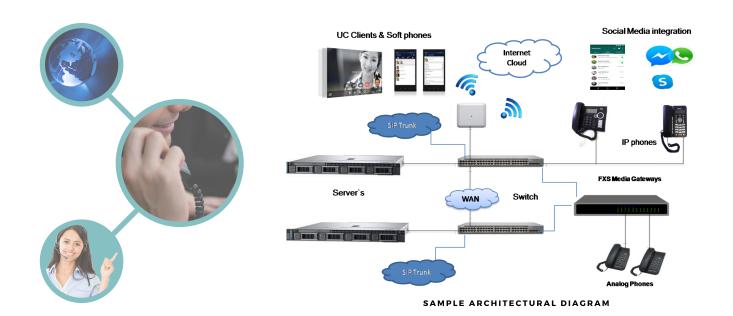# SIGMA INDX COMMUNICATION SERVER

SIGMA INDX CS is a comprehensive robust communication solution designed on Server Gateway architecture. This multi-media communication platform integrates Voice, Data, Unified Communications, Social Media and telephony collaboration tools on a single, versatile and open platform. Its rich application eco-system supports IVRS (Interactive Voice Response System), Contact Center, Voice logger, Multiparty Conference, Emergency Communication & notification, Mobility, Voice Mail, Attendant Console and other various communication applications,

Sigma INDX CS solution is designed by BPL Telecom to cater the communication needs of Medium and Large Enterprises. BPL Telecom's Sigma INDX product series is proven and is widely accepted for its stability, user-friendliness, openness, and its wide range of compatibility with advanced and legacy interfaces.

BPL Telecom, with the rich expertise in telecom segment, ensures that the Solution is :
Open - Flexible - User Friendly - Simple - Secure & Easy to Maintain

SAMPLE ARCHITECTURAL DIAGRAM

TECHNICAL SPECIFICATION

SYSTEM FEATURES

Sigma INDX CS is a solution designed on Server Gateway architecture with advanced and proven features to cater Enterprise Communication needs. Servers can either be COTS (Commercially Off The Shelf) or proprietary.

Flexible licensing schemes : Pay for what you use.

IP distributed architecture to support Multi site deployment.

Supports SIP, SIP Trunk, H.323, QSIG protocols

HIGHLIGHTS

Linux Based OS

Professional attendant suite & IVRS

Expandability : Upto 35,000 ports

Conferences : Upto 512 party

Supports : Voice/ Data/ Web Services

Supports applications like : Unified Communication/ Collaboration/ IVRS/ Contact Center/Call Recording/ Emergency alert system/ Softphones/ Centalised Management/ Centralised Firewall management/ Attendant Console - PC based Operator Console/ Social Media integration etc Other than normal Telephony applications.

Offers Connectivity for : Analog lines/ Digital lines/ Analog Trunks/ ISDN : PRI & E1/ E&M/ IP Trunk/ Tie Lines/ BCD

CONTACT CENTER

Comprehensive In-Bound and Out-Bound Contact Center Solution which provides 360 degree monitoring and reporting.

Supports 'Live-Chat', 'Social Media Integration' and Voice Logger.

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REPORTS

Live and historical reports.

Inbound Call Reports, Outbound Call Reports

Disposition wise Call Reports ,Missed Call Reports, Un-dialed Missed Call Reports,

Consolidated call Summary Reports, Agent Performance Report/graph, Group-Wise Reports/ Frequently Called Numbers, Long Duration Calls, Call Flow graph

CRM INTEGRATION

Click-To-Call (API Only)

Integration with Customer software

Call Event Intimation (API Only)

CRM Integration

ATTENDANT CONSOLE

Supports Hard phone/ Desktop application.

INDX Soft Console is an efficient Call Management Software which can handle multiple calls at a time with maximum efficiency. It provides incoming/ outgoing calls information , Call Queue information Click to dial option, Directory , Busy Lamp , Missed Call dial back, Call Queue information, Call Park etc

CONFERERNCE

Supports : Meet-me / Dial out /Add-on / Emergency Blast Conferences

Hand raise during Conference ,Mute/ Unmute options and provision for Conference Manager Software Suite for Management and reporting.

EMERGENCY CALL BLAST

Emergency Call Blast to pre-defined group of stakeholders for alert ing an erergency.

Call Blasting can be triggered with pre-defined emergency 'codes'.

'Event based' reports

VOICE MAIL

Software based customisable native VoiceMail

SUBSCRIBER FEATURES

Class of Service, ,Speed dialing,. Call forwarding (Busy ,No answer, All calls). .Call Pickup,, Call Transfer, , Call Waiting, Follow me, DID/DOD, Music on Hold, Call recording   etc

UC CLIENTS

This integrated collaborative tool enables INDX users to collaborate telephony with desktop (MAC and Windows). User can have Busy Lamp Field, Click to Dial, Call Log Informations, Missed -Call Alert, Personalised Directory and other collaborative communication features.

MAINTENANCE

Web GUI Configuration,

Multiple Admin Logins,

Separate Logins for each Module, Multi-level permission for users

SIGNALING & CONTROL

DTMF Methods : RFC2833 and SIP INFO, Digital Signaling : TPRI, SS7, MFC/R2, RBS,

Provisioning Protocol : TFTP/HTTP/HTTPS, Event-list between local and remote trunk, auto-discovery & auto provisioning.

DHCP , multicast SIP SUBSCRIBE mDNS,

Network Protocols : ICMP,TFTP,DHCP, TCP/UDP, RTP/RTCP, STUN, SRTP,TLS, PPP, LDAP, HDLC, HDLC-ETH,ARP,DHCP,DNS,DDNS,SSH,NTP, HTTP/HTTPS,S , IP(RFC3261), PPPoE

SECURITY

Media Encryption : HTTPS, TLS, SSH, SRTP

Advanced Defense : Block list & Selected permission,

Strong Password protected access control, alens, Fail2ban

Servers : Commercially Off The Shelf Servers or Proprietary Servers option to choose from.

Gateways : 230 V AC / 48V DC Gateways which supports Self-Survaivability and hot standby duplication.

Flexible gateways : - High density Gateway with high port Capacity and higher loop resistance.

- Low density gateways for flexibility and distributed deployment.

- EMI/RFI insulated gateways.

BPL Telecom is a company that provides cutting-edge solutions, services and products in the broader areas of Enterprise Communication, Power Line Communication for the Power utility segment and Consumer Telecom segment with dedicated focus towards IT hardware and software solutions. The company has over the years developed distinct competencies in technologies and diverse application domains drawn from the successful implementation of complex projects in highly competitive global markets.

BPL telecom

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