ITK COMMUNICATIONS

MEDIALINE

Unified Communications

ITK VOICE SOLUTION

ITK VOICE SOLUTIONS

ITK Communications provides tailored communication solutions from the cloud for every business size, need, and requirement.

Modern telephone systems are no longer static in your company's premises but come easily, flexibly, and securely from our three German high-security data centers.

The modular structure and relocation of telephony with all features to our data centers allow you to add or remove desired services on a monthly basis.

The great advantage over other cloud solutions lies in the diverse selection of various CTI, contact center, and mobility solutions, as well as the integration and control of ERP and CRM systems.

ADDITIONAL BENEFITS

- Easy implementation, administration & configuration
- Full integration of Microsoft Teams including telephone functions
- Efficient collaboration
- Encrypted data and calls
- ISDN voice quality
- Making calls via Softphone on the PC

- Simple budget planning, easy pricing model & transparent costs per workstation
- Scalable extensions and maximum flexibility of services per workstation
- Always up-to-date, with updates and quality optimizations running in the background
- Highest level of reliability through multiple system redundancies
- Integration and control of ERP & CRM systems

Let us develop your individual telephony solution from our product portfolio that is perfectly tailored to your company. Choose from our four different cloud solutions:

	Microsoft Teams ITK TEAMS	ITK Voice Solution CLASSIC ITKVS CL	ITK Voice Solution EASY ITKVS EA	ITK Voice Solution EDITION ITKVS ED
Microsoft Teams	●	○	○	---
Telephony	●	●	●	●
CTI	●	○	○	●
Mobile Client	●	○	●	●
Audio-/Video-Conferencing	●	○	○	●
Chat	●	○	○	●
Web-Collaboration	●	○	○	●
Contact Center	○	○	●	○
IVRs	○	○	●	○
Auto Attendants	○	○	○	○
CRM-/ERP-Integration	○	○	○	○
Voicemail	●	○	●	●
Voice recording	●	○	---	○
Text-to-Speech	○	○	●	○
Queues	●	○	●	○
Live-Chat Integration	○	○	---	○
Business Intelligence	○	○	---	---
Live-Monitoring	○	○	●	●
Contact Center Reporting	○	○	●	○
Telephony analysis	○	○	●	●
One-Number-Solution	●	○	●	●
Fax service	○	○	●	●

Included in standard solution ●
Optional ○
Not available ---

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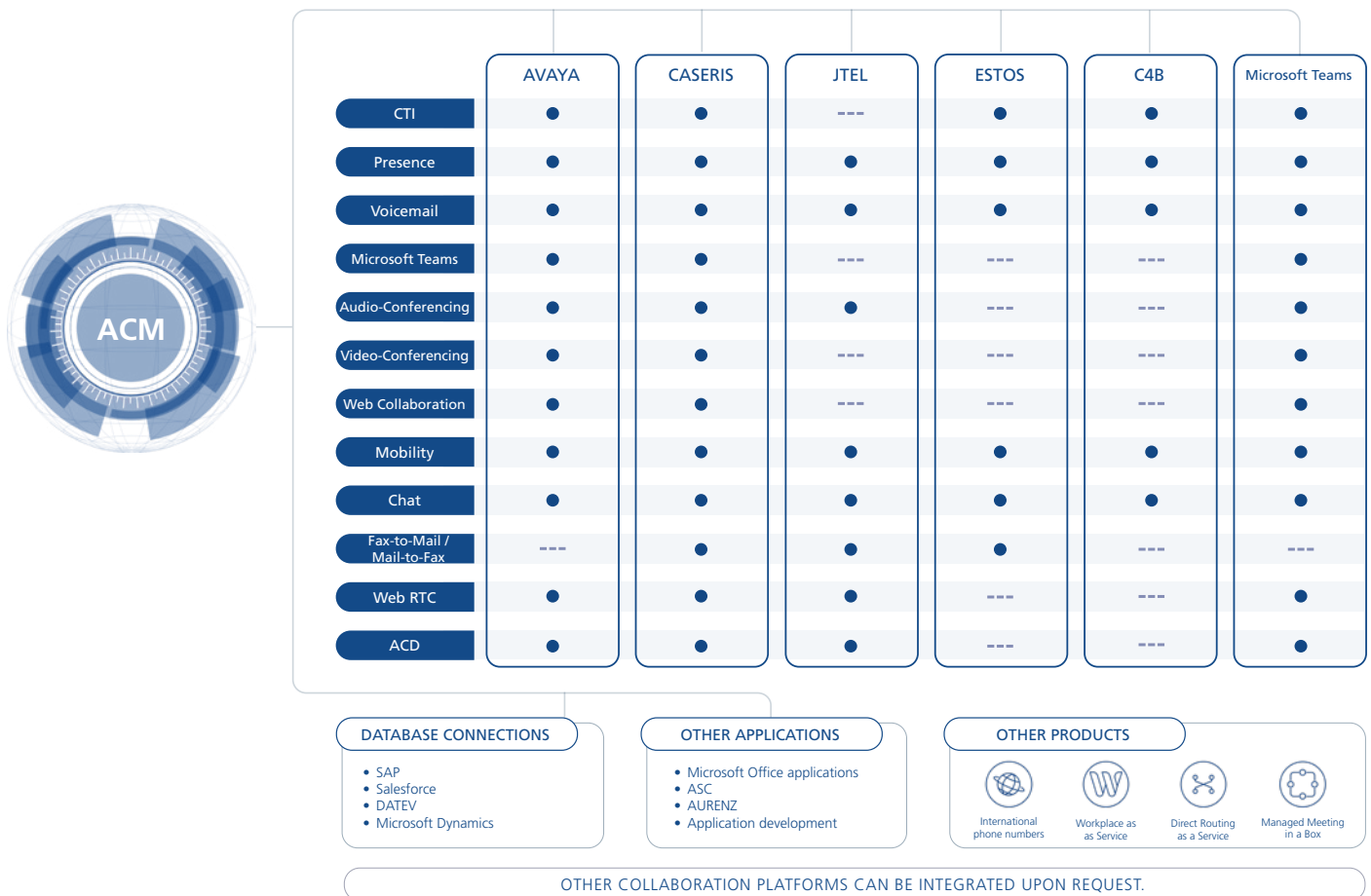
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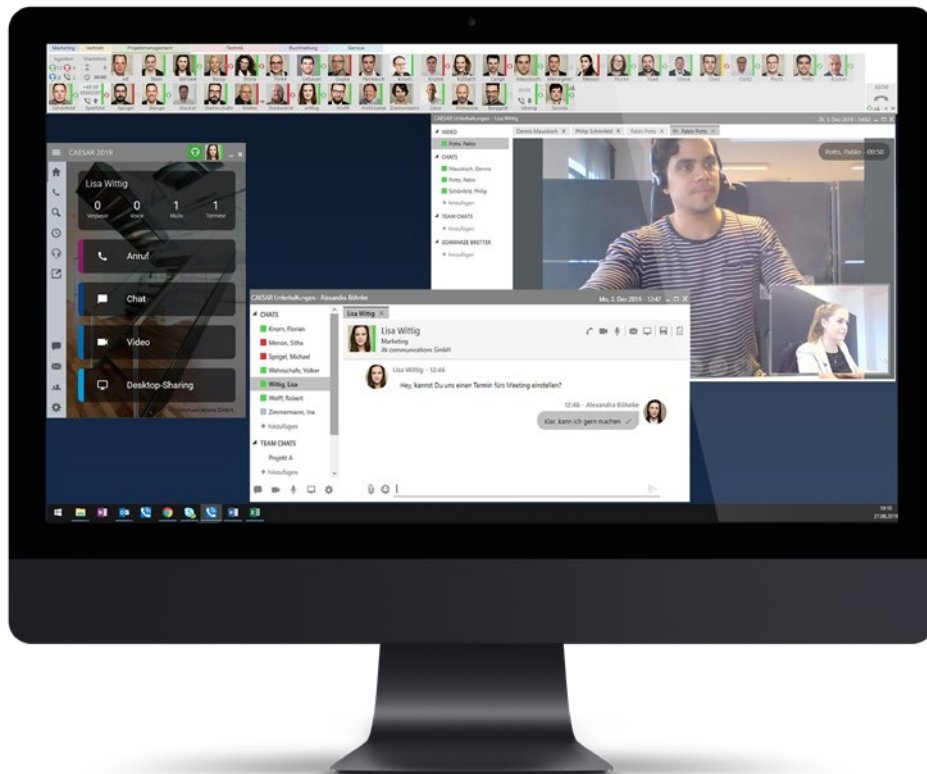
CLASSIC CL

ITK VOICE SOLUTION CLASSIC

The ITKVS Classic is a cloud-based telephony solution based on the Avaya manufacturer and offers a multi-tenant capable, highly modern communication platform with the Avaya Communication Manager (ACM).

The ACM can be customized and flexibly expanded with collaboration technologies from leading German manufacturers in the telecommunications sector from our wide-ranging portfolio to include all functions. We also offer the possibility to integrate a variety of applications. Comprehensive and various ERP, CRM systems, databases and much more can be integrated out-of-the-box or individually via interfaces.

The ITKVS Classic combines individual flexibility with a high degree of efficiency in one product.

ACM

	AVAYA	CASERIS	JTEL	ESTOS	C4B	Microsoft Teams
CTI	●	●	---	●	●	●
Presence	●	●	●	●	●	●
Voicemail	●	●	●	●	●	●
Microsoft Teams	●	●	---	---	---	●
Audio-Conferencing	●	●	●	---	---	●
Video-Conferencing	●	●	---	---	---	●
Web Collaboration	●	●	---	---	---	●
Mobility	●	●	●	●	●	●
Chat	●	●	●	●	●	●
Fax-to-Mail / Mail-to-Fax	---	●	●	●	---	---
Web RTC	●	●	●	---	---	●
ACD	●	●	●	---	---	●

DATABASE CONNECTIONS
- SAP
- Salesforce
- DATEV
- Microsoft Dynamics

OTHER APPLICATIONS
- Microsoft Office applications
- ASC
- AURENZ
- Application development

OTHER PRODUCTS

International phone numbers

Workplace as as Service

Direct Routing as a Service

Managed Meeting in a Box

OTHER COLLABORATION PLATFORMS CAN BE INTEGRATED UPON REQUEST.

Available ●   Not available ---

Phone, Video & Chat

Utilize cloud telephony with ISDN voice quality and the highest level of failover protection, and benefit from free calls within your corporate network from any point on the globe. New extensions can be added or removed as needed - at the office or from home - with worldwide integration at the click of a button. Thanks to the One-Number-Solution, employees are reachable anywhere at any time with just one extension.

- Flexible use from any location via PC, tablet or smartphone

- Connection via one click

- No investment in setting up and maintaining a conference system

- Use of existing hardware and infrastructure

- Conferences according to German law and German data protection regulations

- Easy access and security through individual access codes

- Conference room accessible via own number

- Individual number for conference room

- Highlighting of the active participant in the call

- Always „up to date", as updates and quality optimizations are automatically carried out in the background.

Mobility CAS VOICE 2 GO

Mobility CAS VOICE 2 GO is a mobile unified communication/contact center client that enables you to use all phone and chat functions of the app even when you are not in the office, ensuring maximum mobility. It offers the following features:

- Mobiler UC / Contact Center Client

- One-Number-Solution

- Access to corporate address books

- Integration with CRM solutions

- Presence management (change status, view colleagues' status)

- Chat function for optimal communication on the go

- File and image sharing

- Mobile contact center agent

- Worldwide phone calls via SIP client

- Call journal of the office line

- Forwarding to any target number

ITK VOICE SOLUTION

EASY EA

ITK VOICE SOLUTION EASY

With ITKVS Easy, we offer you an uncomplicated and self-administrable telephone system in the cloud, down to the smallest detail. Benefit from the easy programming of your own call flows, IVRs, and contact center functions.

With the detailed and selective monitoring and evaluation options, your resources are used efficiently according to the utilization of the caller groups, which can be identified in a live analysis and applied accordingly.

A highlight of ITKVS Easy is the full integration of Microsoft Teams with all telephone functions from the cloud.

A solution with the advantages of Cooperated and Unified Communications

- Solution in the field of CTI, Contact Center & Mobility
- Easy handling through Self Care Administration

- Clear evaluation options for statistical data
- Simple and comprehensive integration with Microsoft Teams

MOBILE APP

The Mobile App allows you to control the Easy Professional port and make mobile calls. In addition to conventional telephony, you can see the various presence statuses of your colleagues. Call forwarding and controlling the voicemail of your SIP client are also possible, of course.

Functions at a glance:

- Make calls via Mobile App including One Number
- Call journal including your ITKVS Easy SIP extension
- Control various functions of your ITKVS Easy extension
- Recognize presence status of SIP phone
- The integration of the Microsoft Teams option also includes the Microsoft Teams Mobile App.
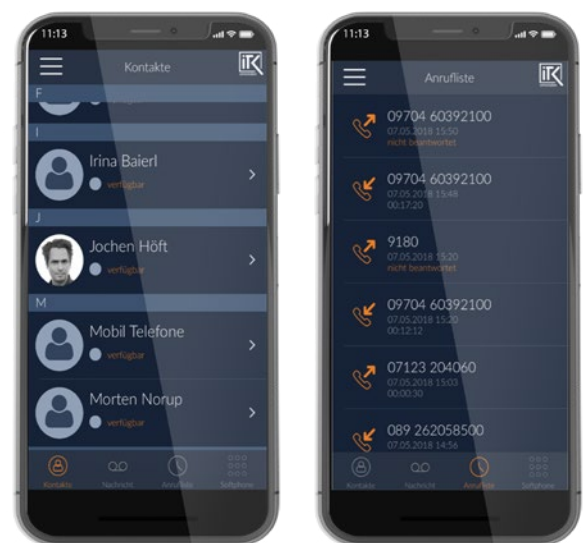
Self-Care Administration

Self-Care Administration allows you to manage your entire account through an intuitive and self-explanatory management interface. This includes all devices, services, your phone numbers, phonebook, and the recording of all your outgoing and incoming calls. You can view and change the manual management and settings of your devices with various statuses within your account in a clear and straightforward manner.

Services

ITKVS Easy offers a user-friendly management interface with various permission levels. Using a simple and graphical workflow, you can set up your own call flows and IVRs within minutes using a drag-and-drop system to optimize your communication processes in your company. As an administrator, you have complete control over all users, phone numbers, and devices.

Some modules at a glance:

- Text to Speech (composing your individual greeting in different languages)

- Hunt groups (forwarding incoming calls to specific user groups)

- Calendar Routing (forwarding calls to specific dates or holidays by selecting a calendar)

- Opening hours (setting personal opening hours on your phone system)

- Prefix Routing (call control by origin, e.g. callers from Austria, Switzerland, Italy, Spain, USA, etc.)

- Queues (acceptance of calls through queues and forwarding to the right people)

- Queue number (announcement of the waiting position of your callers in a queue)

- Auto IVR (direct forwarding to the right person or user group via menu selection)

- PIN code (personal 4-digit PIN code for telephone conferences or specific call targets)

- SMS and email sending (automated notification of missed calls)

- Waiting music (uploading your own music files)

- Contact center functionalities

- And much more.
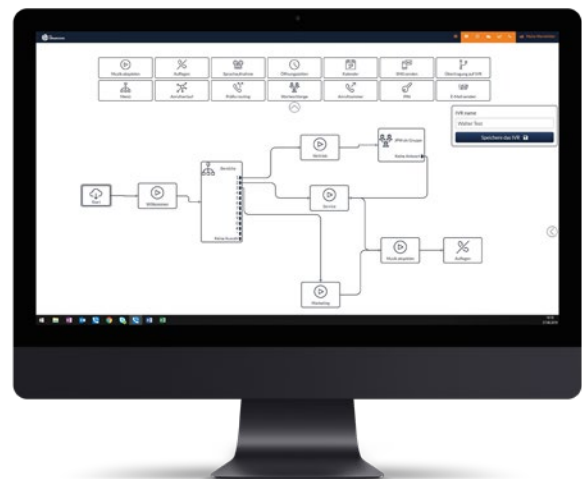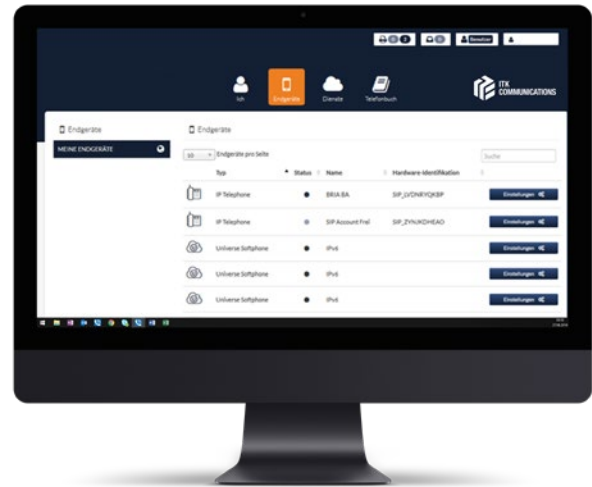
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ITK Teams Solution

Your Microsoft Teams client with telephony features from the ITK Cloud

The unique ITK Teams Solution combines telephony and other cloud services around Microsoft Teams in one solution.

Connect Microsoft Teams with extensive telephony functions, such as integration of DECT systems, analog hardware, contact center, recording, attendant console, monitoring. The focus is also on the integration of CRM, ERP systems and other databases.

Your benefits

- Telephony via Microsoft Teams
- No additional hardware required
- Cross-site integration of national & international SIP trunks/call numbers
- Connection options for your analog endpoints incl. existing IP & DECT telephones
- Various native integrations (e.g. contact center, switchboard, recording, etc.)
- Simple & flexible pricing model
- One contact person for your entire Teams interface

ITK Service & Contact Center

The ITK Teams Service & Contact Center extends your Microsoft Teams client with extensive functions for call queues, service lines, and routing, including a visual workflow editor, IVRs/auto attendants, reporting, and CRM integration. Maximize your investment in Microsoft Teams and enable your employees to easily serve internal and external customers with Microsoft Teams - at the helpdesk, main numbers, service lines, or hotlines.

Do you need a tool for voice recording? With the recording platform, we provide you with secure voice recordings, monitoring, and reporting. Capture all communication in Microsoft Teams from voice calls to chats, video, screen sharing, and chat attachments. With the integration of all Microsoft Azure tools, you are perfectly equipped for use in customer service.

Functions:

- Live dashboards
- Visual workflow editor
- Personal & service reporting
- Integrated chat in websites/apps
- Interactive call queues
- Role-based access rights
- CRM integration
- Ticketing integration

- IT helpdesk
- Reason codes for call completion
- Text-to-Speech
- Voice transcription
- Recording messages
- Compliance workflows
- Legal retention periods
- Phonetic and full-text search

Your benefits:

- Automatic compliance with country-specific legal requirements
- Secure storage and encryption

- Use of custom encryption certificates
- Scalable to any business size
- Fast and easy setup

ITK Monitoring & Analytics

ITK Teams Monitoring & Analytics allows you to efficiently report and analyze Microsoft Teams data. You can evaluate your live monitoring through dashboards and historical reporting of your Microsoft Teams environment. The dashboard provides you with a snapshot of system and employee performance and is configurable according to individual user requirements. The system monitor gives you an overview of user acceptance and quality for a defined date range. The call detail monitor provides you with comprehensive device and quality details for a selected call.

Funktionen:

- Suchfunktion: Schnellzugriff auf detaillierte Information über Benutzer, Abteilungen, Standorte, individuelle Nummern, Konferenzen, Warteschlangen und Anrufgruppen

- Trend Monitore: Trendanalysen zu Benutzerakzeptanz, Anrufqualität und Produktivität.

- Dashboards: Tägliche individuell anpassbare Übersicht über UC&C-Nutzung und Generierung benutzerdefinierter Berichte.

- Reports: Erstellen Sie Berichte, die Ihren individuellen Anforderungen entsprechen.

Ihre Vorteile

- Ressourcenmanagement

- Steigerung der Benutzerakzeptanz

- Übersichtliche und einfache Kostenkontrolle

- Monitoring der Anrufqualität

- Verbesserte Produktivität

Microsoft Teams

Video conference rooms & -systems

Video conference rooms & systems

Whether it's meetings, conferences, or conventions: we offer complete conference room solutions, equipped with suitable lighting, state-of-the-art media technology, and exclusive furniture. Customizable to room size and budget, of course, but always including service and maintenance.

The different standard models are available in different price ranges (Basic, Comfort, Premium).

Additionally, we also provide conference rooms for ad-hoc meetings and small discussions (Meeting Points, Huddle Think Tanks, and more).

We can find your individual solution for virtual meetings.

A selection of standard models

- Meeting Room (up to 10 people)
- Conference Room (up to 12 people)
- Boardroom (up to 20 people)

ITK SIP-Trunk

Crystal clear communication: Our flexible SIP trunk for your needs!

The ITK SIP trunk enables real-time communication via the IP network. Numerous phone numbers and voice channels are provided via a central ITK SIP trunk, whether national or international. The individually scalable ITK SIP trunk enables the provision of national and international service numbers, booking & merging of international numbers, as well as the takeover of own numbers. The number of voice channels required can be adjusted at any time.

Thanks to vendor-independent consulting, you use exactly the ITK SIP trunk that is adapted to your needs. The redundant multi-carrier ITK SIP trunks are provided from the ITK Communications high-security data centers or installed on your premises.

Your benefits:

- Number provision
- Number porting
- International numbers bookable & mergeable
- Worldwide service numbers
- Flexible rate options
- High flexibility: scalable voice channels
- Redundancy concepts
- Local breakouts

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