



## Advanced Service Appliance (ASA)

*Create an holistic view across all your telecommunications activities*

Telecoms technology is developing at a pace. For most businesses, reliability, resilience and excellent voice quality remain the primary drivers when making telecoms infrastructure and connectivity decisions. The need to continue to use (and leverage maximum benefit from) legacy systems is also a constant pressure – particularly when budgets are tight. Finding practical, flexible and cost effective solutions which make the most of current numbering, relationships and resources is vital.

Syntec's Advanced Services Appliance (ASA) delivers far greater flexibility as well as significant opportunities for improved reporting across multiple carriers and multiple locations. A telecoms appliance that sits between your ISDN line and pbx, ASA integrates your existing systems with ours, thus providing access to a whole host of new network capabilities as required. Detailed call statistics, call recording and queue management are just some of the many features available as a result. ASA also makes it easy to incorporate home working or off-shore call centres within your network whilst maintaining a comprehensive view across all activity.

The ASA system simply plugs in to an existing ISDN line for easy installation and minimum disruption and is delivered as a fully managed service. ASA intercepts and records all signalling data, identifying who is making the call, where to, as well as call duration. Voice data is recorded and automatically stored and accessible from the Syntec network. By seamlessly intercepting calls from multiple carriers, ASA provides an overview of all telephony activity across multiple locations including across multiple countries. Locating multiple ASAs across different company sites allows an holistic online view of all telecoms activity, irrespective of which carriers are used to deliver the traffic.

### Easy installation

The ASA box (equivalent in size to a laptop) is easily installed and simply sits in series with the ISDN line to intercept signalling data.

### Easy access

Real time and historical data can be accessed and displayed for telecoms managers to view and manipulate. Multiple and aggregated views across all system functions are available as well as options to drill down to an agent, number or individual call level.

### Fully integrated

ASA provides cutting edge services for customers who are currently tied into multiple carriers. For those utilising a range of providers for different aspects of the business, ASA delivers a previously unavailable holistic view across all call activity. It is also possible to store all call data on the Syntec network, including data from remote centres and agents.

### Excellent back-up

Utilising ASA also delivers dual site archiving at no additional cost. All call data is automatically stored for up to 12 months on the Syntec network.



### Features at a glance

- Easy to install and integrate with existing carriers and systems
- Cost effective - no need for additional lines or hardware
- Creates an holistic view across all call activity inbound and outbound
- Gives access to the full range of Syntec network support including marketing leading reporting, queue management, call control, call recording and agent management.
- Dual site archiving

### Technical specification

- Interface 2 x ISDN primary rate (30 channels to carrier and 30 to pbx) - 4 x ISDN expected Q4 2008
- Signalling - EuroISDN or QSig
- Overlap and EnBloc support
- CLI translation
- Call admittance
- Selective recording
- Inbound and outbound recording
- Queuing
- Destination based carrier selection for outbound calls
- Support for Syntec Agent system
- Support for Syntec Queue view
- Full integration with Syntec call stats - browser (IE 5.5+ FireFox 1.5+) required
- Recording format : GSM wav
- Power consumption 35 watts
- Fanless
- Permanant internet connection required for recording archive and stats logging
- Auto failover on power outage
- Fully monitored service

If you want to discuss your home-worker requirements or request a live demo, simply call our sales team on 0800 091 8003. We're always happy to help.

### The Syntec range of fully supported telecoms services also includes the following:

#### Call control

An all encompassing management system for inbound calls

#### Call recording

Capture and store inbound and outbound calls on a minimum cost basis

#### Agent system

Live monitoring of home workers with maximum flexibility

#### Queue management

A flexible platform for the comprehensive control of call queues

#### Real-time reporting

Accurate and accessible management information and statistics

#### Easy integration

A holistic view across previously unconnected telecoms systems

#### In-call surveys

Capture customer feedback and respond quickly

Our friendly sales team are available now to discuss our catalogue company experience and support services.

### About Syntec

Syntec UK Ltd is an independent provider of network and telecommunications services for businesses, government, service providers and resellers. Established in 1998, we operate our own switches and transmission equipment via a highly resilient high capacity network. Syntec supports clients across the UK, North America and Europe.