CDialer

Natural Choice for soft IP Phone

CDialer - sip:6666@192.168.225.11

CDialer   Buddy   Settings   Help

Available

Riaz

Time: 00:10:32

Conference   Keypad   Hold

Audio   Video

CDialer - Commlink Info Tech Ltd.   Status: Ready.

COMMLINK INFO TECH LTD
"Link the Future"

www.commlinkinfotech.com

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Overview

CDialer is the brand for Commlink Soft IP phone. It is the most advanced desktop software for professional-quality voice and video collaboration. CDialer Soft IP phone has Full HD support, a simple, easy-to-use interface and powerful media encryption, which enable remote and mobile PC users to work together in a completely secure environment. It is a powerful voice-over-IP (VoIP) software application that can be fully integrated with the Industry standard Contact center solutions.

Why Commlink Soft IP Phone System

CDialer is based on a market tested and proven VOIP solution backboned by latest, secured, powerful technology deployed. CDialer is a highly stabilized version of technologies used with modifications made to provide a unified desktop experience for employees and single-point configuration for IT specialists and administrators. With integrated real time availability and online presence, employees can quickly locate available experts, avoid blind transfers and callbacks, and ensure first contact resolution. It has advanced presence management and communication mechanism. People can use any Internet connection, utilizing VPN connections, while on the road to handle calls on your extension as if you were in the office. Anyone who needs a complete communications tool integrated with a personal computer to deliver VoIP and interoperate with the Public Switched Telephone Network (PSTN) will find the CDialer a natural choice.

Commlink Value Proposition

- ◈ Expert in telecommunication and IP telephony products/solutions.
- ◈ Enables user to do more, rather than just talk
- ◈ Provides Total solution (i.e. lot more than a phone system!) for enterprise communication Pool of External Consultants.
- ◈ Strong R&D team, comprising of 25+ BUET graduates.
- ◈ 24*7 support by dedicated professionals.
- ◈ Seamless user experience across all locations/sites.
- ◈ Above all - Our Client Speak of us.

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User Interface

CDialer has an intuitive interface for agents to do their respective task based on their role defined by the Super Administrator. It is centered on the dialpad, making it easy for both novice and power users to make and receive calls, initiates video conferencing and communicates using Instant Messaging.
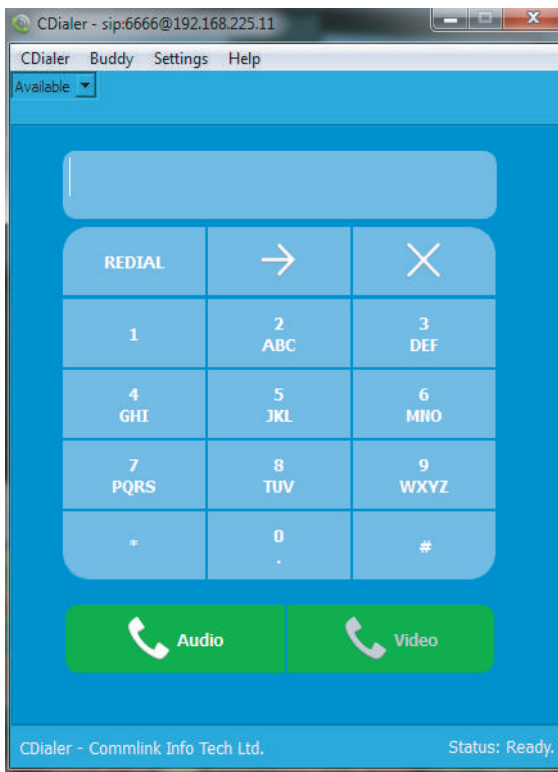
Easy to use and deploy

CDialer delivers rich functionality with a wide array of easy-to-use business IP-telephony features. It comes standard with a choice of simple graphical user interfaces. Common Telephony feature interaction makes CDialer less costly to deploy, as employees familiar with desktop dialers/Soft Phone can begin using CDialer very quickly.

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Easy Conference and Collaboration

It's very quick and easy to set up conference calls with CDialer. Participants can be invited by dragging and dropping directory entries onto the CDialer UI to create a virtual conference room.

When a voice conference is established, you can share documents/files running on your desktop with all participants by selecting them from a list or dragging associated documents onto the virtual conference room.
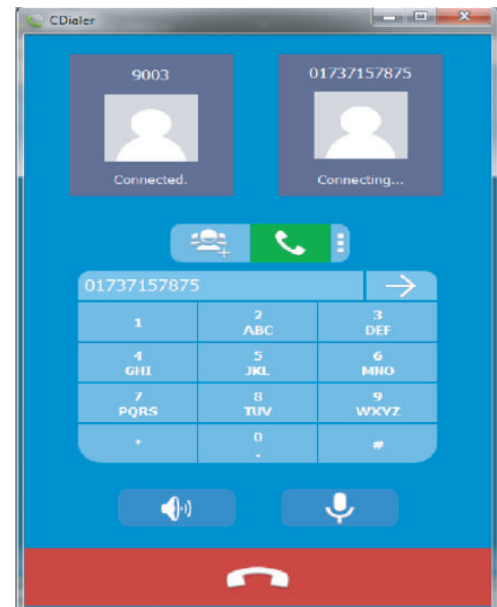
Integration is Simple and Easy

CDialer provides option for Simplified integration with SIP and other VoIP applications, allowing for a customized deployment of multimedia capabilities or amalgamation with an existing solution suite.

CDialer Key Benefits
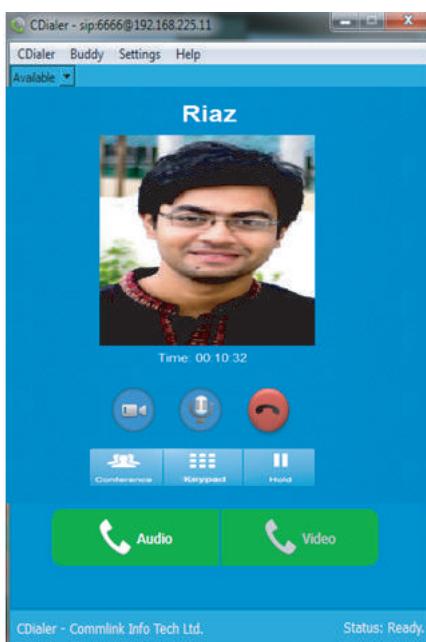
◈ Perform all possible actions from a single desktop application rather than from their phone

◈ Perform actions using fewer steps and reduce errors in call processing

◈ Significantly increase efficiency and productivity by performing all actions from their keyboards

◈ Control their real-time status and inform other agents of their whereabouts

◈ View the real-time status of team members and act quickly to handle unanswered calls

◈ View the availability of and engage product experts

◈ Avoid blind transfers and callbacks and provide excellent customer service

◈ Maintain call control in the event of a network outage in a resilient environment

◈ Achieve first contact resolution and reduce call time

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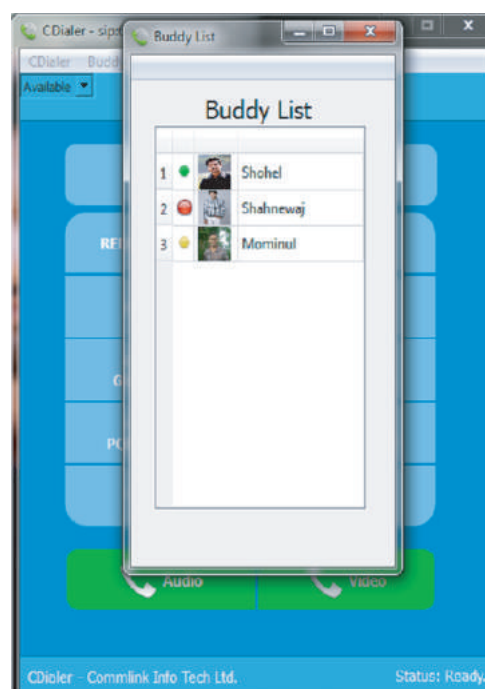# CDialer
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Salient Features
Standard Telephone Features

- 6 lines for Incoming/Outgoing call
- Call display and Message Waiting Indicator
- 3-way Voice/video conferencing
- Mute, Redial, Hold
- Rich Presence
- IM(Instant Messaging)
- Do not disturb
- Call ignore
- Call history – list of received, missed, dialed & blocked calls
- Call forward
- Call transfer
- Voice mail Integration
- Voice/video call recording
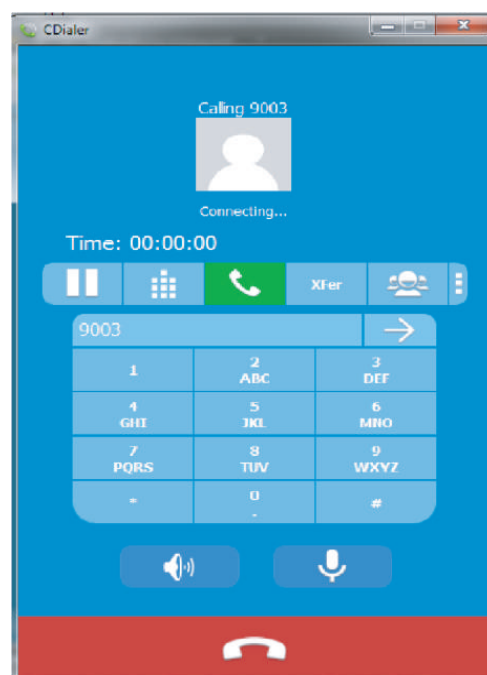
Advanced Features

- Multiple SIP accounts configuration
- Address book for contact list management
- Language Support: Bangla and English
- Enhanced Quality of Service for voice and video calls
- Notification pop-ups for easy management of incoming calls
- Compliance to 3261 SIP standard
- Security via signaling encryption (TLS) and media encryption (SRTP)
- STUN and ICE NAT traversal and XTunnels for firewall traversal
- Instant Messaging and Presence using the SIMPLE protocol
- Zero-touch configuration of audio and video devices
- Microsoft Outlook® Integration (import contacts)
- Acoustic echo cancellation, automatic gain control, voice activity detection
- Support for a long list of narrow, wideband carrier-grade codecs including G.729
- Support for the H.263 and H.264 video codecs
- Automatic selection of the best codec based on the other party's capability, available bandwidth and network conditions

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Technical Specifications

System Components	Networking Features	Minimum Requirements
CDialer Software **Web Cam (Not Supplied)** **Microphone/headset (Not Supplied)**	**Automatic bandwidth control,** **Support asymmetric input/output bandwidths,** **Configurable port ranges for signaling and media protocols** **Integration with Commlink Call Center Solution** **Static NAT support** **Multiple IP system support** **Available automatic or manual IP address selection**	**Windows XP/2003/Vista/7 (including 64-bit versions)** **Pentium II 266-MHZ (Pentium 166-MHZ MMX if using only in phone control mode)** **64 to 128 MB of RAM (depending on feature activation)** **Up to 40 MB free disk space (depending on installation options)**
Communications	Video Standards	Security
H.323, Compliant with ITU-T H.323v4, H.225v13, H.235 **SIP, Registers to H.323 gatekeepers and SIP registrars**	H.263, H.263+, H.264	Support for H.235 media encryption for H.323 Support for DTLS-SRTP media encryption for SIP Support SIP over TLS
Audio Standards and Features	Video Specifications/Video Resolutions	Supported Protocols
H.323 **G.722.1 Annex-C 32 KHz super wide-band), G.722.1 (16 KHz wide-band)** **G.711, G.723.1, and G.729A coder-decoder (codec) support** **Speex, iLBC,** **GSM, G7.11** **L16 Codecs**	H.264: up to 1280p30 and 720p60 (60 fps receiving only); up to 4 Mbps H.263, H.263+: up to 4CIF @ 30 fps max	SIP IPv4, IPV6 H.323

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