

Need a new phone system but don't want to break the bank? *You don't have to!*

Let's be honest.

Businesses looking for telephony solutions have never had a lot of quality affordable options. Phone systems from larger manufacturers are simply too expensive and key systems are feature-lean, low technology solutions that don't scale as your business grows. Well, thanks to Dialink, times have changed.

SipSpeed® is the next evolutionary step in business communications. SipSpeed is an affordable communication solution that is: easy to use, easy to manage, scalable, reliable, and delivers enterprise-class features. SipSpeed supports: branch locations, home workers, and even workers on the road. SipSpeed also gives businesses the ability to save money by utilizing VoIP service providers, and conducting conference calls in-house instead of using expensive third party providers.

SipSpeed is:

- **Affordable for all businesses**

With SipSpeed available at a low monthly rate, all sized businesses can afford an enterprise-class phone system.

- **Easy to Use and Manage**

SipSpeed user-friendly web-based control panel allows businesses to customize their phone system on the fly including adding, moving, and changing extensions as well as how incoming phone calls are routed.

- **Reliable**

SipSpeed's hosted architecture proactively monitors and maintains your system to ensure that your system is always humming.

- **Scales As You Grow**

SipSpeed has been designed, and thoroughly tested, for both single-site businesses with basic telephony needs to national corporations with distributed call centers that need advanced presence management and communication tools.

SipSpeed Highlights

- Hosted PBX
- Telecommuter Capable
- Branch Office Capable
- Advanced Call Center Features
- Multiple Automated Attendants
- Use VoIP, PSTN, or Both
- Web-Based Configuration
- Conference Bridges
- Graphical Call Reporting
- Call Recording Tool





1660 S. Amphlett Blvd., Suite 314
San Mateo, CA 94402

TEL: 800.896.3425
FAX: 650.292.3801

sales@dialink.com
www.dialink.com



SipSpeed Features

Auto-Attendant (IVR)

Outlook Integration

Unlimited Extensions

CRM Integration

Voicemail

Voicemail-to-Email

Hot Desk

Music-on-Hold

Scheduler

Custom CTI (AGI)

Analog & IP Phones

Ring-All (Blast Group)

Call Forwarding

Name Directory

DIDs

PSTN Fallback

Telecommuters

Branch Office Support

Web Control Panel

Powerful Reporting

Operator Panel (w/ BLF)

Call Parking

Drag-and-drop Call Control

Enterprise Instant Messaging

Presence Management

Color-Coded Call Status

Conference Bridge

Extension Groups

Routing by DIDs

Paging

Zone Paging

Intercom

Zone Intercom

Voicemail Groups

Advanced Call Forwarding

Call Return

Call Out

Report Exporting (.csv)

Custom Caller IDs

IVR Authentication

SMS/Pager Voicemail Notify

Upload Voice Prompts

Alerts & Notifications

Trunks Status Pages

Real-Time System Graphs

Historical System Graphs

Interactive Desktop Alerts

On-the-Fly Recording

Group and User Permissions

Extension Grouping

Extension Search

Unlimited Call Queues

Full Featured A.C.D.

Skills-Based Routing

Graphical Queue Reports

Agent Call Recording

Agent Variable Log-off

Agents on Cell Phones

Agents Shared Across Sites

Real-time Queue Stats

Agent Login/Logout

Call Monitoring

Call Barging

On-the-Fly Recording

Advanced CRM Integration

Heads-up! You're operator has gone electric.

The screenshot displays the HUD software interface with several key sections:

- Call Management:** Shows a call from Velveeta Grande (1000) with a phone number (310-777-8585) and a note (Mother-in-law). It includes a 'Call' button and an 'Available' status indicator.
- CHAT:** A chat window with a search bar and a list of messages from Rachel Star and Velveeta Grande. It includes a rich text editor with bold, italic, underline, and strikethrough options.
- EXTENSIONS:** A grid of extension cards for various users, each showing their name, extension number, and status (e.g., 'SPEAKING', 'QUEUE CALL', 'UNAVAILABLE').
- CALL PARKING:** A table listing parked calls with columns for 'Parked on', 'Parker', 'Caller Name', and 'Caller Number'.

Hold area with custom note field

Dial any number by typing it here

Outlook Integration

HUD Instant Messaging

- Tabbed chatting
- Live chat filter
- Chat history
- Presence management
- Chat status:
 - Available
 - Unavailable
 - Away
 - Active chat
 - Incoming chat

Live Extension View

Extension Search
Extension Grouping

- Green is inbound/outbound
- Orange is a queue call
- Purple is intraoffice
- Grey is unregistered
- Voicemail
- Click-to-email
- Record call
- Barge/monitor call
- Call mobile phone

Company wide call parking



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Call Reports.

The screenshot shows the 'A.C.D.' (Automatic Call Distributor) reporting interface. It includes a navigation bar with 'AutoAnswer', 'Extensions', 'A.C.D.', 'Reporting', 'Status', and 'Options'. Below this is a sub-menu with 'view queues', 'add queue', 'reports', and 'recording'. The main area is titled 'Create New Report' and contains several sections:

- Call Types:** A list of call types with checkboxes: Inbound, Outbound, Interoffice, Queue call, and Key code. All are checked.
- View Columns:** A list of columns to display: Source Number, Dest Number, Status, Date, Duration, CallerID, Show Total Duration, Show as CSV, No CSV Summary, and CSV Column Headers. Most are checked.
- List Filters:** Fields for 'From', 'To', 'Extension' (with a dropdown menu), and 'View Rows' (set to 30).
- Time Range:** A 'Between' section with date pickers for 'Mar - 30 - 2007' and 'May - 30 - 2007', and a 'Run Report' button.

Below the filters, a summary bar shows 'Total Calls - 453 | Current Page Duration - 00:13:46 | Show Total Duration?'. The main data is presented in a table with the following columns: From, To, Duration, Status, Date, and Time.

From	To	Duration	Status	Date	Time
310-861-4300	214-260-1501	00:00:02	No answer	05/30/07	3:30 pm
7011	214-260-1501	00:00:02	No answer	05/30/07	3:30 pm
7176	512-825-3882	00:01:03	Answered	05/30/07	3:29 pm
7043	Agent Login (*51)	00:00:01	Answered	05/30/07	3:28 pm
7036	7131	00:00:12	Answered	05/30/07	3:28 pm
7036	P7036	00:00:13	Answered	05/30/07	3:28 pm
206-204-1098	Main	00:00:04	Answered	05/30/07	3:28 pm
7038	310-855-1199	00:00:02	Busy	05/30/07	3:28 pm
7176	866-466-0374	00:00:34	Answered	05/30/07	3:28 pm
7010	check-voicemail	00:00:35	Answered	05/30/07	3:28 pm
206-204-1092	7102	00:00:56	Answered	05/30/07	3:27 pm
7038	310-517-9910	00:00:58	Answered	05/30/07	3:27 pm
7176	614-1321	00:00:39	Answered	05/30/07	3:27 pm
7036	P7036	00:00:13	Answered	05/30/07	3:28 pm
206-204-1098	Main	00:00:04	Answered	05/30/07	3:28 pm