# Wildix WebRTC
# Intelligent Cloud Communications

**Wildix**

**evoke telecom**
making communication work

# Wildix Cloud PBX

## Evoke Telecom's feature-rich cloud-based phone systems

Wildix is the first web-based smart working solution dedicated to companies who want to increase their productivity with a 100% secure-by-design system. Using cutting-edge WebRTC technologies to develop Collaboration, bringing you a total communications solution that you can use from any browser window to chat, call, or even video conference with internal colleagues and external clients.

Wildix Unified Communications solution easily integrates with the software and applications used by many companies including Outlook, CRM, and ERP systems allowing you to streamline daily operations, boost workplace productivity, increase employee engagement and improve customer service.

Wildix PBX is available as Physical or Virtual appliance or in the Cloud. Wildix software is fully integrated into the hardware which helps to avoid problems related to third- party products integration. Multiple Wildix systems can be connected to provide a single global cluster. Wildix VoIP PBX is a reliable communication system for small or large business, it is scalable, flexible and it easily adapts to the needs of any company.

### How would your business change if your employees could work from home, as well as the office?

With smart working, employee productivity increases by **15 to 20%**.

**57%** of employees who use smart working are more satisfied with their job than those who work only in the office

**78%** of managers consider telecommuting to be the most effective non-economic incentive to retain talent in their company

## HwaaS
### Complete Hardware Infrastructure

## UCaaS
### Browser-based UC&C

## VaaS
### WebRTC Kite

**The most Complete HW solution:** The best choice for System Integrators and IT managers

**The most user-friendly SW solution:** An engaging user experience both for employees and customers

**The first WebRTC solution** fully integrated into UC platform: offer the best customer service over the web.

# Licensing

| PBX-BASIC | UC-ESSENTIAL | UC-BUSINESS | UC-PREMIUM |
|-----------|--------------|-------------|------------|
| All the basic phone features | Full UC&C internal users | Full UC&C internal and external users | Full UC&C monitoring |

## License

### PBX-BASIC

For employees who simply need to make and receive calls.

Answering machine, fax functionality, call handling, call transfer.

The classic PBX but with more than just the stability and security of Wildix.

**Ideal for:**
those who work without a PC but only with a telephone, telephones for hotel rooms, fax workstations and telephone.

- 1 Device for each user
- Phonebook on phones (without presence)
- Voicemail
- FAX machine – FXS devices
- Doorphones devices
- LDAP / Active Directory / Google apps / Office 365 authentication
- Unlimited trunks
- Unlimited IVR
- Unlimited ACD
- Timetables
- WMSNetwork

## License

### UC-ESSENTIAL

For the company that wants to improve efficiency by enhancing its internal communication.

Here you will find the possibility to share documents, chat, call with a click and view the status of colleagues and geolocation. Wildix Collaboration is ideal for multi-location offices and teams working on shared projects.

Streamlining daily communication processes saves each employee an average of 2 hours a day on the time usually spent on routine activities such as telephoning and exchanging information.

**Ideal for:**
backoffice staff, work teams

- Web Collaboration
- 10 Devices for each user
- Click to Dial / Call Pop-Up
- iPhone/Android client
- Live presence in Phonebook
- Activate FAX server for all users
- Chat and Presence
- Post – it
- File transfer
- Desktop Sharing
- WebRTC Video Calls peer to peer
- Full access to Phonebooks
- SMS sending and receiving
- Call recording

# Licensing

## License

### UC-BUSINESS

In addition to the features that allow you to streamline your daily processes (Collaboration and videoconferencing), your company can increase productivity by opening up your communication to the outside world.

The PBX will be perfectly integrated with your CRM. In addition, WebRTC KITE opens up the flow of communication to the outside and connects your website to your offices: online visitors can contact the right person with a click and so can your employees, reducing the percentage of calls and contacts lost.

A strategic advantage that allows you to raise the lead conversion rate and thus increase your business up to 52% more sales.

Ideal for:
marketing, sales, sales and support, call center operator.

- Kite WebRTC – Chat – Audio – Video – Desktop sharing from the company Website
- Wizyconf WebRTC video conference room, 25 participants per room, 1 room for each user/license
- WebAPI
- TAPI
- Predictive dialer API
- Attendant Console
- Outlook integration
- Zoho integration

## License

### UC-PREMIUM
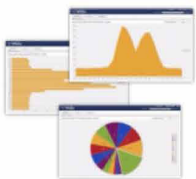
All the advantages of a secure PBX, with streamlined internal and external communication that increases your productivity ... plus the ability to control the performance and activity of your offices.

Wildix CDR-View provides you with all the data and statistics you need to measure your productivity and that of your employees. You'll be able to see trends, workloads, communication flows and results in real time, so you can work out the best strategies to manage your activities and achieve your goals.

Ideal for:
management, call flow monitoring and analysis, contact center activity reports.

- CDRView
- "Contact Center" – Interactive Queues Management interface
- ASR (automatic speech recognition)*
- TTS (text to speech)*
- Worldwide Phonebook**
- Voicemail Transcription

\* 2h per Month per License
\*\* System wide features. One license activate the feature for the full system

| 4 x UC-BASIC | 5 x UC-ESSENTIAL | 5 x UC-BUSINESS | 5 x UC-PREMIUM |
|---|---|---|---|
| For 3 employees (production, warehouse...) and 1 fax line. | For an Administration team of 2 people and 3 staff units across multiple locations. | For 2 Sales and 3 Support members. | For 1 owner or CEO. |

# The Wildix Mobile App

**Wildix Collaboration Moblle Apps offer the Unified Communications of your enterprise PBX on your iPhone, iPod Touch, IPad and Android smartphones.**
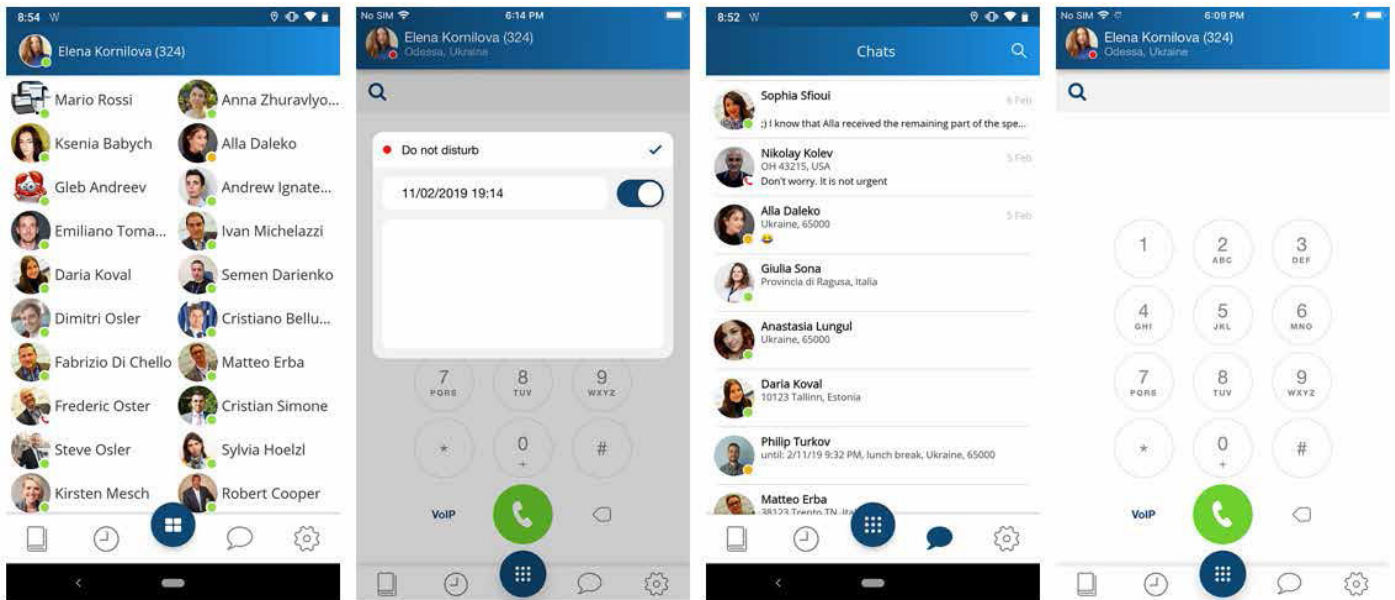


## Key Features

- Calls via VoIP or GSM to all contacts in thephonebook
- Video calls to users
- Mobility call-back service
- Chat
- Post-It
- Chat and call history
- File exchange
- Users' presence information and geolocation
- Sync with Microsoft Exchange, Outlook, external databases, MySQL, MS SQL, CRM
- Mobile SIP Client on WiFi, 3G-UMTS, 4G-LTEnetworks, G.729 and H.264 codecs
- Encrypted HTTPS connection to the PBX
- Apple Watch notifications

### Receive notifications on your Apple Watch



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# IP Phone Line-up

## WP410

**The WP410 is an entry level phone with a simple and intuitive user-friendly interface.**

### Features

- Display:132*64 LCD
- 2 x Port 10/100
- PBX phonebooks
- Max 4 BLF keys
- PoE IEEE 802.3af
- Online call history
- Quick DND key
- Visual / Audio BLF
- Voicemail notification

## WorkForce WP480G

**WorkForce is the Office Phone for your employees. It is perfect for amplifying your efficiency and monitoring your coworkers' availability thanks to the integrated Collaboration feature.**

### Features

- USB-Type C input
- USB Headset-compatible
- USB Bluetooth dongle connectivity
- New, faster chipset
- Opus compatibility
- 5G / Wi-Fi dongle-ready
- added support for monitoring presence status of colleagues via BLF keys

# VISION: First in WebRTC

**Vision is an Android device, WebRTC ready, it is equipped with 7" display and a 2-megapixel webcam. You can receive video calls from another Vision, from a PC, from a door phone or from another Android or iOS device. Vision is the phone for your WebRTC video conferences.**

## Vision Key Features

- Android 5.1 OS
- 7" color display 1024*600
- Touchscreen
- Presence & Chat
- 2MP webcam
- WebRTC videoconference
- WiFi 802.11b/g/n
- Bluetooth 2.0
- USB 2.0
- 120 BLF keys
- Available in black and white colors
- Call history sync
- Headset USB Audio Support

# The Wildix Range of Headsets

## Monaural Headset
### WHS-MONO



## Bi-aural Headset
### WHS-DUO



## Bluetooth Headset
### WHS-BT



## Mono LED/Duo LED
### Show when you are available. Green Light to your performance!

### Key Features and Benefits

The Wildix Mono/Duo LED headset saves everyone's time by showing your coworkers when you are available.

The Mono/Duo LED shows your current status to your colleagues with its built-in LED indicator. This is done through a simple color-coding system: green means "available," violet means "do not disturb," red means "on the phone".

- USB Type-C plug
- USB adapter included
- Answer/ Hang-up/ Mute/ Volume control buttons
- Status LEDs: online, away, DND, on call, ringing, call held,missed call
- Table stand included

# The Wildix W-Air Cordless System

**W-AIR is a turnkey cordless DECT solution. This can be provided as a multicell solution with the DECT W-AIR Sync Plus BaseStation that supports up to 16000 cordless VoIP handsets / headsets or as a single cell W-AIR Small Business Solution.**

W-AIR LifeSaver, W-AIR Office and W-AIR Basic are cordless VoIP phones fully integrated into the Wildix system and easy to install. The signal coverage is very extensive, thanks to the base-repeater system. W-AIR Med has an antibacterial coating and is specifically designed to be used in hospitals, nursing homes and medical facilities.

W-AIR system is developed on the CAT-iq protocol that allows data and voice transfer on the radio channel and offers advanced features, such as access to the shared phonebooks and presence status.
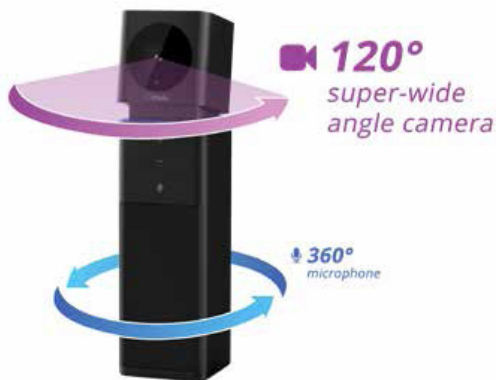
## Single Cell Solution



## Multi-Cell Solution

# Conferencing Solutions

## UBICONF-HUDDLE
### Your 120° Huddle Room Video Conference



The Huddle Rooms are the place for future collaboration. Rooms in which 3-5 gather for short meetings and to make important decisions by video conference.

### Features:

- HD webcam (1080p) with 120° angle for a wide angle shot!
- No inconvenient remote control is needed, all participants in the frame
- 360° microphone
- A single USB cable to power the device and to transmit data
- Transportable anywhere thanks to its comfortable case

## UBICONF-VOICE
### Wildix Plug & Play Speakerphone for the best user experience in the conference room



The ubiconf-Voice conference station was designed specifically for the ubiconf WebRTC video conferencing solution.

### Features:

- Plug & Play
- Connection to PC via USB
- Talk time: 4 hours
- Three integrated microphones with 360° coverage
- Reception distance: up to 4 metres
- Use: ubiconf videoconference, Mobile Apps for iOS / Android, Vision / SuperVision, WP600AXX, W-AIR150

### UBICONF VOICE 2EXTMIC Features:

- 2 microphones with cable
- Cable length: 2m (6ft)
- Mute button on each microphone
- HD Voice
- Type of microphone: table microphone

# Monitoring and Reporting

## Without monitoring, control and analysis there is no strategy.

Wildix offers efficient reporting tools that provide you with the information that you need relative to the call activity of the team, including the number of calls, duration, type and costs of all the calls received and made by your call agents.



## CDR VIEW

Internal and external call traffic reporting and analysis.

Information on the number, duration, types and costs of the inbound and outbound traffic in charts and data grids.

CDR-View is helpful to the company management while analyzing a particular event or the company call activity in general, or while deciding on the future business strategy. A simple way to add value to your investment.

## WILDIX CALL CENTER WALLBOARD

Real-time SLA (Service-Level Agreement) monitoring tool.

The application allows monitoring your call agents' activity and provides you with the information on the SLA which helps to measure the call center performance.

# Wildix WebRTC and Evoke Telecom Services

## Your Complete choice of Platform Options

### HwaaS
Complete Hardware Infrastructure

### UCaaS
Browser-based UC&C

### VaaS
WebRTC Kite

WebRTC

**The most Complete HW solution:** The best choice for System Integrators and IT managers

**The most user-friendly SW solution:** An engaging user experience both for employees and customers

**The first WebRTC solution** fully integrated into UC platform: offer the best customer service over the web.

## Your Complete choice of Software Options

### Collaboration
Uniform user experience & Unique identification on all platforms

### Kite WebRTC Integrations
Contact button on website Real-Time Presence Status Sync

### Call Center
Monitoring & Reporting
Call analysis and statistics

### Software Integrations
Application Programming interface & Ready to use integrations

## For more information, contact your authorised Wildix WebRTC reseller

**Online:** www.evoketelecom.com/contact us
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