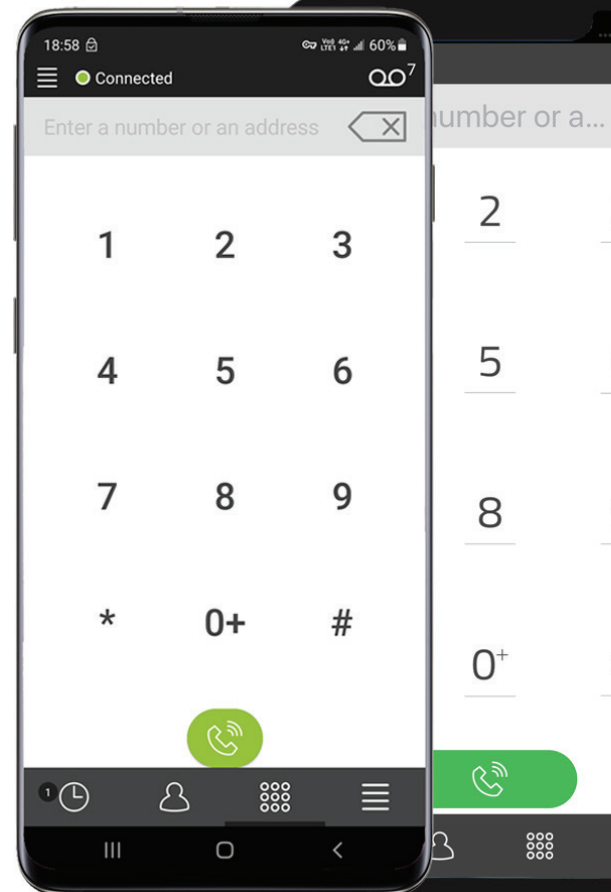


The 21st Century Business Telephone System



VOIP PBX Telephone System



IP Phones

For IP Phones details, please visit :
<https://www.platonvoip.com/ip-phones>



snom



D713



D717



D735



D785



D315



D385

Wireless DECT Phone



M30



M70/80



M90



M400 DECT Station



M900 DECT Station

Mobile Devices



Android / iPhone



Yealink

EASY VOIP



SIP-T30P



SIP-T31P / SIP-T31G



SIP-T33G



SIP-T43U



SIP-T46U



SIP-T58W

CISCO

poly



6821-3PCC



7841-3PCC



8851-3PCC



Edge B20

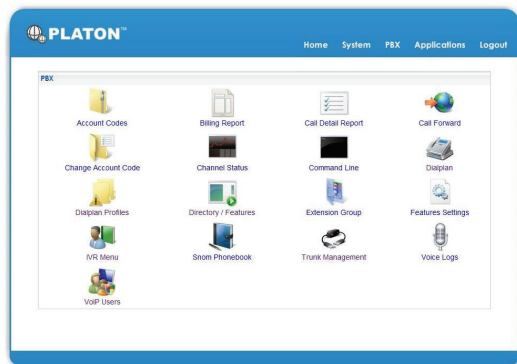


CCX 350



CCX 700

Software



PLATON® Web based GUI interface

Our VOIP system allows administrators to easily control and monitor the system with a user-friendly interface. No more waiting for telecom professionals or using text-based commands. Everything is just a click away.

Administrators can manage various features of a VOIP PBX system, including users, dial plans, IVR, and more. Our system is both secure and powerful, and no additional client software is required to monitor its performance. With our intuitive interface, managing your VOIP system has never been easier.



Features For Business Operation

1. Free Long Distance calls with your branches and clients using Internet connections
2. Unlimited voice mail box
3. Voice message to E-Mail
4. Free calls with PDA or laptop on travel
5. Interactive Voice Response System (IVRS)
6. Conference Bridge support up to 50 users
7. Call Hold (Music-on-hold)
8. Call Parking
9. Call Transfer (Unattended / Attended)
10. Call Forwarding (All / No Answer / Busy)
11. Do-not-disturb (DND)
12. Call Waiting
13. Call Pickup (Direct / Group)
14. Line Key with Status Indication
15. Incoming / Outgoing Call Screening
16. International Calls Management
17. International Calls Report
18. Day / Night Mode
19. Fax-to-E-mail (Optional)



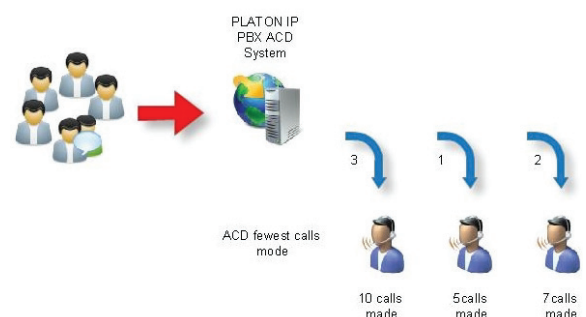
For Customer Service Center / Inbound Call Center

PLATON® includes everything you need for customer service center. From IVR (Interactive Voice Response) to ACD (Automatic Call Distribution), you can manage your customer service center easily with PLATON® solution.

Features for Customer Service Center

1. Automatic Call Distribution (ACD)
2. Multiple Queue on each agent
3. Call Monitoring / Call Coaching
4. Call Recording
5. Call Statistics
6. ACD Wall Board and Agents Status Panel

Agent Status	
On Phone	
Agent: 009 (Intergration Lab) Extension: 704 Number: 9999997777 Call Direction: Outgoing Duration: 1 mins 2 sec	Agent: 016 (Intergration Lab) Extension: 714 Number: 9999997777 Call Direction: Outgoing Duration: 2 mins 16 sec
Ringing	
No Agents	
On Hold	
No Agents	
Busy	
Agent: 005 (Intergration Lab) Extension: 701 Duration: 1 hrs 5 mins 26 sec	Agent: 012 (Intergration Lab) Extension: 713 Duration: 20 mins 5 sec
Idle	
Agent: 017 (Intergration Lab) Extension: 702 Idle Time: 3 mins 14 sec	Agent: 014 (Intergration Lab) Extension: 710 Duration: 21 sec
Offline	
Agent: 006 (Intergration Lab) Extension: Offline	

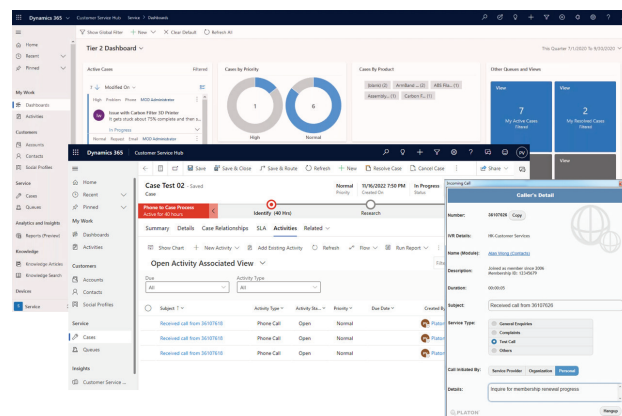




CRM Integration

PLATON® supports integration with popular CRM systems on the market, including Microsoft Dynamics 365, SuiteCRM, Salesforce, vtiger, and SugarCRM. With PLATON's click-to-dial and screen popping features, agents can easily access client information, maximizing their performance and call efficiency for inbound and outbound calls.

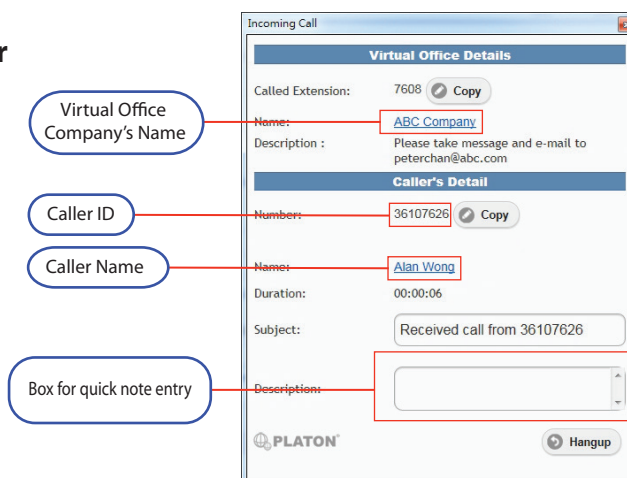
When an inbound call is received, a customized pop-up window shows the caller's name and information, which is automatically saved into the CRM system. This allows agents to check and report on the latest work progress to callers in real-time, improving customer service and satisfaction. With PLATON's CRM integration, agents can efficiently manage clients' information, leading to increased productivity and better business outcomes.



Virtual Office module for Business Center

PLATON® IP PBX system offers advanced features for business centers, including screen popping with virtual office clients' and caller's information.

When an inbound call is received, a pop-up window displays the caller's name and information, which is automatically saved into the CRM system. This helps receptionists to quickly understand the caller's needs and provide better service. Additionally, the system allows receptionists to transfer calls to clients or send messages through email and SMS, saving time and improving communication efficiency. With PLATON's advanced features, business centers can provide a seamless communication experience for their clients, leading to improved customer satisfaction and business success.



PLATON® Outbound Call Center Solution

PLATON® ADVANCED SOLUTIONS offers a comprehensive suite of features for call centers. With PLATON® ADVANCED SOLUTION, you can easily create telemarketing campaigns tailored to your specific needs. PLATON® provides One-Click to Dial and Auto Dialer functions to meet different levels of requirements.

PLATON Auto Dialer IVR System Module

The Auto Dialer IVR System module is a powerful feature of PLATON® that enables the system to make outbound calls automatically. With this feature, the system will automatically dial the phone numbers on your list and play an announcement once the call is answered.

Predictive Auto-Dialer

PLATON® Auto-Dialer is a powerful tool designed for large-scale telemarketing campaigns. With this feature, the system will automatically dial the phone numbers on your list, detect the answer signal, and filter out fax machines and bad numbers, saving your agents time and effort. Once a valid call is detected, the Auto-Dialer will forward it to an available agent and start the conversation.



PLATON® API - Software integration



Phone

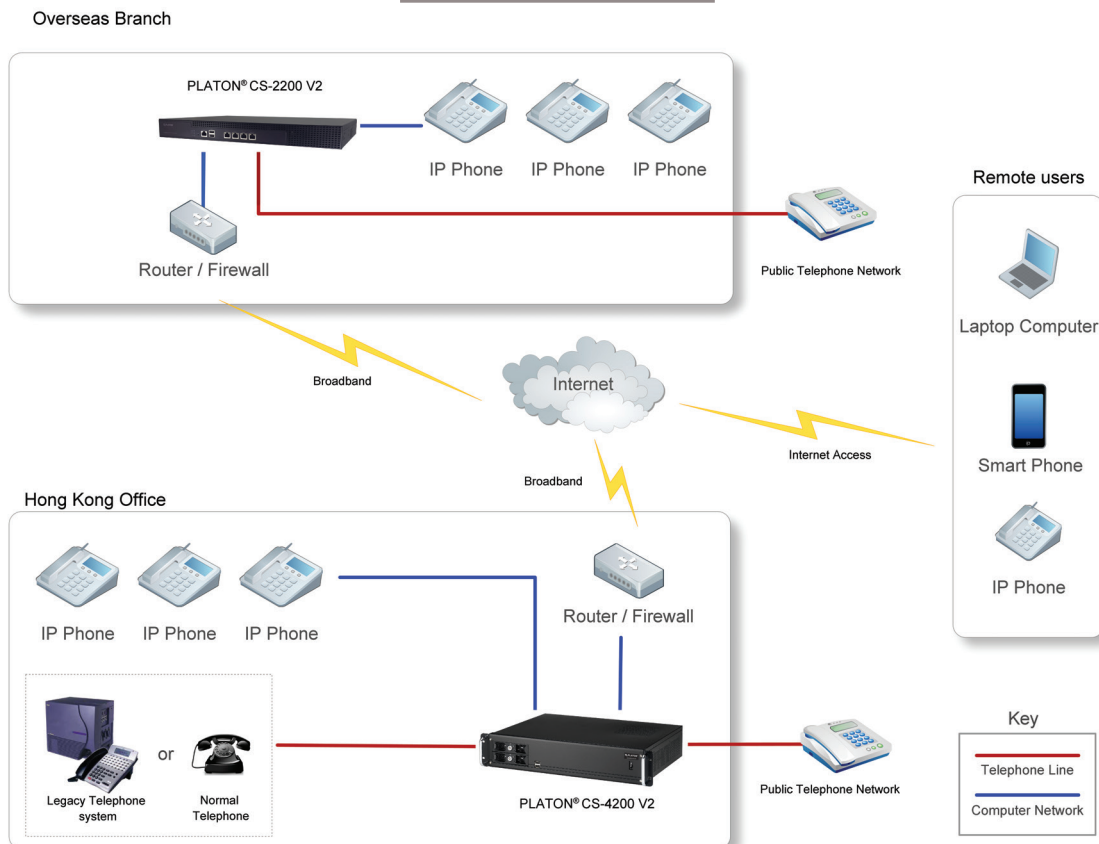
PLATON IVRS

Software

The PLATON® phone system offers API (Application Programming Interface) support, enabling direct connection with various third-party software. This feature allows client software or application platforms to interchange data and information with the PLATON® phone system without requiring TAPI (Telephone Application Programming Interface) or any adaptors. This approach is more effective and cost-effective than traditional methods.

Moreover, the PLATON® system is not only a phone system with API, it can also accomplish diverse tasks and missions through integration with other software and database systems. Likewise, other software can become part of the PLATON® system, such as integrating with Omni Channels software, SMS validation software, booking systems, and more.

System Application



IP PBX



For IP PBX details, please visit :
<https://www.platonvoip.com/products/ip-pbx>



CS-1200 V2



CS-2200 V2



CS-4200 V2



Server Edition

Model	CS-1200 V2	CS-2200 V2	CS-4200 V2	Server Edition
Chassis	Compact / 19" 1U Rack Mount	19" 1U Rack Mount	19" 2U Rack Mount	19" Rack Mount
Recommended Capacity	25 Users	100 Users	100 - 300 Users	300 - 1000 Users
Max. Concurrent Calls	15	50	200	500
PSTN Port Type	SIP	CO / IDAP (T1/E1) / SIP	CO / IDAP (T1/E1) / SIP	CO / IDAP (T1/E1) / SIP
Network Ports	4	4	4	4
Voice Recording Space	3000 Hours	13,000 Hours	26,000 - 160,000 Hours	13,000 Hours or above
Redundant Storage	RAID 1 (Mirror)	RAID 1 (Mirror)	RAID 1 (Mirror)	RAID 1 / 5 / 6
Redundant Power Supply Unit	-	-	-	Optional
High Availability (HA) Support	-	-	Optional	Optional
Contact Center	-	-	Max 50 Agents	Max 500 Agents
Input Voltage	110 / 220V AC	110 / 220V AC	110 / 220V AC	110 / 220V AC
Power Supply Unit	Internal	Internal	Internal	Internal
Operation Temperature	0 to 40° C	0 to 40° C	0 to 40° C	0 to 40° C
Operation Humidity	90% non-condensing	90% non-condensing	90% non-condensing	90% non-condensing

Accessories

snom D3
Expansion Module



snom D7C
Expansion Module



IP Door Phone



Grandstream Door Phone



Polycom Trio 8800
IP Conference Phone



Yealink CP965
IP Conference Phone



Poly Sync 20+
Conference Speaker



Jabra Speak 750
Conference Speaker



16 Ports VOIP FXO/FXS
VOIP Gateway



4/8 Ports FXO/FXS
VOIP Gateway



Cisco ATA 192
Analog Telephone Adapter



Headsets



snom A100M



Yealink
UH36 Mono



Poly Blackwire
W3315 Mono



Poly Voyager
4320 UC Duo



Jabra
Evolve2 30 Mono



Jabra
Evolve2 65 Duo



Please Contact :