



Call Center Suite Enterprise Editions

Application Notes

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Overview

Call Center Suite Enterprise Editions

Introduction

Poltys **CCAccounting** , **CCView** and **CCPro** products, parts of Call Center Suite, come now as multi-site **Enterprise Editions** allowing connections with up to 8 networked Panasonic IP-PBXs simultaneously via CTI Link.

For appropriate functionality, all PBXs and Enterprise Edition products should be connected to the same intranet.

Key Features

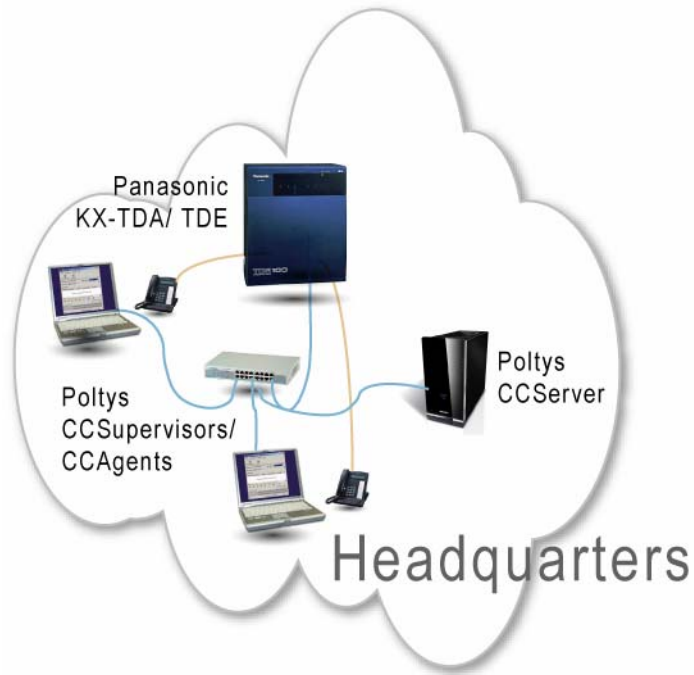
- Connect to multiple PBXs via CTI Link cards in the same intranet
- Support up to 8 simultaneous PBX connections
- Compatible with Panasonic KX-TDA/ KX-TDE series
- Use any resources from across the networked PBXs, as the Poltys product would be connected to just one large PBX
- Preserve the normal PBXs functionalities over the CTI Link

Benefits

- Have CCAccounting, CCView or CCPro product working with more than one Panasonic IP-PBX
- Have Poltys Enterprise Edition products operate as they are connected to the PBXs directly
- Upgrade the PBX connections based exclusively on software License Keys

Single Site Configuration

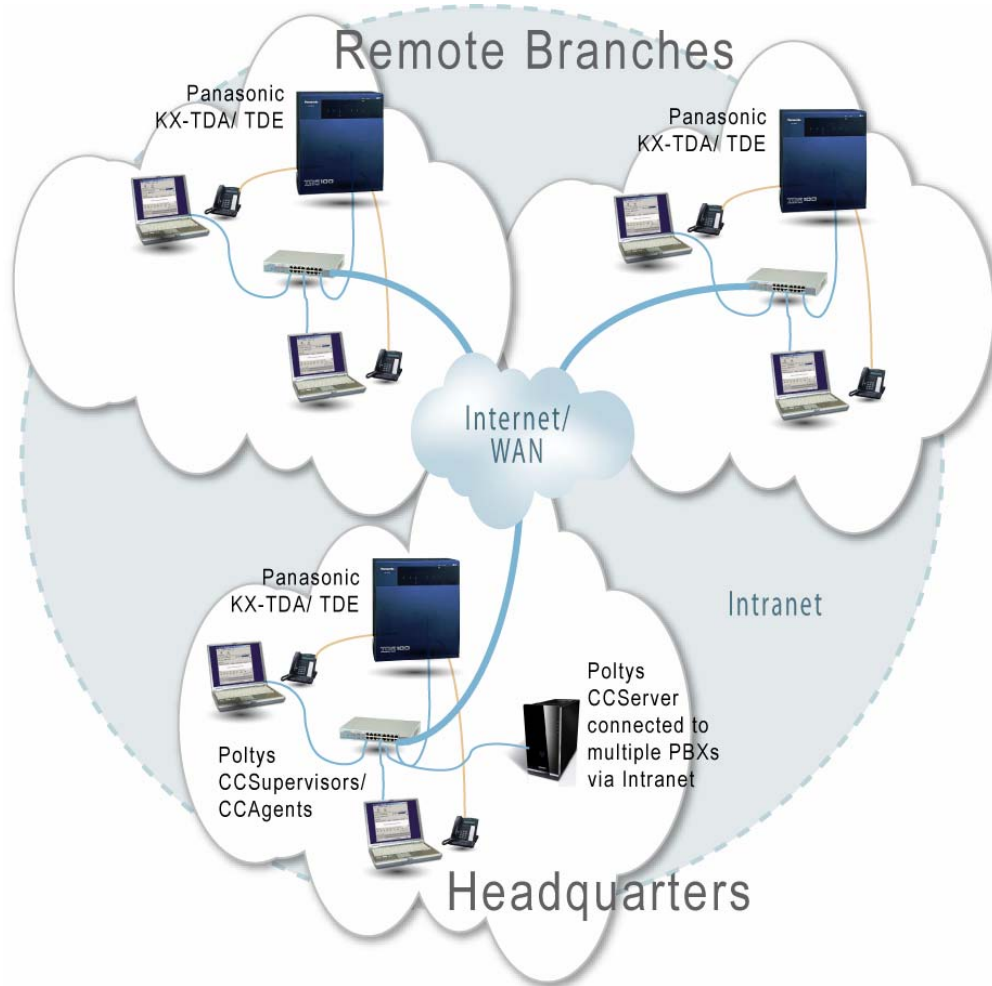
The typical single site functional configuration of CCAccounting/ CCView/ CCPro products is presented below.



NOTE: Both PBX and CCAccounting/ CCView/ CCPro components are connected to the same LAN.

Multi-Site Enterprise Configuration

A typical Enterprise functional configuration including three remote sites is presented below.



NOTE: For appropriate functionality, all PBXs and Enterprise Edition products should be connected to the same intranet.

An **intranet** is a private computer network that uses Internet protocols and network connectivity to securely share any part of an organization's information or operational systems with its employees.

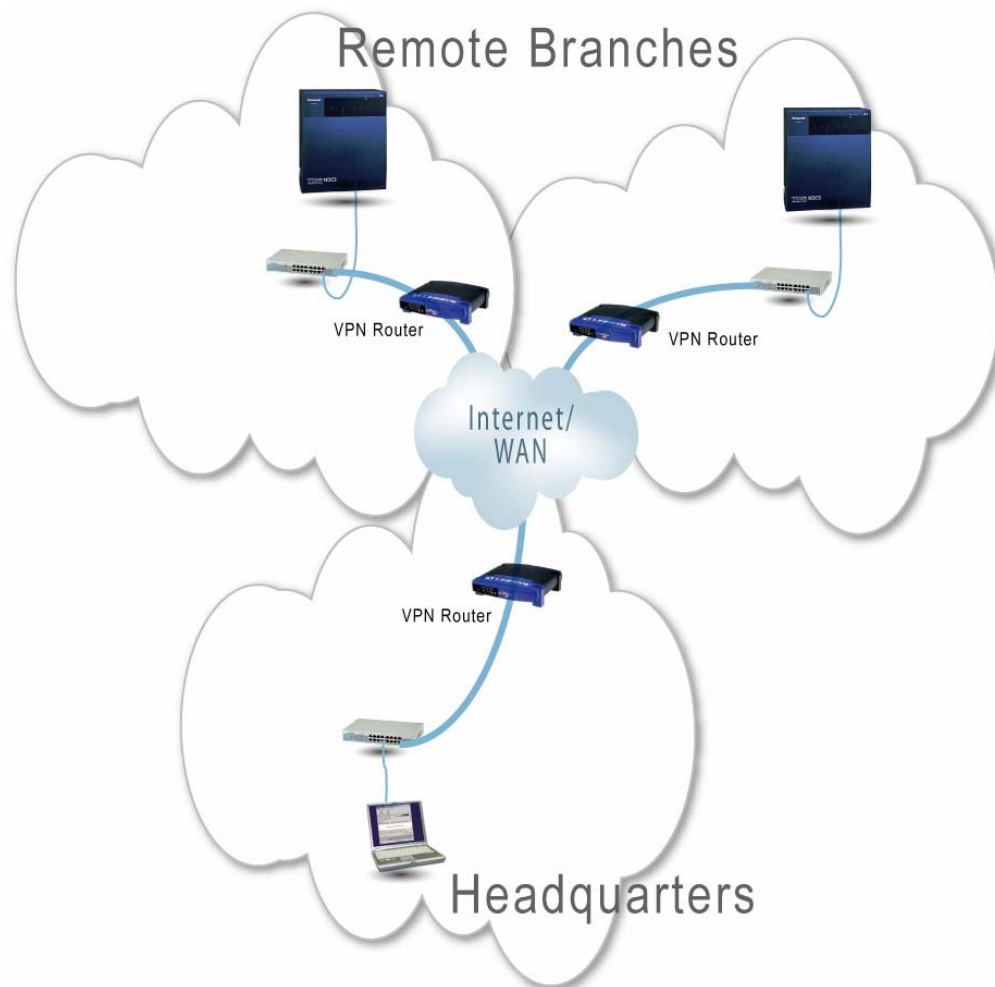
An intranet can be understood as a private version of the Internet, or as a private extension of the Internet restricted to an organization.

Create intranet between three remote locations using VPN connections

A **virtual private network** (VPN) is a computer network in which some of the links between nodes are carried by open connections or virtual circuits in some larger network, e.g. the Internet. The link-layer protocols of the virtual network are said to be **tunneled** through the larger network when this is the case.

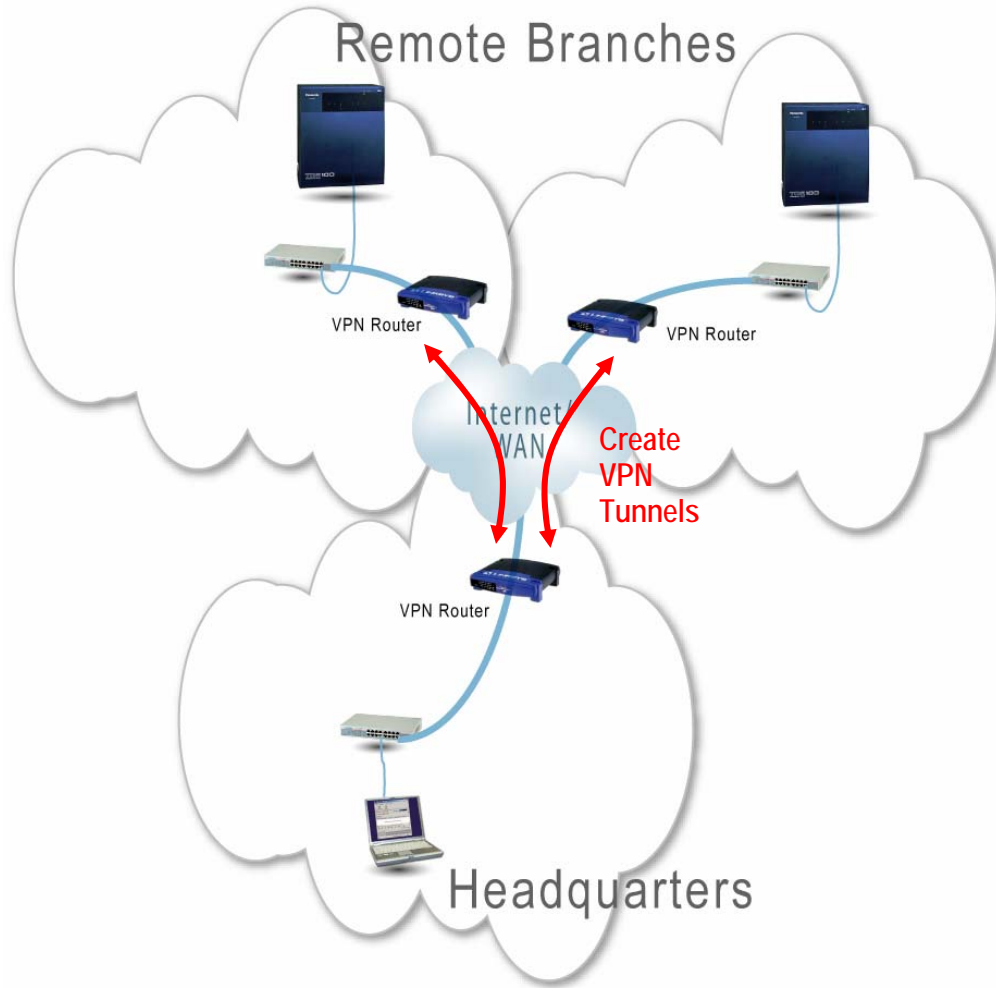
If you have no intranet connection between the remote sites the PBXs are located on and need to use Poltys Enterprise Edition products, you can easily work out this issue in four steps, creating **point-to-point VPN connections**, like presented below.

1. Procure and install three VPN routers, one for the Headquarters (i.e. the site that runs the Poltys Enterprise Edition product) and two for the Remote Branches.

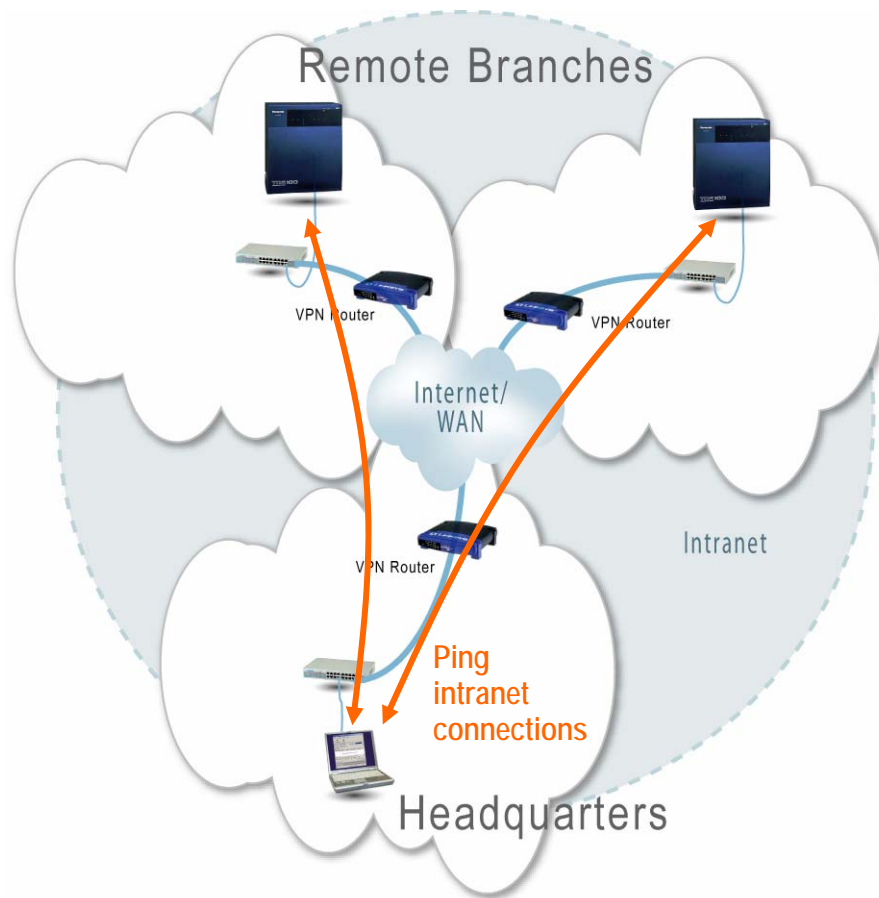


NOTE: The Headquarters site that runs the Poltys Enterprise Edition product does not necessarily include a locally installed PBX, like presented in the picture above.

2. Configure routers and create a VPN tunnel from Headquarters (i.e. the site that runs the Poltys Enterprise Edition product) to each Remote Branch.



3. From Headquarters site, ping every remote PBX to verify each VPN tunnel.

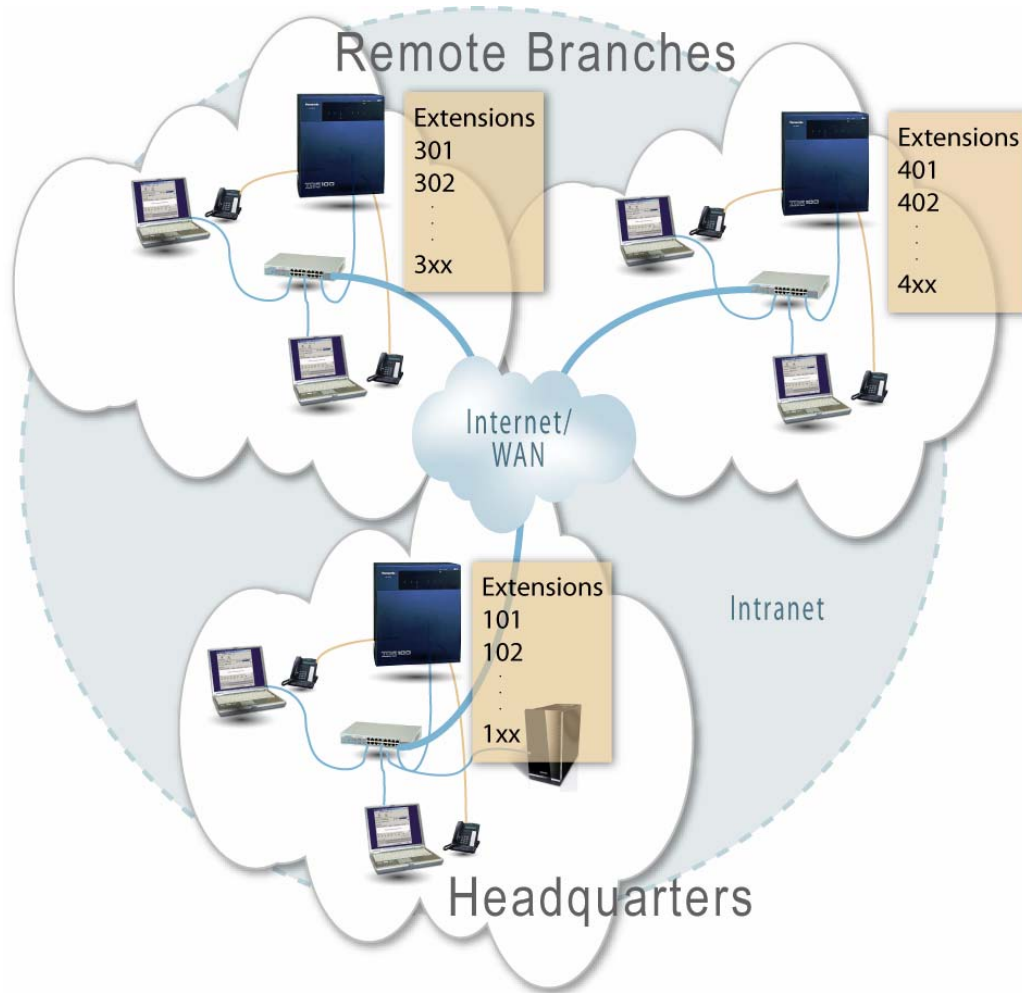


4. You are now ready to go installing the Poltys Enterprise Edition product.

Numbering Plan Limitation for Enterprise Editions

The PBX Numbering Plans for all the remote sites connected to Poltys Enterprise Edition products over intranet **should not overlap**.

For example, you have to consider assigning a different PBX suffix number for each remote location extensions, like presented below.



Product Support

Poltys tech support specialists are always available to answer your questions at:

- US toll free: +1 (877) 263 9589
- Support: support@poltys.com