53 AM	104	0743309262	698		4	R 0.06	
	2013/07/09 08:37:15 AM	0000000	600	Inbound Call	Inbound Call	103	Inbound Call	
	2013/07/09 08:37:13 AM	104	0743309262	698		5	R 0.08	
	2013/07/09 08:36:24 AM	109	0723844790	361		50	R 0.78	
	2013/07/09 08:32:58 AM	104	0793438503	698		43	R 0.67	
	2013/07/09 08:32:15 AM	109	0782730419	361		64	R 1.00	
TOTALS								
					Total Calls	Billable sec	Billing ZAR	
					35	1070	R 15.89	

STMS has an extensive search engine that allows you to narrow your results. You can search:

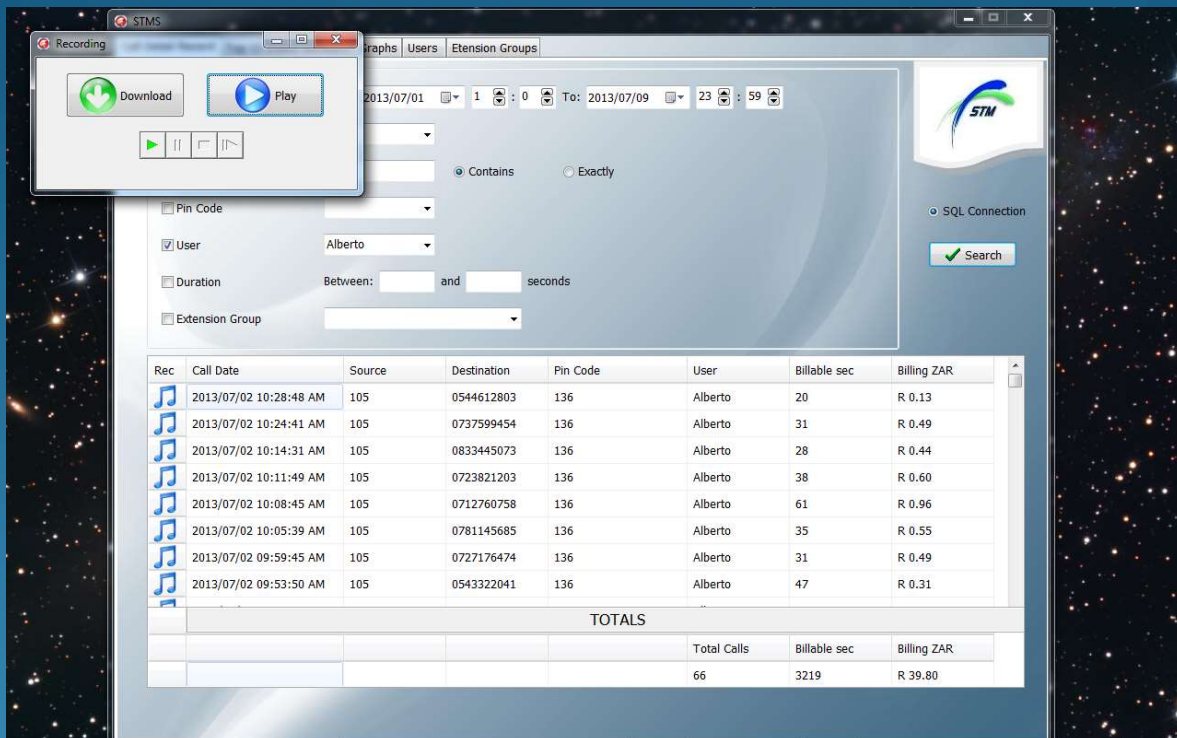
- Per extension number
- Per dialed number
- Per pin code
- Per User
- Between specific durations
- Between specific dates
- Even per extension group



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# Recordings

Listening to your recordings was never easier! Every call's recording is accessible parallel to the call's position in the records table as you can see below:



The screenshot displays the STMS Recording interface. A 'Recording' dialog box is open, showing 'Download' and 'Play' buttons. The main interface includes search filters for date range (2013/07/01 to 2013/07/09), user (Alberto), and duration. A table lists call recordings with columns for Rec, Call Date, Source, Destination, Pin Code, User, Billable sec, and Billing ZAR. A 'TOTALS' section at the bottom shows 66 total calls, 3219 billable seconds, and a total billing of R 39.80.

Rec	Call Date	Source	Destination	Pin Code	User	Billable sec	Billing ZAR	
	2013/07/02 10:28:48 AM	105	0544612803	136	Alberto	20	R 0.13	
	2013/07/02 10:24:41 AM	105	0737599454	136	Alberto	31	R 0.49	
	2013/07/02 10:14:31 AM	105	0833445073	136	Alberto	28	R 0.44	
	2013/07/02 10:11:49 AM	105	0723821203	136	Alberto	38	R 0.60	
	2013/07/02 10:08:45 AM	105	0712760758	136	Alberto	61	R 0.96	
	2013/07/02 10:05:39 AM	105	0781145685	136	Alberto	35	R 0.55	
	2013/07/02 09:59:45 AM	105	0727176474	136	Alberto	31	R 0.49	
	2013/07/02 09:53:50 AM	105	0543322041	136	Alberto	47	R 0.31	
TOTALS								
					Total Calls	Billable sec	Billing ZAR	
					66	3219	R 39.80	

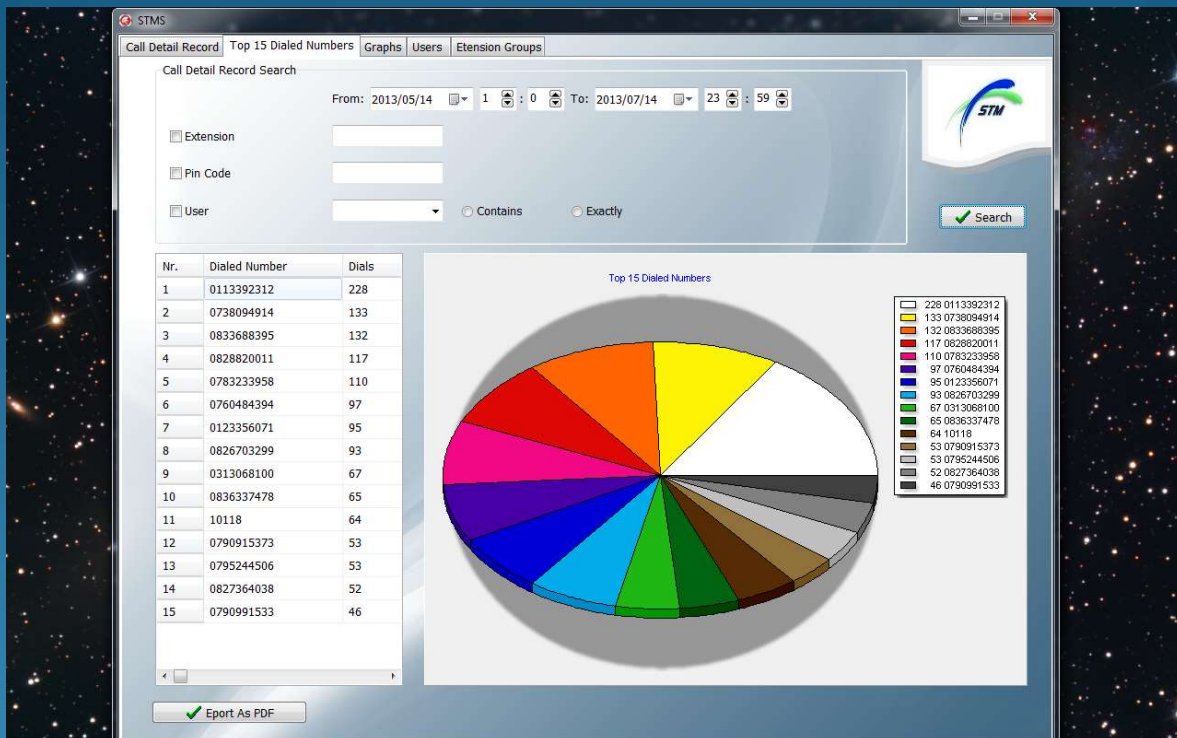
The recordings can either be listened to or be downloaded to your pc. The program retrieves the recordings via a secure SFTP protocol which means you have the peace of mind that your connection to the remote PABX is secure. The recording module records the raw data and then processes it to ensure the recordings are of high quality but at the same time conserves storage by compressing the raw audio into wav format.



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# Top 15

With the Top 15 dialed numbers you can now easily search the top 15 dialed numbers. Just select the from and to date and click search, you also can search per extension, per pin code or per user.



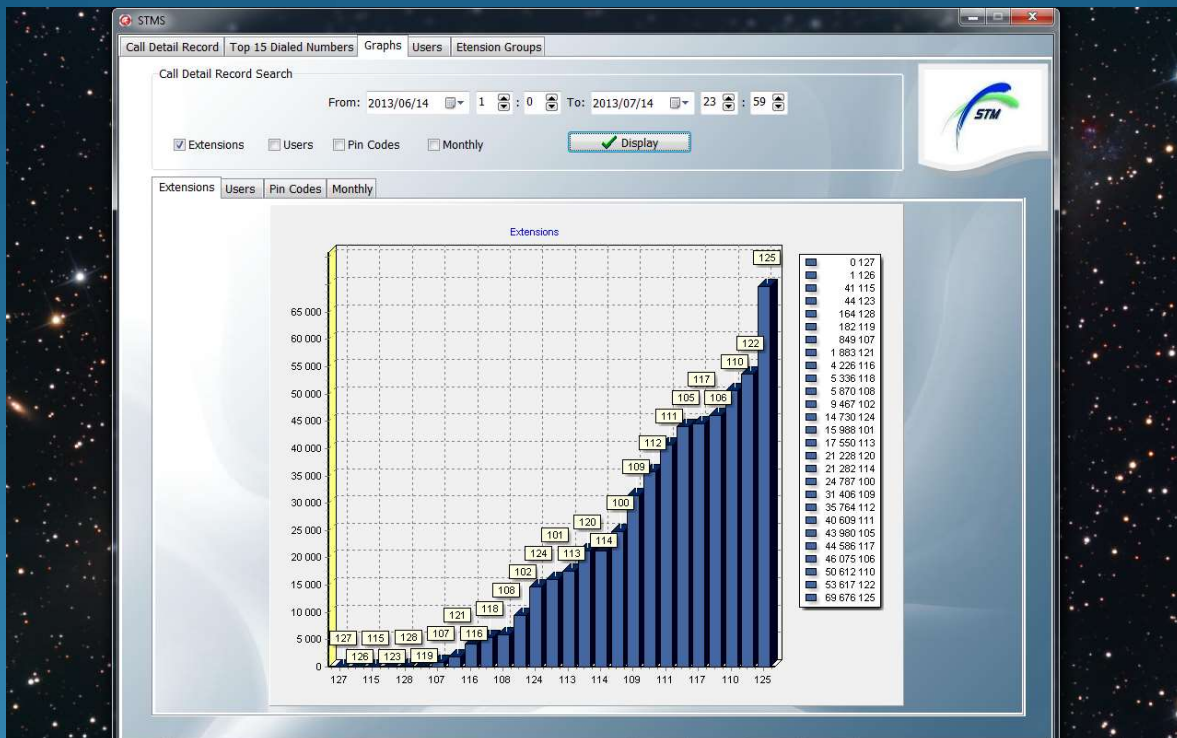
The output is displayed both as a column displaying the numbers as well as the number of dials, and also as a pie chart so that you can visually percept the top 15 dialed numbers.



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# Graphs

With the graphs module you can display graphs per extension, per pin code and per user displaying the billable seconds of each extension, pin code or user respectively.



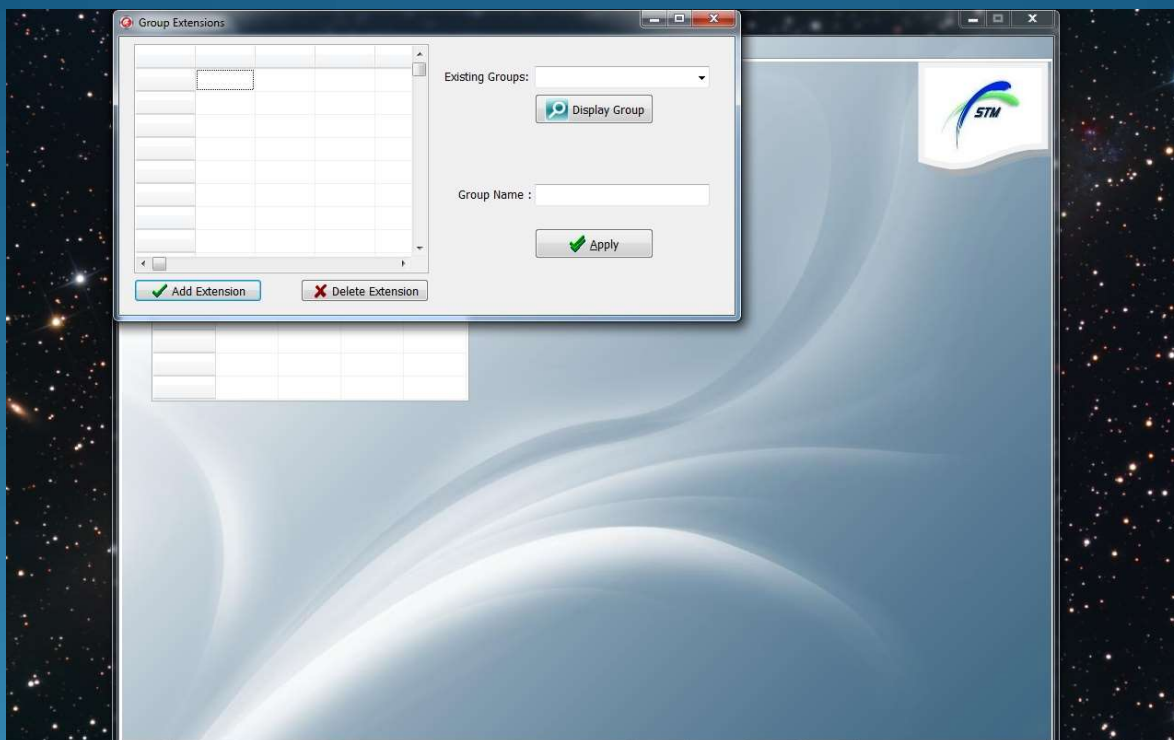
This section is especially helpful for a call centre environment or telly sales. Because the graphs display a bar per extension, pin code and user you can easily track each person's billable seconds in a selected period of time.



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# Extension Grouping

With the extension Grouping module you can now create, edit and delete extension groups. The purpose of this module is to group certain extensions so that it is easily identifiable when you want to narrow down



Your search in the call detail records table. You can now easily group your PABX's extension to their respective groups, i.e. telly sales, technical, admin etc. Allowing you to search per group.



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# VICIDial

VICIDial is a program that can be loaded onto the Actinium PABX which allows you to more efficiently utilize a call center environment. What the VICIDial program actually does is instead of you relying on your call center agents to make phone calls the VICIDial program monitors all of the active agents and in the background initiates the calls for the agents, the only thing that the agents has to do is to communicate with the client that VICIDial hands them.

[HOME](#) | [MENU](#) | [CAMPAIGN](#) | [LEADS](#) | [SCRIPTS](#) | [LIBRARY](#) | [MLGROUPS](#) | [USER GROUPS](#) | [REMOTE AGENTS](#) | [ADMIN](#) | [REPORTS](#)  
 VICIDial Real-Time [Choose Report Display Options](#) [STOP](#) | [SLOW](#) | [GO](#) [MODIFY](#) | [SUMMARY](#)  
 DIAL LEVEL: 2.088 TRUNK SHORT/FILL: 0 / 0 FILTER: NONE TIME: 2009-03-30 23:11:16  
 DIALABLE LEADS: 16580 CALLS TODAY: 73406 AVG AGENTS: 4.56 DIAL METHOD: ADAPT\_TAPERED  
 HOPPER LEVEL: 500 DROPPED / ANSWERED: 906 / 10281 DL DIFF: 0.34 STATUSES: NA, A, DROP, N, A6, B  
 LEADS IN HOPPER: 540 DROPPED PERCENT: 8.81% DIFF: 7.46% ORDER: DOWN COUNT 4th NEW  
 CONTACTS: 6230

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19 current active calls    11 calls ringing    2 calls waiting for agents    0 calls in IVR  
 23 agents logged in    15 agents in calls    5 agents waiting    2 paused agents    1 agents in dead calls

VICIDial: Calls Waiting 2009-03-30 23:11:16

TYPE	CAMPAIGN	PHONE NUMBER	SERVER_IP	DEALTIME	CALL TYPE	PRIORITY
TYPE	INBOUND2	209553364	190.168.1.160	0:13	SM	
TYPE	INBOUND2	209553364	190.168.1.160	0:13	SM	

VICIDial: Agents Time On Call Campaign: [TESTCAMP] 2009-03-30 23:11:16

SESSION	TYPE	USER GROUP	SESSIONID	STATUS	CUST PHONE	MC:32	CAMPAIGN	CALLS
Sep/14-1	1102	ROOPA	8600668	READY		0:14	TESTCAMP	428
Sep/21-1	2139	ROOPA	8600667	READY		0:03	TESTCAMP	618
Sep/18-1	2111	ROOPA	8600684	READY		0:14	TESTCAMP	519
Sep/15-1	2231	ROOPA	8600661	READY		0:15	TESTCAMP	304
Sep/15-1	1099	ROOPA	8600657	READY		0:04	TESTCAMP	504
Sep/9-1	1741	ROOPA	8600655	IMCALL A	6615559038	5:01	TESTCAMP	434
Sep/4-1	1159	ROOPA	8600672	IMCALL I	209553364	3:39	TESTCAMP	48
Sep/5-1	2269	ROOPA	8600684	IMCALL I	6615552197	3:05	TESTCAMP	54
Sep/6-1	1825	ROOPA	8600666	IMCALL I	209553364	2:49	TESTCAMP	48
Sep/8-1	1091	ROOPA	8600662	DEAD A		2:45	TESTCAMP	143
Sep/23-1	2123	ROOPA	8600669	IMCALL I	6615552485	2:07	TESTCAMP	17
Sep/11-1	2087	ROOPA	8600671	IMCALL A	7075554268	2:05	TESTCAMP	562
Sep/20-1	1821	ROOPA	8600665	IMCALL A	3235553752	1:24	TESTCAMP	498
Sep/12-1	2035	ROOPA	8600652	IMCALL A	3235555917	1:23	TESTCAMP	569
Sep/22-1	2234	ROOPA	8600656	IMCALL A	3235557914	1:23	TESTCAMP	560
Sep/19-1	1768	ROOPA	8600663	IMCALL A	7145558198	1:01	TESTCAMP	127
Sep/24-1	1690	ROOPA	8600674	IMCALL I	7075553754	1:00	TESTCAMP	56
Sep/24-1	2342	ROOPA	8600670	IMCALL A	3235554118	0:34	TESTCAMP	472
Sep/17-1	2246	ROOPA	8600658	IMCALL A	7145558664	0:22	TESTCAMP	527
Sep/19-1	2224	ROOPA	8600659	IMCALL A	2405555073	0:05	TESTCAMP	441
Sep/14-1	1156	ROOPA	8600660	IMCALL I	7075554920	0:04	TESTCAMP	11
Sep/10-1	1731	ROOPA	8600661	PAUSED		7:16	TESTCAMP	26
Sep/7-1	1528	ROOPA	8600659	PAUSED		0:04	TESTCAMP	14

23 agents logged in on all servers

System Load Average: 1.79

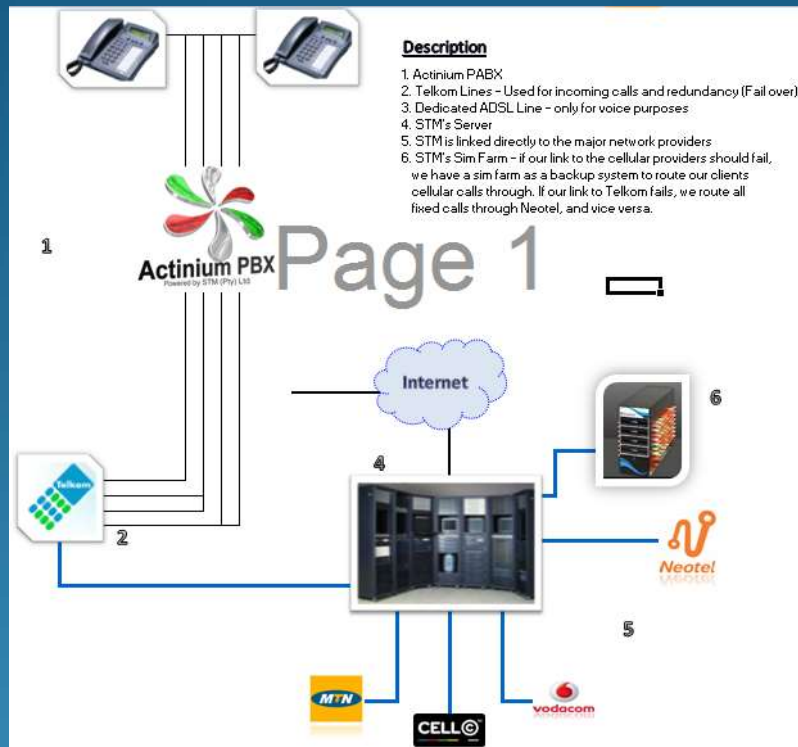
- Agent waiting for call
- Agent waiting for call > 1 minute
- Agent waiting for call > 5 minutes
- Agent on call > 10 seconds
- Agent on call > 1 minute
- Agent on call > 5 minutes
- Agent Paused > 10 seconds
- Agent Paused > 1 minute
- Agent Paused > 5 minutes
- Agent on a dead call



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# I.P. Gateway

The built in I.P. Gateway makes the Actinium Voice Logger very unique, it is the only voice logger in South Africa that has an I.P. Gateway built in.



The biggest advantage of this is systems integration, we don't have the classic problems of echoing, hollow sound effect and bad quality that a lot of the opposition has to deal with.

## COST SAVING

When activating the SIP Gateway you can Save up to 40% on your Telkom and Premicell rates.



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