Virtual PBX and IP Centrex for Service Providers

NetSapiens creates forward-thinking software solutions tailored to meet the demands of competitive service providers and carriers.

Our SNAPsolution is a flexible platform that can be used to opportunistically add services to an existing network, or as a single end-to-end solution to create, deliver and manage VoIP and the next wave of communications and collaboration apps.

Highlights

◦ Our Universal Session License allows you to sell Virtual PBX, IP Centrex, Residential VoIP, Conferencing, Contact Center and many other services at no additional cost

◦ Highly customizable with a powerful API that makes it easy to create bespoke applications and the next generation of collaborative services

◦ Mature solution with all the features found in the most expensive solution, and certified interoperability with all major SIP carriers and device makers

◦ Easy to own with flexible licensing and deployment options

Call Us Today:
1-858-764-5203
SNAPsolution Features and Benefits

User Features
- Account-Authorization Codes
- Alternate Numbers
- Anonymous Call Rejection
- Authentication by Digest
- Authentication by ANI
- Auto Attendants
  - Personal Auto Attendants
  - Scheduled Auto Attendant
  - Chained Auto Attendants
  - Barge In / Barge-in Exempt
- Busy Lamp Field
- Call Forwarding
  - Call Forwarding Always
  - Call Forwarding Busy
  - Call Forwarding No Answer
  - Call Forwarding Not Reachable
- Call Logs (Inbound and Outbound)
- Call Monitoring
  - Automatic Monitoring
  - Supervising Mode
  - Silent Monitoring
- Call Notify
- Call Park
- Call Pickup
  - Call Pick Up Group
  - Directed Call Pickup
- Call Queues
- Call Recording
- Call Return
- Call Schedule
- Call Status (Real-time in User Portal)
- Call Transfer
  - Attended Transfer
  - Blind Transfer
  - Intercom Transfer
  - Transfer to Voicemail
- Call Waiting
- Call Line ID Delivery Blocking
- Calling Name Retrieval
- Calling Party Category
- CDRs
- Charge Number
- Client Call Control (API and User Portal)
- Conferencing (Multi-Way Calling)
  - Convene Conference
  - Invite Attendees
  - Multiple Conference Rooms
  - Scheduled/Instant Conference
  - Web-based Setup
- Auto Block
  - Account Codes
  - Monitor Add, Drop, Hold, Mute
  - Conference Recording
- Device Auto Provisioning
- Direct Inward Dialing
- Directed Call Park
- Directed Call Pickup
- Diversion Inhibitor
- Do Not Disturb
- Enhanced Privacy on Hold
- Extension Dialing
- External Calling Line ID Delivery
- Hunt Groups
- In-Call Service Activation
- Instant Messaging (via SIP SIMPLE)
- Intercom
- Internal Calling Line ID Delivery
- Last Number Redial
- Malicious Call Trace
- Message Waiting Indicator
- Music-On-Hold
- System Default Music-on-Hold
- Personalized Music-on-Hold
- N-way Call
- Phone Status
- Pre-paid Calling (PIN or ANI)
- Presence
- Privacy
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Shared Call Appearance
- Simultaneous Ring Personal
- Three-Way Call
- Two-Stage Dialing
- Video Telephony
- Voicemail
  - Default Greetings
  - Customizable Greetings
  - Name Recording
  - Email Notification
  - Voicemail Forwarding
  - Forwarding to Email
  - User Portal (View, Save, Delete)
  - Voice Messaging Group
  - Voice Messaging Call Back
- Web User Console
  - Contact List
  - Dial by Contact Name
  - Inbound Call Handling Rules
  - Screen Pop for CRM support

Group Features
- Authorization Group Codes
- Auto Attendants
  - Personal Auto Attendants
  - Scheduled Auto Attendants
  - Chained Auto Attendants
  - Barge In / Barge-in Exempt
- Attendant Console
- Business Trunking
- Call Center / Contact Center
  - ACD
  - Detailed reports
  - Skill based routing
- Call Intercept
- Call Routing
  - Group ID Deliver
  - Call Plans (Incoming, Outgoing)
  - Configurable Extension Dialing
  - Configurable Feature Codes
- Configuration Management
- Device Inventory
- Department Support
  - Group Announcements
  - Group Custom Ringback
- Hoteling
- Hunt Groups
- Instant Group Call
- Instant Messaging (via SIP SIMPLE)
- Office Manager Portal (Web portal)
- Pre-paid Calling (PIN or ANI)
- Printable Group Directory
- Series Completion
- Simultaneous Ring (group)
- Video Conference (external MCU)

System Features
- General
  - Integrated Session Border Controller
  - Multi-tiered with delegated administration
  - Brandable web portals for all user levels
  - Flexible partitioning for wholesale and retail
  - Customizable IVR and system prompts
  - Comprehensive NDC support tool
  - SIP trace with ladder diagram on every call
  - API for integration with existing OSS/SSS
  - Codec-Agnostic with Pass-Thru
  - Integrated Billing and Accounting
  - Prepaid or post paid accounts
- Fault Tolerance
  - Geo-distributed for network redundancy
  - Highly scalable, distributed architecture
  - Up to 10 million users and 40 million BHCA
  - 1000 concurrent calls on $1600 of hardware
  - Supports rolling, hitless Upgrades
- Routing Management
  - Least Cost Routing
  - Percentage Routing
  - Granular Carrier Capacity Controls
  - DID Grooming/Normalization
  - 9,164 Support
- Security and Fraud Detection
  - Velocity Filter for bad calls
  - Auto Block on failed registrations
  - Auto Block SIP port scanning
  - Auto Block promiscuous SIP user agents
  - Remotely triggered updates
- Regulatory
  - 911 Emergency Calling
  - CALEA (Lawful Intercept)

About NetSapiens
In business since 2002, NetSapiens is headquartered in San Diego, California. We are a growing, agile and highly efficient organization of seasoned veterans. NetSapiens envisions a future where thousands of multimedia service providers will emerge and co-exist to serve businesses, e-Communities, and productivity-focused individuals. To bring this vision into reality, our mission is to accelerate the growth of these service providers by providing valuable applications and helping to deploy them rapidly into the marketplace.