



# CALL CENTER

Hybrid PBX

Virtual Fax

Hot Desking

Call Billing

Hotel Features

Call Center Apps

Call Recording

Virtual Conference



# WevoPBX For Your **Current** and **Future** Communication System

WevoPBX is scalable in terms of hardwares and softwares. The system uses standard server based hardware which can be upgraded to increase capacity. High availability feature is available to minimize down time and increase utilization.

Since it is IP based solution, you can link all your businesses to reduce cost and unify all of them.

## What is WevoPBX

- WEVO Embedded Linux OS.
- IPPBX meet Unified Threat Management (UTM).
- Linux OS is based on well known robust distribution.
- Package as hardcoded firmware with upgradable & installable module features.

Lower OPEX

Open System

Highly Configurable

**LAN Based**

- BYE Analog
- 1 Network
- Voice as Service

**wevoPBX**

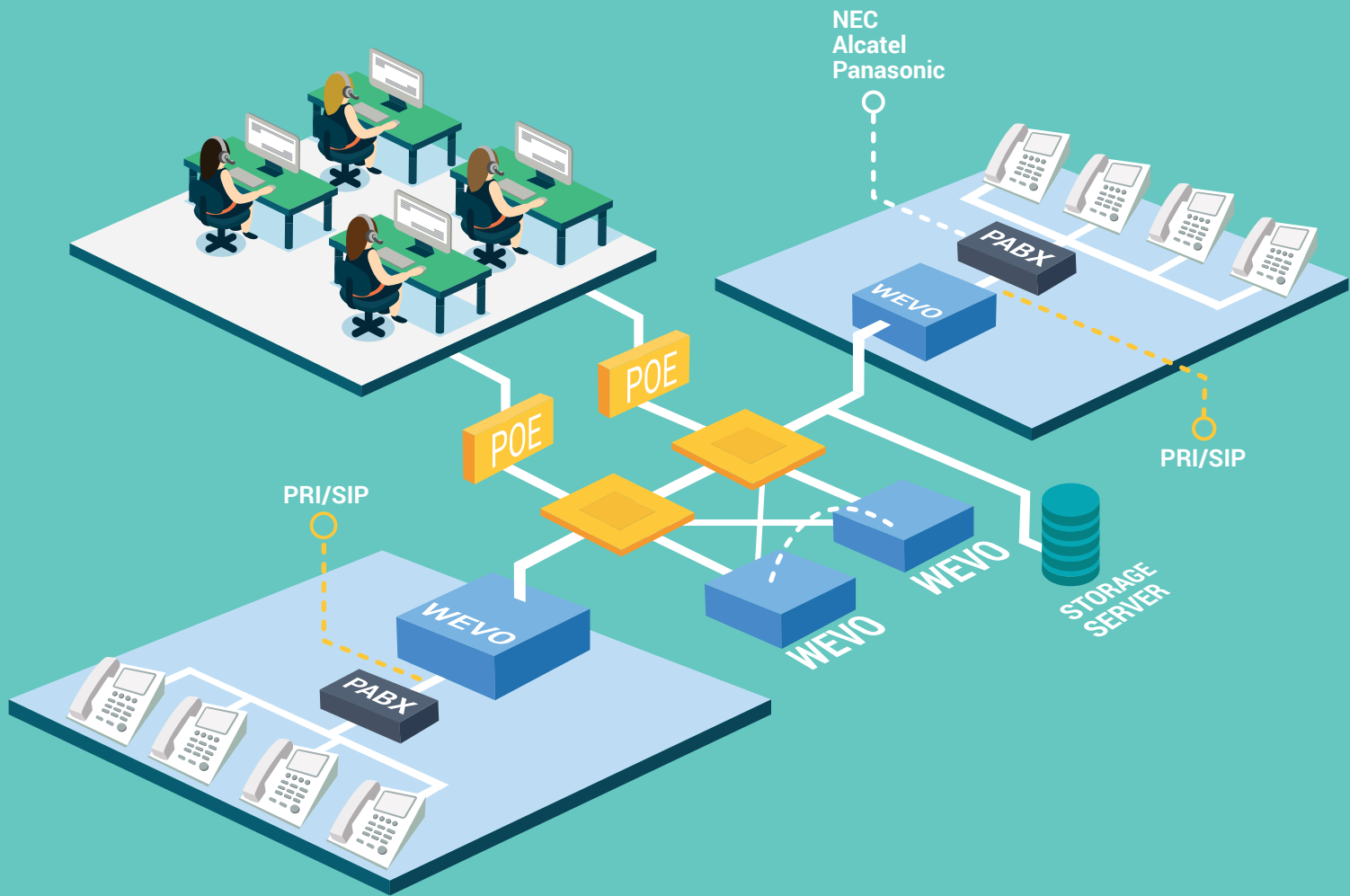
**Easy Configuration**

- Web Based
- Network Knowledge
- IT Knowledge

**Comprehensive Security**

**BYE Propriety Phones!**

# WevoPBX Voice Connectivity



01

**WevoPBX is easy to deploy and manage via WEB interface.** Receptionist or Operator can utilise WEB operator panel for calls monitoring and transfer. A web user portal for user to set their own call forwarding, Web Fax, CDR and etc.

02

**WevoPBX is All in One.** Contain all the telephony features in a box such as IPPBX, CDR, CTI, ACD, Call Recording, Fax to Email, WEB Fax, Firewall, Call Routing and many more...!

03

**WevoPBX is a truly IP based solution.** It is able to integrate with Internet VOIP providers which gives excellent call savings and break free from expensive proprietary solutions which have fewer features...!

04

**WevoPBX is a highly configurable system.** All user interface is based on web technology and can be change to cater customer needs. It has built-in flexible script to do call routing and manipulation.

# WevoPBX Call Center Features

## Gallery



Recording & Monitoring



Call Queue & ACD



Call Center Report & Billing



Auto Attendant



CRM Integration



Supervisor Whisper & Spy



Hot Desking for Agent Login/Logout



Realtime Dashboard



# WevoPBX Specifications & Features

Answered Service Level  
 Answered by Agent  
 Answered by Queue  
 Answered Disconnection Cause  
 Answered by Duration  
 Detailed Answered Report  
 Transfers

Unanswered Service Level  
 Unanswered Disconnection Cause  
 Unanswered by Queue  
 Detailed Unanswered Report

Distribution by Queue  
 Distribution by Month  
 Distribution by Week  
 Distribution by Day  
 Distribution by Hour  
 Distribution by Day of Week  
 Detailed Distribution Report

Agent Availability  
 Agent Session and Pause Duration  
 Agent Detailed Pauses  
 Agent Call Disposition  
 Detailed Agent Report

Realtime View  
 Realtime Actions (logout,pause,unpause)  
 Realtime Supervisor Actions (listen, coach, steal)  
 Realtime Data acquisition

HTML5 Charts  
 CSV & PDF Exports  
 Integration with queue recordings  
 User authentication and authorization

Agent & Queue Dictionaries  
 Report Designer (add/change formulas)

Configurable SLA intervals and steps  
 Visual Alarms in Realtime view  
 Distinctive outbound reports  
 Search function  
 Drill Down function to expand on aggregated data

REST API  
 Inline Help  
 Export Charts  
 Scheduled CSV email reports  
 Shows CLID on reports

	W1500	W2000
<b>Maximum Users</b>	30	30~200
<b>Concurrent Calls</b>	45	30~200
<b>Conference Attendees</b>	60	60
<b>Chassis</b>	1U	2U
<b>Power Supply</b>	Single	Dual
<b>Storage Slots</b>	1x3.5"HDD	8x 3.5" HDD Optional RAID 0,1,5,10
<b>Telephony Card Slot</b>	1x PCIe	3x PCIe
<b>Analogue Cards</b>	4/8/16	4/8/16
<b>ISDN Cards</b>	2/4/8 Ports PRI	2/4/8 Ports PRI
<b>GSM Cards</b>	2/4/8 GSM Slots	2/4/8 GSM Slots
<b>Call Recordings</b>	30 Channels	Optional (max 200*)
<b>Call Billing</b>	Optional	Optional
<b>Fax to Email</b>	Optional	Optional
<b>Call Center Apps</b>	Optional	Optional
<b>High Availability</b>	Optional	Optional
<b>Web Operator Panel</b>	Optional	Optional







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