

## VoiceCon Cool Stuff

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March 07, 2007

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Forget the big names and the prediction that Microsoft made about telephony or was that an announcement?

This year at VoiceCon in Orlando was especially meaningful for me. There are three meaningful products and services that I found useful. They solve specific user problems and address specific sets of user needs.



Aastra Call Center Lifeline – **Centergy® Virtual Contact Center (CVCC™)** provides:

- Centralized or Distributed Automatic Call Distribution (ACD)
- Interactive Voice Response (IVR)
- Skills-based Routing
- Voice Mail
- Real-time and Historical Reporting
- Digital Call Recording and Storage

The Call Center Lifeline is a virtual hosted solution that negates deploying hundreds of cell phones and in hopes that they will work as was with the recent disaster of hurricane Katrina. Imagine the costs of doing disaster relief and the disruption in the forces deployed to respond. Having a hosted and virtual call center changes the dynamics of the relief efforts and provides the ability to maximize the concentrated relief effort.

**CyberData Corporation** – offers a VoIP Paging Server (\$200) and VoIP ceiling speakers (\$200). The paging server uses IP addresses for zones (up to 100). The VoIP ceiling speakers are powered by PoE. Several issues are addressed- first is the cost of a traditional paging system and then the ongoing maintenance and costs of support. The paging server enables zones which for some IP-PBXs is a limitation. The trick is getting the traffic for paging- off the data network and as I expressed to the reps present- VLANs do wonders. VoIP paging or Ethernet paging is a different approach at providing a simple voice service when and where it's needed. Getting sound and power to the speakers is resolved with PoE switching. Schools- public and private spend a significant amount of capital of paging. VoIP paging is a good alternative even when weighed against the cost and effort of setting up the VLANs.

**Multi-Tech Cell Finder** - provides a gateway to interconnect a cell card (SIM) from Cingular for the GSM Network to the telephone system with a line appearance. This provides users FREE access for cell-to-cell calling and acts as a backup service during outages.

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