

Bittium Tough VoIP Softphone Call Center™

brings call center functionalities to tactical networks. Call queues can be managed by one or several operators in different locations. This provides resilient usability also in distributed and changing network conditions. Softphone Call Center provides Bittium Tough VoIP Service™ functions to PC users from an easy to use graphical user interface.

Softphone Call Center supports VoIP calls, management of call queues, instant messaging and meeting rooms. The distributed call center service,

with features like Push-to-Talk (PTT) functionality, has been specifically designed to meet the needs of tactical communication.

Benefits

- › Brings call center functionalities to distributed tactical networks
- › Resilient operation in the field with call queue management by one or several operators
- › Functionalities for tactical network, such as Push-To-Talk button (PTT) and group messaging
- › Easy to use and simple configuration

Use case examples

- › Handling of call queues: call transfer, on-hold, resume, chat
- › Normal (p2p), group and priority calls
- › Several concurrent calls per user
- › Meeting rooms with chat and audio

FOR MORE INFORMATION, PLEASE CONTACT:

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Bittium Tough VoIP Softphone Call Center™

Technical Features

Functionalities

- › Management of call queues
- › Showing status, contacts, meeting rooms, recent calls and settings views
- › Several simultaneous active calls in own windows
- › Presence status for contacts (RFC 3856)
- › Phonebook (LDAP)

CALL FEATURES WITH BITTIUM TOUGH VOIP SERVICE™

- › Normal calls (p2p)
- › Group calls (predefined, adhoc)
- › Priority calls
- › Multichannel calls
- › Call transfer, on hold

- › Auto-answer
- › PTT and DTMF signaling
- › Instant messaging (chat)
- › Meeting rooms with chat and audio

Technical specifications

SIGNALING PROTOCOLS

- › SIP (RFC 3261)
- › SDP (RFC 2327 / 4566)
- › Presence event package (RFC 3856)

VOICE SIGNALING

- › RTP/RTCP (RFC 3550)
- › Telephone events (RFC 2833)

MESSAGE SIGNALING

- › SIP messaging (RFC 3428)

AUDIO CODECS

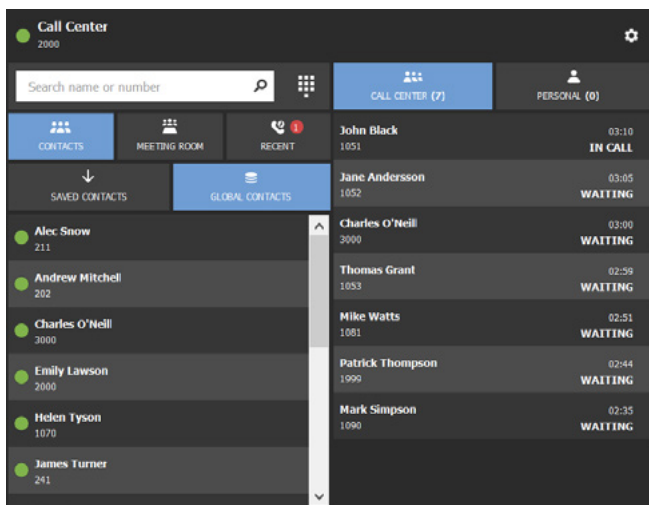
- › G.711, G.729AB, GSM, Speex, MELPe 2400

PHONEBOOK

- › LDAP (RFC 451)

Supported platforms

- › Computers
- › Installation packages for Linux and Windows platforms



Softphone Call Center main view