# VoIP PBX & Call Center
# on Asterisk ISAABEL

## Course Description:

The Asterisk (issabel) Essentials Training video course is designed to rapidly guide a new user through the installation and basic configuration of Asterisk. Key telephony concepts are introduced, explained, and implemented. The course is heavily examplebased, with a focus on the practical knowledge required to successfully administer an Asterisk system.

## Modes of Trainings Available:

Online Training
Class Room Training
Regular Classes Available
Weekend Classes Available

# Course Outline

## Introduction & VoIP Fundamentals

Introduction to Issabel Phone System
VoIP Telephony Fundamental Part 1
VoIP Telephony Fundamental Part 2

## Network Requirements for the VoIP

Key Elements for stable VoIP Network
Network Services for VoIP Deployment
Hardware Selection for the Issabel Phone System

## Issabel Installation

Download and install issabel
Post installation steps
Changing Issabel web GUI theme to Elastix classic theme
Login the newly installed Issabel server

## Issabel Phone System Setup

Creating SIP Phone Extensions in Issabel
Softphone Download & Installation
Configuring Zoiper softphone

IP Desk Phones Set up Approach
Get Familiar with IP Desk Phones
Configuring Desk Phone Yealink Manual Method
Configuring Desk Phone Digium Manual Method
Configuring Polycom Phone Manual Method
Bulk IP Desk Phones Configurations - Auto Provision
Testing Internal Calls
Trunk - Outside Connectivity
PSTN - Analog PCI Card Installation & Configurations
Dial Patterns & Outbound Routes
Class of Service
VoIP - SIP Trunk Between two Issabel Servers
Inbound Route DID Configurations
Creating Ring Groups
System Recording - Audio Prompts
Creating IVR - Interactive Voice Response - Auto Attendant or Welcome
Greeting
Enabling Voicemail & Voicemail to Email
Add Follow Me Settings to Extensions
Creating Announcement
Configuring Opening & Closing Hours for Incoming calls
Putting All Together - Making PBX More Professional
CDR - Call Details Records - Call Accounting
Post Paid Billing with Issabel
Enabling Call Recording & Call Recording Report
PIN Sets on Outbound Calls
Audio Conferencing
Parking Lots - Call Parking
Paging & Intercom

## Issabel Phone System Maintenance

Issabel Users Groups and Access Permission Management
Monitoring Live Calls - Dashboard Operator Console
Issabel Address Book
Phone System Features Codes
Issabel Addon Market Place
Issabel Server Backup & Restore

## Issabel Call Center Module

Call Center Concepts
Types of Call Center
Call Center Components
Roles in Call Center
Call Center Analysis & Planning for the Business

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## Getting Started - Issabel Call Center Core Configurations

Installing & Configuring Issabel Call Center Add on
Creating Call Center Roles & Users in Issabel
Creating Agents
Configuring Agent Callback Login
Creating Agents Break
Creating Call Services Queues
Agent's Script
Creating Forms - Data Input During Live Call
Creating Custom Web Page to Pop Up with Call
Creating the Customer Phones Contacts List

## Issabel Call Center Inbound Call Campaign

Building Inbound Call Campaign
Agent Console – Overview
Agent Console - Call Back Login
Putting all together Testing Inbound Call Campaign with live agent console

## Issabell Call Center Outbound Call Campaign

Automated Outbound Predictive Dialer Concept
Building Outgoing Call Campaign
Creating the CSV File for the Outbound Predictive Dialer
Putting all together Testing Outgoing Call Campaign with live agent console

## Issabel Call Center Reports & Statistics

Issabel Call Center Reports Overview
Agent Break Report
Calls Detail Report
Calls Per Hour Report
Calls Per Agent Report
Hold Time Report
Agent's Login Logout Report
Inbound Calls Success Report
Graphical Report Calls Per Hour
Agent Information Report
Trunk Used Per Hour Report