FacetPhone.

The advanced business phone system that runs on a Mac.

FacetPhone combines the power of Voice over IP with the reliability of a Mac Mini to take business communications to a new level!

FacetPhone provides advanced PBX features to small and medium sized businesses. Using VoIP, FacetPhone brings branch offices, teleworkers and mobile employees seamlessly into the company phone system. A rich computer user interface provides point and click call control, the status of coworkers, visual voice mail, and corporate instant messaging. With the FacetPhone Mobile app, your iPhone can become a powerful soft phone with the user and call displays, instant messaging and extensive call control of the computer user interface … all in the palm of your hand!

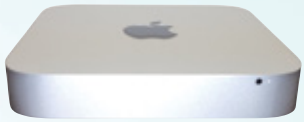
FacetPhone supports:

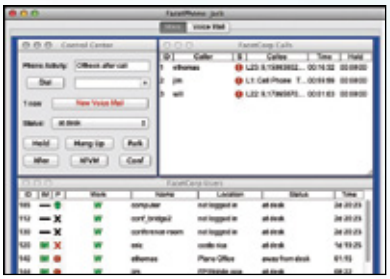
- IP Phones, Soft Phones & iPhones
- Graphical User Interface
- Visual Voice Mail
- Presence Management
- Unified Communications Features
- Easy configuration of complex auto-attendants
- ACD Queues and Contact Center Features
- Computer Telephony Integration
- Branch Office & Teleworker Integration
- Supports phone service via Analog Lines, PRI, and SIP Trunks

Call today for a quote on your advanced business phone system that runs on a Mac.

Let us show you how a Mac mini can become your business phone system.

Your communication server for up to 1000 users.





Watch phone system activity and easily control your calls with the FacetPhone user interface on your Mac®.

The FacetPhone Mobile app makes your iPhone a powerful soft phone that includes user and call displays, corporate instant messaging, visual voice mail and extensive call control.

FacetCorp

1.877.FacetGo | info@facetcorp.com | www.facetcorp.com

FacetPhone Feature Summary:

- **Devices Supported**
  - IP Phones, Polycom and Grandstream central provisioning
  - iPhones via FacetPhone Mobile App
  - Soft phones via third party SIP client products
  - Analog Phones, Paging Systems, Door Phones, etc. via media gateways
  - Traditional Phone Service via media gateways
- **Computer User Interface**
  - Java program that runs on Mac, Windows, Linux, etc.
  - Display of Users with their current location, status message, phone status and instant messaging status
  - Display of active calls showing the parties, duration and time on hold
  - Call control with mouse: hold, park, pickup, transfer, transfer to voice mail recording on/off, monitoring on/off, barge-in, conferencing
  - Visual voice mail: caller ID displayed with voice mail, listen in any order, return call with mouse click.
  - Users can configure many of their own options
  - System administration
  - Other administrative displays such as status of lines and phones
- **FacetPhone Mobile app for iPhone**
  - User and call displays similar to computer user interface
  - Soft phone with all call control capabilities of the computer user interface
  - Visual voice mail
  - Corporate instant messaging
- **Voice Mail**
  - Individual and group
  - Accessible from user interface or phone
  - Voice mail forwarding
  - Voice mail to email - notification and/or .wav attachment
  - Text message notification
  - Notification to list of phone numbers
  - Optional selective handling of taking voice mail for idle, out, busy, unavailable conditions
  - Add comments via the user interface
- **Auto-attendant and IVR**
  - A web based auto-attendant generator allows easy creation of complex auto-attendants with queuing, backup operator groups, etc.
  - User menu allows access to voice mail and many features via the desk phone or by calling into the system from outside
  - Specialized scripts can be created for custom applications
- **Call Control**
  - User interface call control
  - Control of calls with phone's buttons and soft keys - phone dependent
  - Some phone control features taken over by system to eliminate phone limitations such as maximum number of conference parties
  - System and user defined speed dials
  - Distinctive ringing
  - Multiple conference bridges
  - On-the-fly conferencing
  - Least cost routing
- **Call Center Features**
  - Automatic Call Distribution with multiple queues, multiple algorithms
  - Skills based routing
  - Management display of queue activity and performance
  - Call monitoring and barge-in
  - Call recording
  - Job codes
- **Call Recording and Archiving**
  - Recording can be turned on and off manually during a call
  - Record all calls and then archive them for desired period
  - Web browser access to archived recordings
- **Computer Telephony Integration**
  - Web based CTI interface allows any application that can post an HTTP form to dial and retrieve caller ID.
  - MS Windows TAPI support
  - UTAPI (Universal TAPI) allows dialing and receiving caller ID from many applications
  - NetTAPI interface for applications to make TCP connection to FacetPhone server for tight integration between the application and phone system
- **Branch Offices and Telecommuters**
  - Branch offices and telecommuters are brought into the system as though they were located at headquarters
  - User interface keeps everyone, everywhere up to date on co-workers status
- **Call Reporting**
  - Call detail records kept in text files and optional MySQL database
  - Standard reports available from web browser interface
  - MySQL database allows open-ended customer reporting options
- **Tenant / Multi-Company Support**
  - Multiple instances of FacetPhone can be run on a single server to keep the phone systems separate
  - For closer collaboration, groups can be defined within the same system

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