

ProTalk - SARK PBX Phone systems



ProTalk

The ProTalk range of SARK PBX systems are built on the Asterisk Open source software and supplied and supported by ProVu the UK's leading VoIP Distributor.

Developed in the UK by our team of experienced telephony engineers ProTalk systems are able to compete head on with the traditional PBX manufacturer's. In addition, ProTalk systems have been designed to be completely flexible and extensible. Built using a template

system customers are able to freely add, change or remove templates. And should any bespoke requirements arise, all developments are handled in-house enabling our team to provide quick answers and short development lead times.

As a leading distributor for a wide range of VoIP hardware ProVu are able to supply a complete bundled solution including hardware, training and support.


SARK - PBX Overview

SARK PBX is a new kind of PBX platform, built to cope with medium to high workloads on existing copper and fibre-based TDM networks. It is equally at home in the 21CN world of SIP and VoIP. Designed and developed for the UK market by UK telephony people, the platform is reliable, fast and has a low cost-of-ownership when compared with traditional TDM and proprietary IP offerings. SARK PBX also has many unique features

which give it a substantial edge over its competitors, particularly in the areas of high-availability and remote platform support. Issues that are of particular importance to those users whose businesses depend upon high levels of customer interaction and care.




SARK 650
Small office system



SARK 850
General office system - 1U rack mount server



SARK 1000
Large office / Call Centre system - 1U rack mount server



SARK 1200
Enterprise / Call Centre system - 2 U rack mount server

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 Brige	Call Centre Edition Option	HA (High Availability)	Advanced Call Recording
650	6-20	1-8 calls	up to 4 FX(O/S) or 1 to 4 ISDN2E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Not available	Not available	Not available
850	12-50	6-30 calls	1 to 4xISDN2E or 1xISDN30E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Available	Available	Available
1000	40-150	12-60 calls	1 or 2 ISDN30E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Available	Available	Available
1200	100-250	30-120 calls	1 to 4 ISDN30E	Unlimited	Per Extn (no port limits)	Multi Level	Unlimited	Unlimited	Unlimited	Available	Available	Available

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SARK PBX - Key Advantages



Dual Server - High Availability (HA)

Where high levels of reliability and uptime are of the utmost importance, as for example in call centre applications, the ProTalk SARK advanced High Availability option can be of huge business value. The HA cluster comprises two PBX servers with identical configurations running side by side and connected by a 'heart beat' mechanism. In the event of a failure of the primary system, fail-over to the secondary takes just a few seconds and requires no reprogramming or restart of either 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 minimum 4 hour callout, or next business day support terms available from our competitors, this one feature alone can make a huge difference to the bottom line in call-critical businesses.

Call Recording

ProTalk's advanced call recording has been designed to give customers flexibility and control of what they want to record and when. Within the easily managed web interface customers can specify Call Recording options at the individual phone, call group, queue or trunk level.

As standard, calls are offloaded to a locally attached storage device, for example a local USB2 disk drive. However a "high-capacity" option is also available to offload recordings to network attached devices. In this

mode, recording is done directly into RAM and then asynchronously offloaded to the network device. We call this "lazy" offload because of its asynchronous nature.

Access to stored calls is via a web interface and can be searched by either the user name, extension number or date and time.

Recording Options (can be set at individual phone, call group, queue or system level)

All in-bound
All out-bound
Both
None

Additional advanced features include two "on-demand" options:-

- One Touch press and Record
The call is recorded from the moment record button is pressed.
- One Touch Retrospective Recording
The Operator presses the record button at any time and the whole of the call is recorded from the start of the call.

Real-time Pause and Resume

Sometimes called "call-ducking"; the whole call is recorded but the agent can stop recording at any time by pressing the "pause" button and resume recording by pressing the "play" button. The resulting parts are married together as one recording in the final mix.

This feature is useful for preventing sensitive customer information such as credit card details from being recorded.

Hot Desking

Hot desking is the common term for when employee's share desks, workstations and phones at different times. It is also commonly used within call centres where agents are logging in and out. With the growth in mobile working and demand for more flexible working practices the SARK Hot Desking feature enables companies to provide employees with an easy and effective way of having all their calls routed to any phone where ever they have logged in.

In the same way as when an employee would log on to a PC on a corporate network, when they log in to a phone their own account and phone settings are then loaded on to that phone for as long as they are logged in. These settings include things like message waiting indicator (MWI), caller-id, extension number, Busy Lamp (BLF) and other button settings. In the event of the agent forgetting to log out, the system will reset the phone after a given idle period.

Switching Performance

SARK UCS uses its own on-board high-speed logic and rules engine (the HSLE). The HSLE is very small and fast, being optimised to switch high volumes of in-bound and out-bound calls in the minimum number of cycles.

The end result is much faster switching decisions from SARK when compared to its competitors. Thanks to HSLE, SARK UCS can comfortably sustain high call arrival rates on relatively low CPU power, making it ideal for deployment into high volume or high "spike" environments.

Remote Support / Management

ProTalk systems have been developed with the most advanced remote management, configuration and diagnostic capabilities of any PBX in their class. Tools like the unique SIP Dynamic Proxy capability plus automatic recognition and adoption of new SIP devices, enable effective system and terminal management, and make on-going adds, moves and changes much easier for both customer and supplier

'FlatPack' solution for fast and easy deployment

With the ProTalk developed configurator documentation, ProTalk resellers can forward order PBX systems with all key provisioning and routing information pre-loaded. This combined with the PBX's auto-provisioning software (available for most popular SIP phone types) means installation and deployment is painless, error free and normally completed in just a few hours.



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