FREQUENTLY ASKED QUESTIONS ON POWERX2000

1.   What is CT or/and CTI (Computer Telephony Integration)?

Computer telephony (CT) is an umbrella term for telephony technologies such as computer telephony integration (CTI), Auto Attendant / IVR, Automatic Call Distribution (ACD), IP telephony and others. CTI provides for the exchange of information between telephones and computers. For example, PBX receives the Caller ID for an incoming call and the computer can route to an appropriate person and delivers the caller's information on the agent's computer screen before the call is answered.

2.   What are the major differences between PowerX2000™ and PBX Systems/Solutions?

PC-PBXs have been designed as low-cost, high feature replacements for the higher priced traditional PBX systems. People now prefer to use the term "Communication Server" to describe these telephony products because of their capabilities to provide far more features and services than those found in traditional PBXs.   In addition to standard telephone switching, the **PowerX2000™** communication server delivers the most demanded advanced features like Automated Call Distribution (ACD), Auto Attendant, Interactive Voice Response (IVR), Voice mail, Unified messaging, Call Accounting, Call Logging, Facsimile facilities, Fax-on-Demand, Integrated Customer Relationship Management (CRM), Integrated Sales & Telemarketing, Calls Statistics (Traffics, Respond Times, Abandon Calls, Calls Summary & Detail, etc.), Management Reports and much more. Since it is based on the open and modular architecture, it is highly flexible and scaleable.

3.   Is it easy to maintain PowerX2000™?

In the past, like mainframe computers, PBX systems are typically installed, configured and maintained by factory authorized dealers and technicians. As a result, the telephone system is just like a black box where there is little control. Now, with **PowerX2000™** specially designed configuration tools and its user friendly and Windows™ based administrator application, any computer literate can easily set up and maintain the system directly from PowerX2000 platform or any other computers connected to the system via network (LAN/WAN) or remotely via modem. It is designed to empower the users to amend, control and manage the system without reliance on experienced technical staff and specially train PBX engineers.

4.   What is an Auto Attendant System?

The Auto Attendant system is used to answer and route incoming calls to appropriate extension instead or in addition to a live operator. It directs callers using touch-tone or voice commands like "Press 1 for Sales, 2 for Finance ...". All calls are answered and directed to the proper person or information.

5.   Can I create my own Auto Attendant System?

Yes, PowerX2000™ Auto Attendant Builder is an intuitive graphical tool that allows the system administrator to design any multi-level Auto Attendant that provides caller an unlimited number of choices. This powerful and cost effective feature in PowerX2000™ removes the limitations and dependencies on third party system integrators and components.

6.   How many Auto Attendant (AA) engines can I create in PowerX2000™?

Unlimited number of AA engines can be created in PowerX2000™. There is no need to undergo a hardware upgrade every time a new AA is required. These result in great flexibility for the Company and generate substantial savings especially on costs related to the purchase of a new AA system to meet specific requirements.

7.   How can PowerX2000™ Auto Attendant benefit an organization?

-    Increase the capability to handle more calls simultaneously
-    24 hours access to information without the cost of overtime or additional staffing.
-    Handle routine inquiries or call routing without operator assistance
-    Reduce overall operating costs by eliminating the need for employees to take calls for routine information like office operating hours, location and others.

8.   What is an Interactive Voice Response System (IVR)?

An IVR system is a system that allows a caller to access menu options via a touch-tone phone. An IVR system can be used to automate call transfers to various extensions, access a wide range of services, transaction data capture, and information request to a back-end computer system.

IVR gives callers controlled access to various information system like customer database through a telephone keypad, for example, for brief announcements, checking account balances, application for services and etc. It also serves as a facility for callers to conduct their own transactions and retrieve electronically stored information.

9.   Is Auto Attendant System same as IVR System?

The term Auto Attendant has been used interchangeably with the term Interactive Voice Response (IVR) system. These two features are actually not similar. An IVR system performs all functions of an Auto Attendant and much more. It can integrate seamlessly with a back-end computer system to provide information, perform transaction, capture and update the back-end system with the information.

10.   In what ways can PowerX2000™ IVR System benefit my organization?

PowerX2000™ voice processing can enhance business operations in the following key areas:

▪ **Improve Customer Service**
  - Extend business operations to 24 hours per day without the cost of overtime or additional staffing.
  - Handle routine inquiries without operator or call center agent assistance
  - Callers spend less time on hold for available agents and thus ensure quick response to customer calls. It helps to minimize abandoned calls too.
  - Callers can easily conduct multiple transactions in a single call, accessing data on different host computers.
▪ **Increase Productivity**
  - Increase the capability to handle more calls simultaneously
  - Routine calls can be off-loaded, to free up agents to handle more complex transactions.
  - Agents have more time to focus on more important customer situations.
  - Customer account data can be collected before passing the call to an agent.

11.   What are some examples of IVR applications?

For example, a customer calls his insurance company's customer service center. Instead of being put on hold for the next available agent, a recording from an interactive voice response (IVR) system requests the customer to enter a customer identification number on the telephone keypad. After a few additional prompts (e.g., "Press 1 for claim statement"), the computer pulls the customer's account record from the host database and then the customer hears how much was paid on his home insurance claim, without having to wait for a customer service representative. Some other examples of IVR applications include:

- Automated account payment systems
- Phone Banking
- Music sampling and purchasing systems
- Real estate house hunting services
- Order entry
- Personnel screening and recruiting
- Automotive sales
- Medical benefit tracking
- Audio-Text (Information Line, eg. weather, stock market price, etc)

12.   What is Automatic Call Distribution (ACD) System?

An Automatic Call Distribution (ACD) System is an effective telecommunications tool for evenly distributing incoming calls to a group of people (agents) that answer the calls. The ACD receives, queues and distributes incoming calls to a group of agents. Incoming calls are assigned to an ACD group or pilot extension number that contains a number of extensions/agents. The queuing function within ACD allows calls to be answered, usually with a recorded voice announcement, and then put on hold with background music until an agent within the group is free to take the call. The calls are distributed from the queue to the agents on a predefined distribution method.

13. How can I form an ACD group in my organization?

The ACD groups are usually defined on the basis of departmental function within a company (for example, telemarketers, sales, customer service, operators, supports, help desk etc.).

14. What are the rules for call distribution in PowerX2000™ ACD System?

The distribution methods can include:
- Distributing the call to the agent who has been on call less than others
- Distributing the call to the agent who has been free the longest since the previous call
- Distributing the call to agents in a predefined order of priority (Qualification, language preference, sensitivity, skills proficiency etc.)

15. What are the unique ACD features in PowerX2000™?

- **Distribution Methods**
  Unlike PBX systems, PowerX2000 can route the calls according to the designated workgroup's routing rules.
- **No Limitation on Number of ACD Groups or/and Their ACD Members**
  Unlike PBX systems, PowerX2000 provides the flexibility to set up as many workgroups as required.
- **Multi Tasking (Duplication of Agents in Different ACD Workgroups With Different Priorities)**
  Unlike PBX systems, PowerX2000 provides the flexibility to duplicate the ACD Members in Different ACD Workgroups with different tasks and priority to receive calls. This Powerful feature in PowerX2000 enables Multi-Tasking for operation to increase productivity and performance.
- **ACD Alert Tone**
  The ACD Alert Tone is a feature to inform workgroup agents that the call queue is approaching overflow status. A special beep tone is activated on the speaker phone for all agents in the workgroup on the line. This beep tone reminds the agents every 20 seconds until the calls are answered and when the queue is not approaching overflow status. The beep tone is then turned off automatically by the system.
- **Routing of Overflow Calls**
  For most ACD systems, there is no routing of overflow calls to another extension workgroup. To provide better customer service, when the queue is on overflow status in PowerX2000™, callers can be routed to another ACD pilot/workgroup or another extension. For example, there is an overwhelming response for a marketing promotion. The queue is on overflow and the callers are then routed to another extension that acts as backup. This helps to reduce the number of abandoned calls due to excessive waiting time and poor service.
- **Special Caller ID**
  PowerX2000™ supports single-line and multi-line Caller ID telephones that can be made to display valuable information like inbound caller ID, number of group voice mail, number of callers in queue and etc.
- **Messages On Hold**
  Organizations can record their own messages on hold that are played when callers are in queue. Message on hold can serve as one of the most effective, direct marketing products that can be used to inform customers about the company's products and services. Message on Hold can be used for product or company announcements, sales promotions or specials, cross-selling services, public service announcements and thanking customers for their continued patronage. Besides that, studies have shown that message on hold can reduce the number of abandoned calls.

16. What are the benefits of using an PowerX2000™ ACD System?

- **Much Better Response Times**
  Unlike PBX systems that it may even takes more than 20 seconds to transfer a call to an available extension, PowerX2000 has much better response times (zero transfer time) by routing calls in a logical manner. PowerX2000 ACD reduces the length of time it takes to answer a particular call, thereby also reducing the number of busy signals and lowering the incidents of abandoned calls.

- **Enhance Services**
  ACD system offers a variety of options including conversation recording, customer activated responses, screen pops with customer profile or access to voice mail for inbound callers. By providing these additional options, it improves the quality of service and strengthens the bond with customers.

- **Improved Management Control**
ACD provides statistical reports that track:
  - Number of calls answered   -   Duration of calls
  - Time spent on hold   -   Calls handled per agent/group
  - Number of abandoned calls   -   Average length of call

These reports help the management to manage the overall efficiency of call center, address important staff issues and maintain greater quality control.

17.   What is a Call Accounting System?

Call Accounting System is a software application for capturing all information relating to each call, i.e. cost of call, duration, extension, cost center and others. It allows businesses to manage and control telephone usage and costs.

18.   How is PowerX2000™ different from Third Party Call Accounting software ?

Unlike the traditional PBX, PowerX2000™ automatically captures and archives the call records, statistics data and costing for analyzing and management reporting purposes. Therefore, it does not require any interfacing with a third party Call Accounting software.

19.   What are the benefits of using the PowerX2000™ Call Accounting Module?

Call Accounting System provides critical cost accounting information that helps to reduce overall communication expenses, optimize resources, allocate expenses, and identify abuses. It assists management to clearly understand and interpret the telephone costs and expenses on a regular basis. This information allows the management to make cost-effective decisions and provides efficient use of communication resources.

Call accounting module is a perfect tool to analyze all telephone activity. This information can be used to:
- Control costs, Increase productivity
- Identify fraudulent use, Better manage personnel
- Allocate cost to various cost centers
- Charge back telephone costs to a client or a project
- Generate additional revenue

20.   What are the Call Accounting features available in PowerX2000™?

- **Up to 5 Organizational Level**
Classification is useful to group extensions for special purposes and easy report analysis. User can define up to 5 levels of classifications, namely, Company, Division, Cost Center, Department and Workgroup. By assigning extensions to different division, cost center and department under each company, this gives the management more capability to analyze phone activities for different groups of people.
- **Markup**
This feature is ideal for hotels, service apartments, law firms, hospital, instant offices and property owners to bill their clients for telephone calls. Individual markup can be applied to each extension and this provides flexibility in pricing for different clients.
- **Watchdog**
This feature allows the administrator to set up criteria (eg. extension, duration and etc) to detect fraudulent telephone usage.
- **Reports**
Reports are available in detailed, summarized or 2- or 3-dimensional graphs and charts. These reports include information like date, time, extension, type of call, classification (company, division, cost center and department), duration, cost of call, markup cost, dialed telephone number, caller identification, and more. Besides that, management can evaluate the most frequently dialed number and longest duration or most expensive calls.
- **Multi-Carrier Rates**
This feature allows different service providers' rates to be updated to the system. Thus, accurate and up-to-date costing can be calculated.

21.   What is Unified Messaging?

Unified Messaging refers to the integration of voice-mail, e-mail, fax mail and SMS from a single service or message box.

22.   What does PowerX2000™ Unified Messaging offer?

With PowerX2000™, a person's voice messages, faxes, e-mail and SMS messages are stored in a central depository or universal mailbox. Everything in the mailbox is accessible from a desktop PC, any touch-tone telephone or laptop computer. It is easier to manage, forward, save and prioritizes messages with this feature. Voice messages, faxes and e-mail can be retrieved from any telephone set using the advance text to speech conversion engine.

23.   How does PowerX2000™ Unified Messaging services benefit the users?

Unified messaging benefits users and customers in different ways.
- Remote retrieval of messages
- Easy handling and coordination of fax, voice and email messages from a single interface, together with the customer's records
- Save time by responding to messages on the PC without logging to different system
- Consolidate customer's interaction of email, faxes and voice messages so that they have complete information to serve the customers. Furthermore, this information can be easily forwarded to other parts of organization.
- Improve customer satisfaction through faster response to customer requests
- From the call center's perspective, a tremendous productivity boost is realized since agents do not need to make unnecessary trips to fax machine as they can access via their desktop. Thus, agents can spent more time focusing on the content and quality of replies to customers.

24.   What is Call Logging/Conversation Recording System?

Call logging System is a recording solution that allows conversation to be recorded digitally as a voice file while a call is in progress. It supports a wide array of industry applications. For example,
- Brokerage firms, insurance companies, banks or any regulated business that has liability issues, and needs to create audit trails and verify information.
- Service bureaus, outsourcing companies, and telemarketers that must document calls for billing and verify results.

25.   What are the benefits of PowerX2000™ Call Logging/Conversation Recording System?

- 12,000 hours of voice recording
- Provides flexibility to meet individual recording requirements
- Improved agent overflow and better customer service
- Easy, convenient verification as needed
- Conversation can be e-marked for business partners reviewed
- Additional savings from more efficient fraud detection
- Enhance the quality of calls made
  Since the quality of service can affect the image of the company, call center management can use this feature to control the service quality in telephone etiquette and evaluate agent's training need. This improves the fine-tuning of call handling procedures as well as ensures that agents are delivering the best service based on the business requirements.
  On-demand recording allow agents to start or stop recording as needed. Supervisors can retrieve and listen to the recordings by using the search and playback feature.

26.   How does PowerX2000™ provide a Competitive Advantage for Call Centers?

- **Improving Customer Service**
  Often, Call Centers are overloaded with phone calls, with customers having to wait for an available agent, answer a long list of trivial questions before the real purpose of the call is addressed. Sometimes callers are transferred to many different departments before reaching someone who can assist them. This type of service results not only in errors and inconsistencies in data entry and information relayed to a caller, but also to unhappy customers and lost time and profits.

PowerX2000™ can improve customer service in the following ways:

- Offering a faster, more personalized service based on call identification (Caller ID) input
- Minimizing time spent gathering information from a caller through the use of Caller ID
- Providing a higher degree of accuracy (computer-assisted dialing and data entry)
- Retaining customer information (avoiding the need to request or repeat information when transferred to another agent)
- Initial customer information that is available in the database is displayed when the agent takes the call.
- Unanswered calls can be automatically rescheduled for callback.

- **Reducing Costs**

  In a Call Center with a high volume of phone calls each day, it takes many agents to handle these calls efficiently. Callers have to wait for an available agent, which increases costs to the customer, and can be a potential loss of business due to abandoned calls and unhappy customers.

  PowerX2000™ can reduce costs by:

  - Shortening the length, duration, and cost of the average call as agent does not need to request for customer's information
  - Having agents available to handle inbound or outbound calls based on immediate call loads
  - Using ACD to transfer calls between locations, balance the call load, and reduce personnel costs
  - Retaining current business and potential business opportunities by reducing the number of calls that are abandoned

- **Increasing Revenue**

  PowerX2000™ can increase revenues in the following ways:

  - Calling more customers and selling more items in a given time period
  - By using CLID (Caller ID), automating the callback of inbound abandoned calls and outbound calls that were unanswered or received a busy signal
  - Improving company image

27.   What are the reports available in PowerX2000™?

PowerX2000™ provides various management, statistics, summary and detailed reports based on telephone usage and activity for extensions, trunks/CO. lines and workgroups. Unlike other PBX systems that provide basic call statistics, PowerX2000™ provides reports to assist management to gain better understanding of customers and the strengths and weaknesses of the call center. For example, management can analyze the duration of each call and whether the caller is put on hold, abandoned call information and etc. Thus, it helps to manage the overall efficiency of call center, identify staffing issues and maintain better quality control.

PowerX2000™ provides detailed reporting on workgroup performance like the number of outgoing calls, the number of calls answered and the number of lost calls are all important pieces of data when trying to determine if the performance of a group of agents is adequate. This information helps the supervisor to determine staffing and training needs.

Besides that, PowerX2000™ provides the convenience of generating trunk analysis, busy hour traffic, call accounting, call logging and messaging reports within one system. Thus, administrator does not need to go to individual system to generate these reports.

28.   What are the details included in the reports?

Reports will include the following information:

- Response Time
- Average Response Time
- Inbound and outbound call
- Internal or External call
- Duration on Call
- Average Duration on Call
- Forced Account Code
- Project/Verifiable Account Codes
- Number of voicemail for workgroup

- Caller ID Identification
- Costs per call
- Markup costs per call
- Number Dialed
- Number of agents logged in
- Busiest hour analysis
- Number of abandoned calls
- Total Service Factor

29. **How useful are the call statistics for the Call Center Manager ?**

Information can be collected to produce the following statistics:
- Problem areas: for example, whether callers are transferred too often
- Caller/agent interaction: information about what transpired over the course of a call, the duration of the call, and whether the caller had to be placed on hold
- Abandoned call information: information about the callers who hung up before being connected to an agent
- Call length to revenue correlation: whether longer calls generate more revenue/collections

30. **What is Multi Parties Call Conferencing?**

Involves 3 or more persons in a conversation. Conferencing can involve persons from within the office, external parties or even via IP (Internet Protocol).

31. **What are the benefits of multi parties call conferencing?**

There is no restriction in the number of callers or conference rooms in PowerX2000™. This great feature can make the PowerX2000™ to function as a conference bridge for multi national companies because there is no limitation on number of conference seats in each conference rooms (Unlike the traditional PBX systems that limit only up to 4 conference parties for each conference rooms).

32. **What is Multi Parties Call Queuing?**

PowerX2000™ has a special queue feature. Queue is a place where 1 or more callers are put on hold. Each individual extension in PowerX2000™ has its own queue, **even if it is not a member of a workgroup**. This queue feature allows more than 1 caller to wait before the extension answers. (There are no other PBX systems that provide the individual extension queue facility.)

33. **What is Call Back Request?**

When a caller dials to ACD group and all the agents are busy, system routes the caller to an IVR system where callback option can be requested. System will automatically call the caller when there is an available agent.
For example, a guest in the hotel room calls the guest service department but no one is available to answer the call. Guest can request for callback and hang up then system will dial to the room extension when there is an available customer service agent.

34. **What is 'Follow-me' feature?**

Follow-me is feature where the user can set incoming calls to be redirected to another extension, pager, handphone, fax or printer.

35. **What is 'Find-me' feature?**

Find-me is a feature where the user can setup a list of routing numbers for incoming calls to be routed.

36. **What is Caller ID?**

Information about a caller's name or phone number that is received from the telephone exchange; usually the name or number appears on the telephone LCD between the first and second ring.

37. **What is Caller ID on call waiting?**

System is able to display the Caller ID from second caller when the call waiting feature is switched on. The user is then able to decide whether to switch to the second call or let the second call go to the voice mail.

38. **How is the business hour configuration useful to the organization?**

Business hour configuration is used to defined the working hours, non-working hours and non-working days. Public holidays can be defined as full or partial, for example, in half day operations at Christmas's Eve. This configuration is also used to determine how the call is to be routed during business hours, non-business hours, lunch break and public holidays.

39.   What is Text-to-Speech Engine?

The synthetic generation of voice constructed from pure text input. Text-to-Speech techniques are used when an IVR system has to speak out information that is not pre-recorded, for example, callers can retrieve email messages from phone.

40.   What is Speech Recognition (Voice Commands)?

Speech Recognition is a computer's ability to understand human speech. It works in conjunction with or replaces touch tone input to an Interactive Voice Response system, providing accessibility of applications to people with rotary phones, elderly or disabled people who have difficulty in using the phone key pad, multi-lingual callers.

41.   What is Snooping/Online Monitoring?

Snooping is online monitoring a conversation without notifying the users.

42.   What is the benefit of Snooping/Online Monitoring?

This feature is useful when the supervisor needs to monitor the service quality of the agents or assess a trainee agent's performance. Supervisor can switch between all concurrent calls, move back to a previously monitored live call or move forward to monitor the next available live call within a specific workgroup, department, division or/and company. Snooping also can be down for a specific extension only.

43.   What is Background Music or Mixer Rooms?

Most companies record their prompts with the background music. One disadvantage is that the background music cannot be changed and it may be also different from music on hold. PowerX2000™ provides an amazing mixer room feature that plays an incoming audio signal (radio, cassette player, CD player, etc) behind the prompts. This audio is automatically tuned to a lower volume so that the prompting is audible. When the prompt is finished, the volume of audio is tuned to higher again. With this great feature PowerX2000's users are able to create very professional IVR, Auto attendant, Music on hold and queue prompts and any other advertising or information prompts without any needs for recording the require prompts in a professional studio. It is also more flexible since users can change the background music from time to time.

44.   How do you propose to do redundancy? Does the system has a built in redundancy?

PowerX2000™ has the best redundancy safety compare to all other competitors products. It's because PowerX2000™ carries all its modules in one platform unlike the others that using a multi vendor solutions that externally connected together and if one of those external products like call accounting hangs-up, nobody know! Of course, having all of the require functions and modules in one platform eliminate any communication breakdown due to interconnection of those external products and/or individual faults. In the other hand, Unlike all other products in the market, PowerX2000™ boards (line cards) are intelligent and each board carries its own powerful CPU and DSP on-board plus all of the require resources (Switching, IVR, Call Logging, Voice mail.......) therefore eventhough one of the board in PowerX2000™ goes down the rest can carry their job w/o any problems. But you imagine if let say in AVAYA solution any of the voice mail, call logging, call accounting, etc. is down then the entire operation is down !!! The 3rd thing is the PowerX2000™ carries its multi engine fault redundancy switch (who else can provide this?)

PowerX2000™ is difference from the traditional PABX where the processor and all the hardware is very proprietary. In my opinion for other brand to response in term of emergency is more difficult, costly and take longer time. PowerX2000™ on the hand is using only market available industry PC chassis and processor card as the CPU for the main system. It is easily available, cheaper and faster to response to customer. PowerX2000™ system configuration software can be stored easily in a normal hardware and back it up. On the hand, competitors need a special MO drive and etc. to load and unload the backup. Please compare the price of a MO drive to a normal CDR or hard disk. Having said that, many Industrial based PC has dual redundancy too. Double Power supply, double CPU card is easily available

45. **How to upgrade the system with new software releases and new features? Do we need to change the box?**

Not at all, all of the upgrade are done remotely via software, applications and Firmware upgrades. PowerX2000™ is not like other competitor's product that for small upgrade they need to change the hardware as well which is of course more costly to the customer!

There is no hardware change with the new release of hardware. PowerX2000™ is enhancing with innovative, effective features almost all the time. For example, the new mixer room is the latest features in the world. Mixer room is a features where the background MOH (CD player) music can be heard while the recorded company is being play. Once the end of the pre-recorded greeting, the background MOH will automatically increase the volume. This save time and always give caller a fresh impression with difference music.

46. **Can PowerX2000™ integrate with multiple call center locations?**

Yes, This is where PowerX2000™ can show its power. It can communicate via E1, T1, J1, ISDN, Analog Lines, VoIP with different infrastructures as well as locations!

47. **Is POWERX an open system? Can we integrate it to another call center equipment to POWERX system? Will there be hardware and software modifications?**

We call PowerX2000™ as an intelligent open system. You can build your very customized solutions, CTI, screen popup, etc. with the easy to use API and solution builders comes with PowerX2000™ to give you a freedom to create your own very customized call centre solution. (who else can do it?)

With this question asked, PowerX2000™ is really the answer to your Headache.

You cannot have much control and manipulation of the system towards their dynamic business requirement flow. With PowerX2000™ alone, they have almost all the call center tools!!! In fact, in my opinion there is nothing to be integrated (third party call center hardware). ACD, Voice Mail, IVR, SMS, CAS, CTI, Digital Voice Logger, Fax On Demand all are available. PowerX2000™ really is the best solution for YOU because it is very sensitive sometime for YOU to open up valuable and sensitive Customer information to the Vendors. One good example is one of the Government agency in Singapore. They are so happy now cause they no longer need to open up sensitive data based to the integrator. You guess what?! This government can now do their IVR Programming! This mean that all screen pop and CTI function is within their control now.

48. **What is the current processor of the PowerX2000 server?**

LATEST PROCESSOR in the mkt. PIII-1Ghz

49. **Are we using the desktop processor or server processor for the PowerX2000 server? Example do we use Intel PIII 900 mhz only or Intel Xeon PIII 900 mhz?**

Yes is a desktop processor. And it's good enough. You will find that your CPU is always 50% free.

50. **Hard disk capacity and type? Example 20 gb UWSCI - then it has a scsi controller for server or simply IDE 20 gb.**

This depends on the capacity of lines and extensions. Therefore for bigger system PowerX comes with SCSI 36GB harddisk and for lower traffics it comes with 40~60GB IDE HDD.

51. **Can we upgrade the hard disk capabity or can we install 2 hard disk or more?**

Can we upgrade the hard disk capabity or can we install 2 hard disk or more?
We recommend that you do not change the original configuration of the PowerX.

52.   Can we have 2 processors - for redundancy?

YES. The CPU is one of the most reliable commponent in every computer. Have you ever seen one of your computer CPU become faulty? Specially intel CPUs. therefore there is no need for 2 processor.

53.   Can we have 2 power supply also for redundancy?

Yes, our bigger systems comes with dual power supply.

54.   Does PowerX2000 current support any type of Application Programming Interface (API) to link to their any CRM?

PowerrX2000 is the most powerful CTI server around in terms of Integration with other resources or application. It has its own API and a set of function as well as special TCP/IP commands to allow any integration with any CRM application.

55.   Does PowerX2000 can access the remote admin via Web? Does PowerX2000 need additional hardware or PowerX2000 software application for this function ?

That can be implemented via our PowerX.Net optional module, the most powerful CRM and web-based form and database connectivity builder, around.

56.   Is it possible for PowerX2000 users or agents to use any kind of softphone/dialer application and the headset will be connected to the PC sound card without any physical phone needed? Does PowerX2000 need additional hardware ?. Does we need to put any PowerX2000 hardware card in their agent's PC?

For the normal computer soft-phone or dialer you will need to have only a normal computer modem installed in the agent's computer. But other than modem then you have to use the VoIP feature of the powerX2000+IPX2000

57.   Is PowerX2000™ new in the market? Who are your client base?

Although PowerX2000™ introduced and built upon the new generation of intelligent communication technology but It is also as old as AVAYA but with different concept, faster development (over the years) and much powerfull than AVAYA. PowerX2000™ is now a proven platform. There are also lots of MNCs, Banks, Insurance Companies, Government Sectors, etc. around the world currently enjoying the PowerX2000™ solutions.

This is not new but non of the competitors of the same kind can come close to PowerX2000™. Many of the PC based system in the market has limitation in capacity and many features is limited because they are dialogic card.

Finally, You may not believe it until you try it !