VOIP-Voice Over IP

Centurion Data Systems

Save costs with advanced phone technology

Start reaping the benefits of Voice Over Internet Protocol today

Centurion Data Systems uses Open Source Software and standard digital phone equipment to create effective phone systems. If you are still using analog POTS (Plain Old Telephone Systems) lines you can take advantage of advanced digital technology to save costs and increase the flexibility of your phone system.

Keep all the features you currently have and add more.

User / Extension Features

- Internal and external access to voicemail messages. Voicemail messages can be automatically sent to an e-mail address as a .wav audio file or collected through a web interface.
- Do not disturb and call forwarding can be combined to route any type of call to an external phone.
- Calls can be recorded and archived for easy access via a web interface.

General Phone System Features

- Free and open source software provides unlimited devices, extensions, queues, and IVR menus.
- IVR menu building capability that allows for calls to be funneled to different areas of the organization.
- User directories provide touch tone searchable lists of names and extensions for direct dial and voicemail access.
- Call queue functionality places incoming calls into a holding pattern until an agent is available to receive the call.
- Ring groups allow specific departments or groups of employees to be added to call queues and IVR menus.
- Paging features provide the ability for one or more users to make announcements to groups or the entire organization.
- Time conditions can route calls to IVRs, ring groups, and call queues based on the time of the day.
- Call conferencing allows both internal and external users to join call conferences.
- Easy configuration and provisioning of most common IP phones (Polycom, Aastra, Snom, etc.)
- SIP trunking can provide additional direct dial phone numbers and trunks that can be used for failover.
- Multiple PBX phone systems can be connected over an IAX or SIP trunk to route calls internally over VPN/internet.
- IP phones outside of the physical building can be connected over a VPN tunnel as internal extensions.
- Many, many more features.

Reporting Features

- When employing call queues the system is able to collect metrics about the call volume, who is answering the call, and the distribution of calls by time of day and day of week.
- Web based heads up display can show real time stats about extensions in use and call queue activity.
- Call logging can create a record of incoming/outgoing calls based on extension and source / destination numbers.

Call today to learn how Centurion Data Systems VOIP can help your business.

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