

SBX

Single Board Announcement, Call Processing and Music/Message-On-Hold Solution

The SBX is a single board version of Interalia's popular XMU+ family of announcement, call processing and music/message-on-hold solutions. It provides the functionality of the popular XMU+ system at an extremely affordable price. The SBX is ideal for companies requiring small (8 port and under) ACD announcement, auto attendant, call processing, music/messaging-on-hold and dial-by-name functionality. It works seamlessly with all major telephone systems to affordably deliver the functionality of the XMU+.

Applications:

The SBX can be used in so many ways. It can process calls, prompt callers for information, or play a variety of interesting ACD announcements until an agent is available. It can even transfer calls when operators are not available, re-directing to ACD queues, IVR ports, departments, voicemail or information messages. The SBX is ideal for any application that requires 8 ports or under for:

- Call Processing
- Auto Attendant
- ACD Announcements
- Music/Messaging-On-Hold
- After-Hour Attendant
- Interactive Audiotex
- Information Lines
- Hotel Wake-Up
- Disaster and Emergency Messages
- And much more...



Advanced Features:

- Affordable platform for call processing audiotex, ACD announcements and music/messaging-on-hold
- Messages can be scheduled in advance by day-of-week, date-and-time or holiday
- Message manager to easily record and change messages
- 4 or 8 analog ports
- 8, 16, 32 or 60 minutes of non-volatile audio storage
- 2 music-on-hold outputs (separate from other ports)
- 1 music-on-hold input for an external music source
- Excellent solution for 8 ports or under
- FLASH memory (no batteries required)
- Callers can rotate through a variety of messages on a single port
- Stores messages in .wav file format
- Windows-based management software with easy to use GUI
- Built-in modem and TCP/IP connection
- Easily change messages from your desktop
- Standard multi-site management tools
- Disaster recovery override activates pre-programmed instructions or messages
- Interfaces to network redirect services
- Remote multi-language prompt support

Now companies needing 8 ports or under can afford the outstanding functionality of the XMU+ family!

Functionality

XMUCOM+ Administration Software

The SBX uses a simple "point and click" windows based administration software called XMUCOM+ which enables administrators to easily download message or configuration files to multiple SBX systems via an RS-232 connection, modem or networked TCP/IP connection.

Remote Telephone Access

The SBX telephone access feature allows an administrator at a remote location to access the SBX by a touch tone telephone. Once a connection is made, by using DTMF tones, the administrator can remotely manage their messages or implement the SBX's emergency mode (if they are unable to reach the SBX in the case of an emergency).

Message Manager (Optional)

Interalia has taken the power of remote telephone access and created message manager, a simplified message management tool that enables even non-technical staff to record, delete or play messages remotely from their desktop without a dedicated telephone line. Using a simple GUI, and connecting via a LAN, the message manager software makes it easy to cut, copy, paste or edit audio files, change message volumes, label messages for identification or turn messages on/off.

Analog Ports

The SBX Analog interface is available in 4 or 8 ports. Each of the ports can be configured as a passive ACD announcement line, or an interactive line with a menu structure. The analog ports are used to deliver ACD/UCD announcements, automated attendant and audiotex in the same SBX. If required, Interalia can also provide 8 ohm passive ports for PBX's demanding low impedance.



Music/Messaging On-Hold (MOH) Ports

The integrated music/messaging-on-hold (MOH) ports help businesses capture the attention of on-hold callers by playing music, or blending promotional messages with recorded music. It is like a DJ for your PBX, enabling external music sources to be directly connected to a SBX. Each SBX can drive up to 2 MOH ports on a PBX and one external music source. This enables .wav files to be directly recorded into the SBX, or remotely downloaded into the unit. MOH messages can even be downloaded in advance then played out on specific dates or times to coincide with promotions or holidays.

Dial-By-Name

The SBX has a dial-by-name functionality that makes it even easier than ever to set up and maintain a dial-by-name application for a company. A .CSV file containing the names and extensions of employees can be imported directly into the SBX, then it can be easily modified, deleted or sorted in a variety of ways.



SBX or XMU+

The SBX is part of the XMU+ family and delivers the same functionality as the larger XMU+ units, however there are some limitations. Firstly, the SBX is limited to 8 analog ports. Secondly, it provides a maximum of 2 MOH ports. Finally, it does not currently support T1 or E1 ports. If your application requires more than 8 analog ports, 2 MOH ports or T1/E1 capability, then you might want to consider an XMU+ system instead.

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Applications

Call Processing

The SBX can process your call when operators are not available. It can front-end main telephone lines and prompt callers for the location they want to be directed to, then transfer those callers to the appropriate location directing callers to: voicemail, ACD queues, IVR ports, departments, or informational messages.

Auto Attendant

The SBX is an excellent 24-hour solution. It delivers efficient and affordable automated attendant functionality to outside callers and internal staff, prompting callers for the extension they want, then quickly routing that call to that extension or requested audiotex information.

Basic ACD and Rotating Announcements

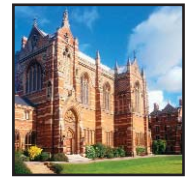
Although it can not eliminate on-hold time, the SBX can make this time more entertaining and informative. In a single platform it delivers up to 8 ports for ACD announcements without requiring a dedicated port for each message. Each time the caller enters the queue, a different ACD announcement can be played, informing and entertaining the caller. The SBX has plenty of capacity to play messages that identify your company, ask callers to hold for an agent, or inform them of basic information such as office hours or frequently asked questions.

Time and Date Announcements

The SBX gives call centers the ability to time and date stamp messages up to one year in advance. Managers can have specific messages played during peak call volumes, after-hours, or holiday greetings. All the messages can be pre-recorded and scheduled in advance.

Music and Messaging-On-Hold

The SBX can play a variety of music or messages to occupy callers while they wait on-hold, reducing caller frustration and making their wait time seem to go by faster. The SBX behaves like a studio mixing messages and music together.



After-Hour Attendant

When offices or stores close, the SBX continues to answer calls and transfer callers to extensions, information, or even other offices in different parts of the world.

Interactive Audiotex or Information Lines

The SBX is a great solution for interactive audiotex and information lines because it can provide answers to general information 24 hours a day. Typical messages may include: store hours, locations, services, special promotions, concerts, sporting events and student or health information. Interactive audiotex has many benefits as callers are able to quickly get the information they need at any time of the day without waiting on-hold to talk to an agent. Calls are processed faster, and existing staff have more time to help customers that require personal assistance.

Hotel Wake-Up

The SBX easily interfaces with hotel telephone systems to play announcements for guest wake-up such as: dining room specials, tours, weather forecasts and hotel facilities.

Disruption or Emergency Messages

The SBX enables regular announcements to easily be switched to pre-recorded emergency messages, quickly alerting callers of problems such as failures or emergency situations.

SBX

The SBX is an ideal solution for companies that need a affordable announcement, call processing and music/messaging-on-hold system for 8 ports or under.





Common Problems Solved By The SBX

1 We need to provide our customers with a lot of different information.

With the SBX, your customers can call a single telephone number then choose which messages they want to listen to. They can also transfer directly to an agent if they have complex requirements.

2 We want to promote our products and services to on-hold callers.

The SBX can provide a variety of interesting announcements to on-hold callers including messages that promote your products and services.

3 Our employees spend too much time answering frequently asked questions.

If your agents are too busy, you don't have to add expensive voicemail ports. Offload call processing to the SBX then use these ports for other things. The SBX is a cost effective way to offload attendant duties from staff, providing callers with the information they need and enabling staff to focus on callers with more complex questions.

4 I want to cross-fade my music and messages.

The SBX is a very affordable way to provide music and messaging-on-hold because it enables you to cross-fade and blend your messages with music from an internal or external source.

5 I want to pre-record holiday and after-hour greetings in advance.

With the SBX, you can pre-schedule your holiday messages or greetings - days, weeks or months in advance, it will automatically turn them on/off at the correct date and time.



SBX Back

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Technical Specifications

Audio Inputs:

- Handset: 220 ohms
- Remote access jack (RJ-11 for PSTN or PBX connection)

Audio Processing and Storage:

- Pulse code modulation (PCM)
- Storage medium: SDRAM and FLASH
- Processing and Storage rate: 8 kHz x 8 bits (64K digital bandwidth)
- Frequency response: 200 Hz to 3.4 kHz
- From 8 minutes to 60 minutes of recording time (Keycode enabled)

Alarm Contacts:

- 2 output contacts
- 1 input contacts

Communications Ports:

- 1 RS-232 ports
- 1 TCP/IP port
- 1 Modem port

Messages:

- 999 messages per partition
- Messages cannot exceed total recording time

Power Supply:

- 110/240 VAC, .2 A/.1 A, 60/50 Hz, 20 W

Approvals:

- FCC, CS-03, CSA/US, CE, A-Tick

Dimensions:

- 1.75 in. (4.5 cm) Height x 17.5 in. (44 cm) Width x 9.25 in. (23.5 cm) Depth

XMUCOM+ Administration Software:

- Windows 98, 2000 or XP
- Support for .wav files
- Remotely manage 1000 XMU+ units or more
- Download configurations via windows-based proprietary software
- XMUCOM+ is included with each SBX purchased

Message Manager: (Optional)

- Windows 98, 2000 or XP
- A LAN connection on the PC
- Sound Card

MOH Ports: (Optional)

- 2 outputs for external music (keycode enabled)
- 1 music input
- 600 ohm interface

Analog Ports:

- 4 or 8 ports
- Connector: Female RJ45
- Ring detection: loop or ground start
- E&M signaling
- Continuous play
- Output level: adjustable to a maximum -9 dBm
- Configurable offhook impedance: 600 ohm, CE, Australian

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