



IPedge® Virtual Server

A full-featured Toshiba IPedge business communications system plus advanced contact center capabilities—call distribution and reporting—all in one server.

Toshiba's contact center applications—automatic call distribution (ACD) and reporting—have traditionally been delivered on a dedicated server working with the Toshiba business phone system. Now Toshiba's IPedge Virtual Server delivers the capabilities of Toshiba's IPedge business communications system plus contact center capabilities all in one server. This integrated solution makes it simpler than ever to run an efficient and effective contact center.¹

Linux® based IPedge business communications and Windows® based contact center applications reside on the same server in a VMware® virtual environment. One server to deploy, one vantage point for system management—for a simpler network, easier administration and lower cost.

IPedge Business Communications

Preloaded with advanced features right out of the box:

- **Complete business telephone features**—Caller ID, call hold/transfer, speed dialing, conference calling, automatic redial, advanced call processing, and more
- **Voice mail with unified messaging**—Automatic call answering, a single inbox to manage email and voice mail, user-configurable mailbox options, easy message management from anywhere
- **Unified communications**—Presence and instant messaging (including federation with Microsoft® Lync® Servers and outside organizations using Toshiba software), click-to-call, CRM integration, call management from multiple device types Android™ and Apple® smartphones and tablets and Windows PCs and Mac® OS X® computers
- **Meet-me audio and video conferencing with Web collaboration**—Desktop and video sharing, Web browser interface, integration with Outlook® Calendar
- **Mobility**—Follow Me call routing, simultaneous ringing of desk and mobile phones, on Apple and Android smartphones and tablets as phone system extensions using Call Thru or Call Back
- **Hybrid networking**—Federation and feature transparency across a company-wide network of IPedge and Strata® CIX premises-based systems and the VIPedge® cloud service
- **Administration**—Embedded Enterprise Manager for Web-based personal user, single system and enterprise-wide administration of all applications

Contact Center Features

Efficient and cost-effective customer service for organizations of all sizes:

- **Advanced call routing**—Directs calls based on caller ID, agent skills, account numbers, time or date, triggers from ACD, user-entered data and more
- **Multiple call distribution methods**—Allocates inbound calls among call-handling agents using Linear, Round Robin, Longest Idle, Balanced Call Count, Preferred Agent, Skills-based or Agent Priority routing methods
- **Multiple group agent login**—Enables agents to answer calls for multiple groups, to provide important call coverage between groups and tiered service levels
- **Intelligent announcements**—Plays pre-recorded messages, informs callers of their place in queue or estimated time to answer, and offer alternatives such as going to voice mail or scheduling a callback
- **Interactive Voice Response**—Gathers and validates caller input, triggers responses, alerts agents when the queue gets overloaded with calls, and provides many creative application opportunities
- **PC integration**—Enables call management from a PC and synchronizes with the company's operations, CRM or contact software
- **Call Center reports**—Enables supervisors to analyze agent performance, call center group activity and system status—as well as display data on a wallboard and forecast future staffing requirements
- **Network ACD**—Enables multi-site contact centers to work together as one integrated call routing system, with agents distributed across the network
- **Multimedia Web Callback and Chat**—Enables online customers to request a callback from the company's website, with automatic redial when an agent becomes available; sales groups can assist users via online chat while placing orders from a Web page

¹ An IPedge-only version can be optionally upgraded to add ACD.

Simple Administration and Licensing

IPedge® Virtual Server not only delivers the features of IPedge, ACD and TASKE reporting, but also simplifies administration and licensing.

- IPedge Virtual Server integrates ACD administration into the IPedge Enterprise Manager Administration software for automatic set-up and ease of management via one administrator login account.
- Administration is fully Web-based, allowing the administrator to easily configure and manage ACD features, locally or remotely, from a Web browser.
- Licensing is simplified with a single license file that is activated once for IPedge, ACD and reporting.

Lower Cost and Complexity

The IPedge Virtual Server offers a single server solution for IPedge, ACD and TASKE reporting. The all-in-one solution reduces two servers down to one, integrates administration and simplifies licensing for cost savings and reduced complexity.

Find out more at www.telecom.toshiba.com.

TECHNICAL SPECIFICATIONS

Hardware Specifications

Available with or without redundant array of inexpensive disks (RAID)

	Virtual EP Server	Virtual EC Server no RAID	Virtual EC Server RAID1	Virtual EM Server RAID1	Virtual EM Server RAID 5
CPU	Xeon	Xeon	Xeon	Xeon	Xeon
Cache	E3- 1240 (3.4GHz, 8M cache)	E5-2420 (1.8GHz, 10M cache, 1066MHz)	E5-2420 (1.8GHz, 10M cache, 1066MHz)	E5-2603 (1.8GHz, 10M cache, 1066MHz) x 2	E5-2603 (1.8GHz, 10M cache, 1066MHz) x 2
Memory	8GB x 1	4GB x 2	4GB x 2	8GB x 2	8GB x 2
HDD	SATA 500GB	SATA 500GB	SATA 500GB x 2 HW RAID (H310)	SAS 600GB x 2 HW RAID (H710)	SAS 600GB x 4 HW RAID (H710)
Trunks	30	96	96	440	440
Users	40	200	200	1,000	1,000

TOSHIBA
Leading Innovation >>>



Toshiba America Information Systems, Inc.
Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697
To locate an Authorized Dealer, call: (800) 222-5805
National Accounts (800) 234-4873
www.telecom.toshiba.com

© 2014 Toshiba America Information Systems, Inc. All product, service and company names are trademarks, registered trademarks or service marks of their respective owners. Information including without limitation specifications, availability, content of services, and contact information is subject to change without notice.

Literature #:TSD-IPeVS-1014-DS-VA/4500191