



IPBRICK.UCoIP

Unified Communications over IP



Unified Communications over IP

- Solution for Unified Communications over IP that provided services such as **PBX IP, Video Conference** and **Professional Chat**
- Includes a telephony subsystem, that operates as a private solution, of **IP Centrex**
- The **calls** between IP phones, connected to IPBRICK.UcolP, are **confidential** (uses safety barriers of the SBC type for the exterior) and **free**
- Uses **single-tenant** technology, which means that each company has its own independent system

With the “**Follow me**” feature, calls can be redirected from the office to the mobile phone



Unified Communications over IP

Why does a Unified Communications solution include, besides telephony (Voice:SIP), other type of communications such as:

- Vídeo: WebRTC



IM – XMPP



Enterprise Social Network (centralizes communications)



IPBRICK.UCoIP

- The main purpose of UcoIP is to reduce the number of addresses that each person owns
-
- The goal is to establish different ways of communication between two individuals from different organizations

UcoIP was essentially designed for a corporate level, where it's important to keep the corporate identity of people's addresses



A single address



The several addressess that usually have to be written in contact cards, address books or in some other directory service, inside and outside of the company.

Of course that so many addresses can only result in errors and dealys in the communication.



UCoIP

A single address for several ways to communicate



Email – user@ipbrick.com

Voice / Video – user@ipbrick.com

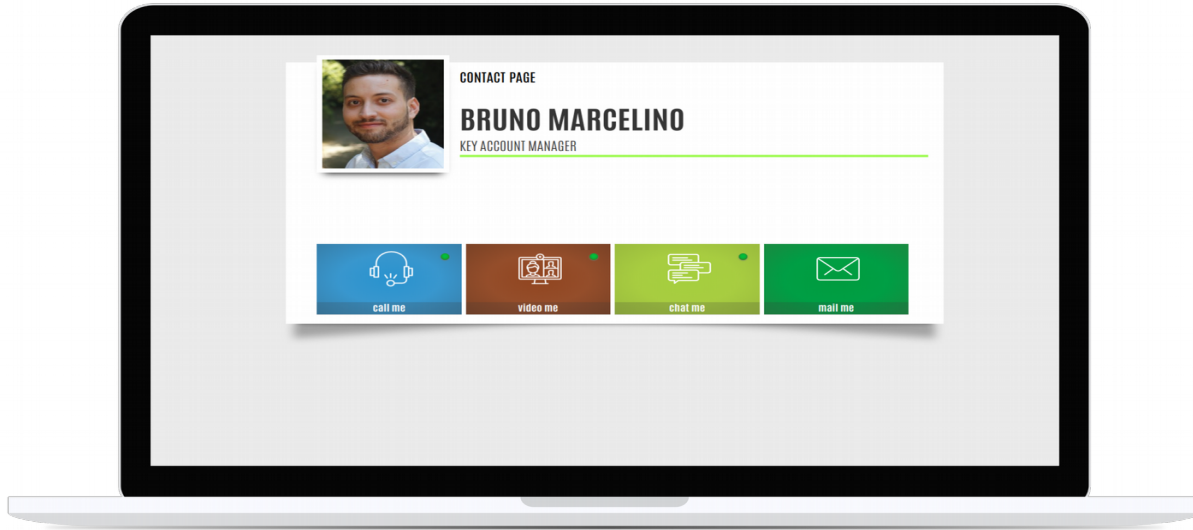


IM – user@ipbrick.com

WEB – user.ipbrick.com



UCoIP Page



To send an email, have a chat conversation, make a call or videocall, from the **UCoIP** page.

By typing a single web address in a browser “user.company.com” (instead of user@company.com)

There's no need to memorize several addresses

Watch the Video



UCoIP Service

The UCoIP service must meet three important requirements:

- Unification of all ways of communication in a single address
- High level of integration between all ways of communication
- Standardization (standard Internet protocols are used)



Call Center

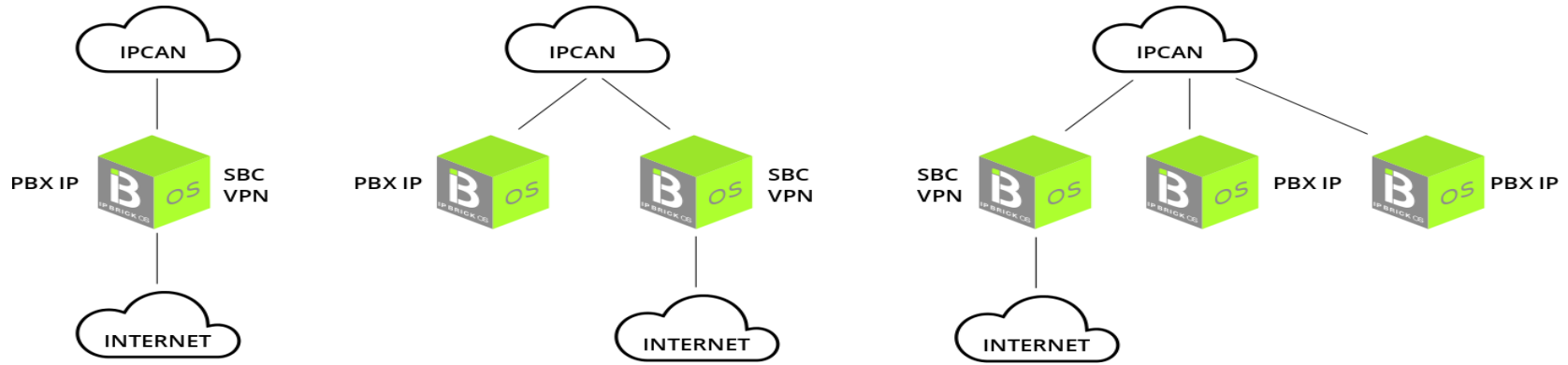
Call Center 4 IPBRICK, the most complete way to manage a Call Center

Call Center technology is wanted by most companies to their Commercial, Technical and Financial departments

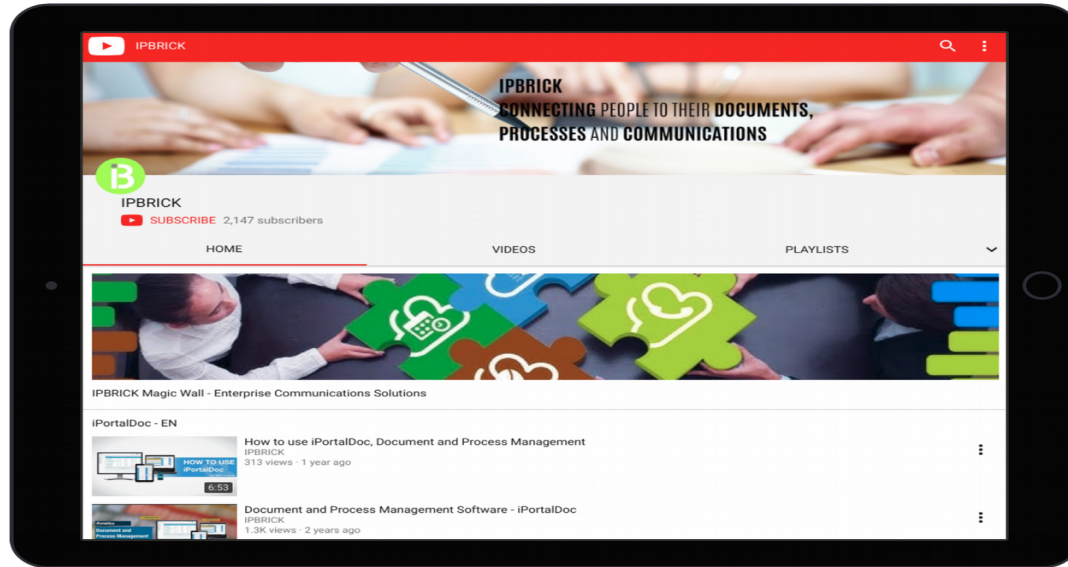
- Call Statistics by Agent
- Authentication History
- Call queue for outbound campaigns
- Call queue for inbound campaigns
- Call queues status
- Phone and Web interface
- Supervisors
- Campaigns



Unified Communications over IP



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Thank you