VOICE MANAGER

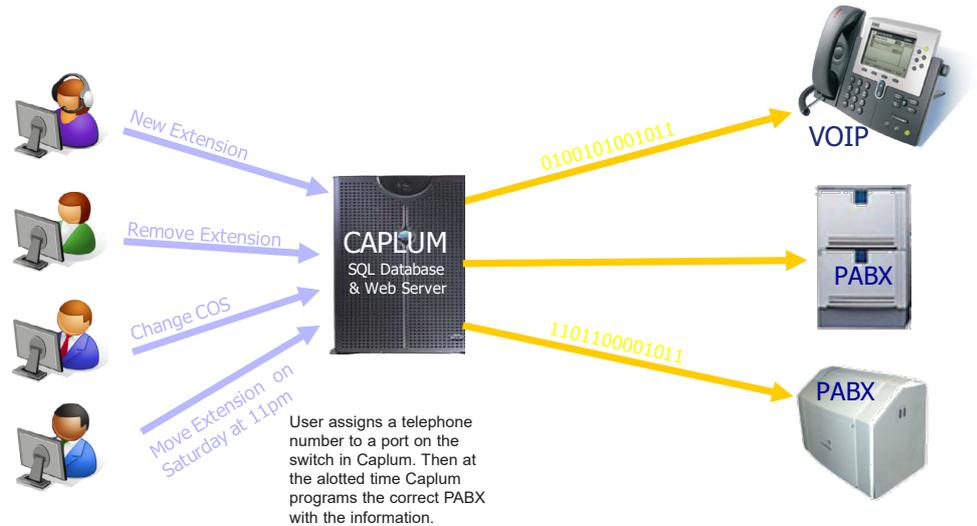## PABX AUTOMATION FOR CAPLUM WEB

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Caplum switch automation removes the need to program your TDM or IPT PABX.

The job of keeping the PABX switch and Caplum synchronised was always managed by meticulous record keeping. However even the best record keeper would miss the odd circuit and the two systems would have a level of mismatched data. With the new Caplum Switch Interface Module this task is now fully automated.

The user can control the level of automation with the option to authorise each change before it happens. Full logging of all transactions are provided in a log file.

If for any reason Caplum cannot complete a task then automated email alerts are sent to a designated person.

Caplum Switch interface can manage multiple switches from multiple vendors in the same customer.

New Extension
Remove Extension
Change COS
Move Extension on Saturday at 11pm

CAPLUM
SQL Database & Web Server

0100101001011
VOIP
PABX
1101100001011
PABX

User assigns a telephone number to a port on the switch in Caplum. Then at the alotted time Caplum programs the correct PABX with the information.

Caplum will now automatically program your switch with all the activity in Caplum. It will also program COS, TAC information and any other custom attributes.

With the Works order module, scheduled work can be created and Caplum will perform the programming at a future date and time. Allowing unmanned out of hours connections or disconnections. Temporary phones can be installed with an automatic disconnection date so they are not forgotten.

Switch auditing is carried out by Caplum on a scheduled basis. This involves Caplum automatically downloading the contents of the PABX and updating Caplum where necessary and creating a report of any mismatches between the systems. This will quickly find lines that are not used returning their resources to the network for other users. The audit will also identify defined lines that may not be billed for, thus increasing revenue.

Access to the switch maintenance port must be via TCP/IP, however if your access is RS232 we can convert this to IP for less than £150 per port.

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