

TECHNOLOGY FOR A SUSTAINABLE TOMORROW



RK VoIP Solutions



RK VOIP SOLUTIONS OUR GOAL IS YOUR SATISFACTION

RK VoIP Solutions is a leading provider of next-generation business collaboration and communications solutions, providing unified communications, contact center, networking and related services to companies of all sizes in India. We help our customers bring people together with the right information at the right time in the right context, enabling business users to improve their efficiency and quickly solve critical business challenges.

Working on the latest Information Communication Technology (ICT) concepts, RK Voice Solutions Product Portfolio consist of patent-pending development platform and award-winning communication software. Robust solutions from RK are powering customer interactions for both contact centers and enterprises. Overwriting the multi-boxed approach of legacy contact center technology, RK gives you integrated feature-rich communication suites.



Highlights

- VoIP at your pace.
- Open source-based.
- SIP compliant.
- Rich feature set.
- Flexible deployment

Benefits

- Increase operational flexibility.
- Reduce move, add and change expenses.
- Enhance economies of scale for transmission services.
- Reduce long-term equipment costs.

System Components

- IP Gateway
- Application Server
- SIP 2.0 compliant.
- Administrative Console.

As IP telephony standardizes and proliferates, organizations are looking for choice of voice transport. (IP) strategy with open, standards-based capabilities—fully packaged with optional Session Initiation and ongoing support functionality that provides a rich, flexible feature set. The RKIPPBX500 Business Edition open source platform, offers you all of the call handling capabilities expected of pricey, closed PBX systems at a substantially reduced cost. Designed to interoperate with other RK IPPBX products, RKIPPBX500 Business Edition provides all of the capabilities required to address the needs of the dynamic contact center.

Offerings Description

Telephone Features:

RKIPPBX500 Business Edition provides you with the call handling capabilities you have come to expect from closed-source PBXs. Below are some of the telephone features in RKIPPBX500 Business Edition:

- Automated Attendant
- Call forward options.
- Call parking and retrieval.
- Call pickup.
- Call transfer options.
- Call waiting.
- Caller ID options.
- Conference bridging.
- Voicemail.
- Directory Services.
- Music on Hold Options.

SCALABILITY

No. of SIP Registrations	:	500
Concurrent SIP Calls	:	300
PSTN / E1/T1 Integration	:	Yes
Protocols Support	:	SIP/IAX



RKIPPBX500 Feature List

Automated Attendant	Music On Hold
Blacklists	Music On Transfer
Blind Transfer	Flexible Mp3-based System
Call Detail Records	Random or Linear Play
Call Forward on Busy	Volume Control
Call Forward on No Answer	Predictive Dialer
Call Forward Variable	Privacy
Call Monitoring	Protocol Conversion
Call Parking	Remote Call Pickup
Call Queuing	Remote Office Support
Call Recording	Roaming Extensions
Call Retrieval	Route by Caller ID
Call Routing (DID & ANI)	SMS Messaging
Call Transfer	Supervised Transfer
Call Waiting	Three-way Calling
Caller ID	Time and Date
Caller ID Blocking	Trunking
Caller ID on Call Waiting	VoIP Gateways
Conference Bridging	Voicemail
Distinctive Ring	
Do Not Disturb	
Flexible Extension Logic	
Interactive Directory Listing	
Interactive Voice Response (IVR)	

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