SARK
UNIFIED COMMUNICATIONS SERVER

Business Phone Solutions ● ● ●

SARK is a UK developed telephone system built on the Asterisk open source platform. It is a well established and robust PBX that has several thousands worldwide deployments, from small home run businesses right up to hosted platforms running business parks with over 400 extensions.

SARK has been developed by Telephony people with the primary aim to deliver as many of the most commonly used features found in traditional systems that have been around for the last twenty or so years. And even if there is a feature that SARK does not natively support it is very likely it can be added as SARK is built on a template system that can be adapted and changed.

There are a range of systems to suit most businesses, from the SARK 200 for up to 12 extensions right up to the SARK 1200 for larger companies with up to 300 extensions. All systems run the same software, so no matter whether you are a small or large business the SARK feature set remains the same. This also means support personnel and installers only have to learn SARK once to cover the whole range of systems.

SARK 200   **SARK 500**   **SARK 850**   **SARK 1000**   **SARK 1200**

PBX	Guide to no. of extensions	Guide to no. of concurrent calls	PSTN Interface options	SIP/IAX trunks	Voicemail	IVR	Call queues	Ring Groups	Conference bridges	Call Centre Edition Option	HA High Avaliability	Advanced call recording
200	12	1-8	via Gateway	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Not Avaliable	Not Avaliable	Not Avaliable
500	6-24	1-8	1 to 4 FX (O/S) or 1 to 4 ISDN2E + GSM	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Not Avaliable	Not Avaliable	Not Avaliable
850	12-50	6-30	1 to 4 ISDN2E or 1 ISDN30E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Avaliable	Avaliable	Avaliable
1000	40-150	12-60	1 to 2 ISDN30E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Avaliable	Avaliable	Avaliable
1200	100-250	30-120	1 to 4 ISDN30E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Avaliable	Avaliable	Avaliable

SARK Optional Packages

HIGH AVAILABILITY

Where high levels of reliability and uptime are of the utmost importance, as for example in call centres or 24 -7 operations, the SARK High Availability dual server system can be of huge benefit.

The HA cluster comprises two identical PBX servers running side by side and connected by a 'heart beat' mechanism. In the event of a failure to the primary system, fail-over to the secondary takes just a few seconds and requires no restart or re-setting of the phones, the VoIP accounts, gateways or ISDN circuits. The total downtime in such situations is usually around 12 to 20 seconds from initial failure to resumption of operations. When compared to the average 2 to 4 hour response time offered with most other systems this one feature alone can make a huge difference to the bottom line in call-critical businesses.

HOT DESKING

Hot desking is the common term for when employee's share desks and phones at different times. The SARK Hot Desking software enables employees to log-on to any phone. The phone will go through a re-boot process and come up as their original phone complete with all their settings and history. These settings include things like message waiting indicator (MWI), caller-id, extension number, Busy Lamp (BLF) and other button settings. Plus, in the event of the agent forgetting to log out, the system will reset the phone after a given idle period.

SARK Operator Panel

The operator panel is ideal for companies that have all calls answered by a receptionist. It enables them to see detailed PBX activity, like who is on a call and to whom, call durations, held calls, queued calls, and who is on DND. They can perform transfers, launch call spying and whisper mode plus keep an eye on queue activity.

Developed with a receptionist in mind. All actions are available within two clicks of the mouse:
* See who is available or on a call or DND
* Transfer directly to destination extension, voicemail or external numbers.
* Ability to pickup ringing phones.
* Manage and visualise parked calls.
* Real-time search and filter of extensions (great for big companies with hundreds of extensions).
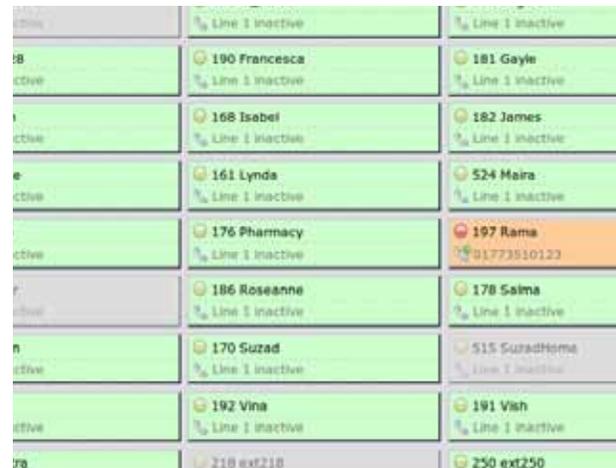
SARK OPERATOR PANEL INTERFACE

ADVANCED CALL RECORDING

The SARK advanced call recording package has been designed to give customers flexibility and control of what they want to record and when. It also has the advantage that it will automatcially off load all calls to a USB attached storage device or NAS. And there is an archive and retreival software package that makes the finding and retrieving of calls really easy. .

SARK Advanced Call Recording Features

* Web based archive & search management software. Includes search by caller ID, extension number, date and time
* Option to record any in-bound or outbound call or all calls plus option to record by either extn number or trunk.
* Pause and resume option (ducking)
* One touch press and record
* One touch retrospective recording (record entire call by pressing record button at any time during call)
* Automatic offload of recordings to NAS or USB storage device