

# AltiGen Communications Solution Overview



AltiGen has been delivering world class Microsoft-based communications solutions since 1994. Our solutions consist of a powerful suite of integrated software applications. Unlike the network switch-based VoIP systems, AltiGen's open software-based approach offers maximum functionality, flexibility, and scalability – all without requiring expensive, proprietary hardware systems.

## Call Center



Integrated Call Routing,  
Queuing, Recording  
and Reporting

## IP Telephony



Complete 100% Microsoft-  
based VoIP Business  
Phone Systems

## Mobility



Extend Corporate  
PBX Functionality to  
Mobile Devices

## Messaging & Collaboration



Leverage Microsoft  
Technologies to Unify  
Business Communications



*The leading provider of Microsoft-based Unified Communications*

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## IP Telephony

AltiGen's MaxCommunications Server (MaxCS) is a complete, integrated 100% Microsoft-based VoIP business communications solution. MaxCS manages all call switching and processing, including least cost routing, dial plans, etc. In addition to its feature rich IP PBX, it also includes integrated features and applications such as Auto Attendant, Outlook Telephony Client, Unified Messaging, Mobility, IP Audio Conferencing, Call Center and more. MaxCS was designed to be powerful, scalable, and easy to manage.

## Call Center



AltiGen's Voice over IP call center system is powered by a software-based Automatic Call Distribution (ACD) engine. The AltiGen ACD offers simple to sophisticated call routing options, including Skills Based Routing and Priority Customer Routing. The system also comes with complete supervisor capabilities, real time agent and call statistics, and an LCD wall board display. Also available with the system are integrated Call Recording and web-based end-to-end reporting.

## Mobility



MaxMobile enables an employee's mobile phone to be "activated" as their business telephone extension. MaxMobile extends the PBX features to mobile phones, such as company directories, presence, click to dial, etc. Inbound calls are seamlessly routed from AltiGen's IP PBX to the employee's mobile phone – completely transparent to the caller. Outbound calls may either be placed through the IP PBX or directly via the cellular network, to take advantage of the most cost effective call routing. With MaxMobile, employees stay connected and businesses save on communications costs.



## Microsoft-based Unified Communications

AltiGen extends and enhances Microsoft's Unified Communications solutions. For Exchange Server 2007, AltiGen's native SIP integration delivers complete Unified Messaging. For Office Communications Server, AltiGen's Intelligent Gateway and IP Call Center Application Server seamlessly integrate with OCS to deliver a complete, easy to manage, 100% Microsoft-based Unified Communications solution.



## About AltiGen Communications

AltiGen's focus is on delivering integrated, all software Microsoft-based VoIP communications solutions. With more than 10,000 customers worldwide, a scalable open systems software-based solution and seamless integration with Microsoft infrastructure technologies, AltiGen is the clear leader in Microsoft-based Unified Communications.

*For more information, please visit us at [www.altigen.com/microsoft](http://www.altigen.com/microsoft) or give us a call at 888-ALTIGEN*

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