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Hybrex CTStar Software

The extended feature set
of your Hybrex telephone system.

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Auto Telecom Australia P/L

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Hybrex CT Software

The extended feature set of your Hybrex telephone system.

Your telephone system is one of the primary channels of communication between your enterprise and the world.
When your business is dealing with people, your telephone system is probably the most important channel, apart from face to face contact, that you have as it provides the most efficient and immediate flow of information through voice.
Business nowadays also means managing various quantities of other information and doing that efficiently almost invariably means a computer or network of computers. This also allows access to more information exchange channels through the biggest network of computers yet : the Internet.

Hybrex telephone systems now offer the convergence of these two major technologies, with Hybrex CT software.
Computer Telephony Integration (CTI) is the broad classification for developments, important to today's business, and the purpose of Hybrex CT software.
Think of "Hybrex Computer Telephony Software", equally true is "Hybrex Convergence Technology Software".

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Hybrex CT software is your onscreen partner for your Hybrex telephone system. It provides a number of new and different ways to use your Hybrex system. Tools to augment the control, analysis, and management of your phone system.

Hybrex CT software is 'Internet' based design. It consists of server - client set of software designed to operate over an IP network using Internet protocol.
The computer you wish to use as the CTStar server on your network is also connected to your Hybrex telephone system. The clients run on any workstation in your network connected to the server. The client workstations are generally those adjacent to the Hybrex digital keyphone (extension) they are partnered with.

Hybrex CT Software consists of a number of modules :
Modules for the functions of telephone management, contact management, call accounting, and access control are now available; with more in development.

CT Star

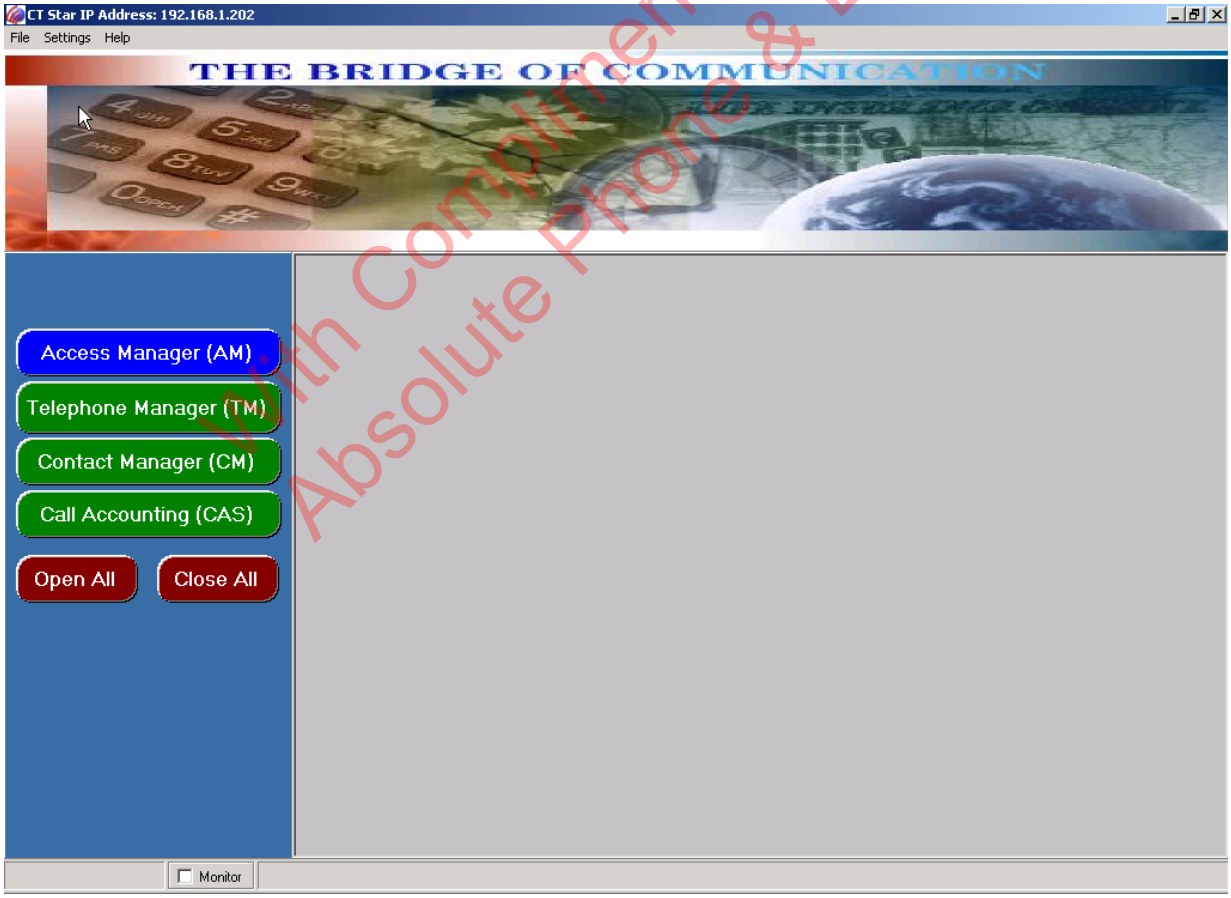
Hybrex CT Star is the primary example of Hybrex CT software.
CT Star provides many or all (dependant on platform) of the components of Hybrex CT software in one combined package.

CTStar consists of:

Server:

CTMain :

The server component umbrella under which is run the required server components for Telephony Manager (sTM), Contact Manager (sCM), Call Accounting System (CAS), and Access Control (AC). These server components maintain databases, and trade information between the clients and the Hybrex PBX. The servers can be run individually or as required, and autostart as directed.



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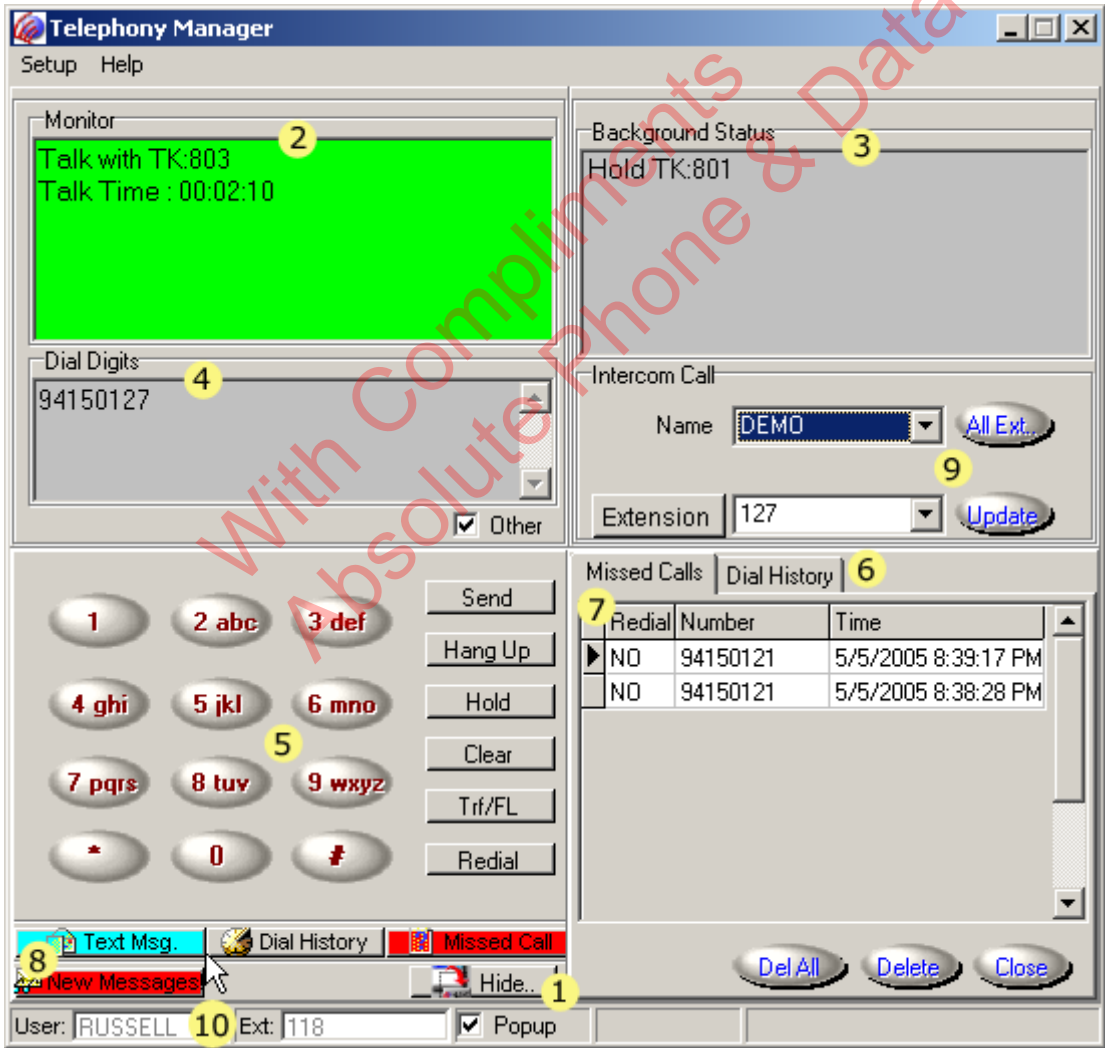
Example of CTMain screen.

Note : Access Manager server is only present on the G1G2 platform version.
For the GDS platform the Access manager, if required, is run as a standalone companion application.

Clients:

Telephony Manager (TM):

Telephony Manager is your onscreen partner for your Hybrex handset. Running on the computer you use at your desk, it provides a duplication of the primary features of your handset plus additional features to enhance the functionality of your Hybrex telephone. Accessing these features is as easy as using your mouse, or if you prefer - your keyboard. One of the things computers are very good at is repeating something which has been done once already and Hybrex TM is no exception : its click to dial features, number memory, and other enhancements, will ease your handset workload allowing you greater productivity, or more time to relax -whichever you prefer.



Telephony Manager Client Screen example.

TM Features

1. If you choose - TM will pop up onto your screen, ready to use, for any incoming call that is ring assigned or transferred to your extension. There when you need it, away when you don't : when not required TM can be minimised to your taskbar, by click or keyboard hotkey, so your desktop is under your control.
2. Monitor Display: In use your TM monitor lights up giving you a clear indication of the current status of your call. Items such as : trunk in use, CID of caller, talk time, hold time of last hold, intercom number in use, and others.
3. Background Status: Shows the trunks you have put on hold. Any of these trunks can be recalled by double clicking on their listing in Background, or the last trunk put on hold can be retrieved by using the "-" (minus) key on your keyboard.
4. Dial Digits: Shows the digit string you are setting up to dial.
5. Full onscreen keypad and phone function keys: click on the keypad to assemble number strings to dial or send - you can even select the trunk you want to dial out on; click on the function buttons to send, answer, hold, clear digits, transfer, or redial. Of course these actions can also be efficiently accessed from your keyboard using their keyboard shortcuts, which you will find as tooltips for the buttons.
6. Dial History: Recent numbers dialed from TM are kept in "Dial History" making redialing a breeze. Pick the number you wish to send from the list and double-click it - it's that easy.
7. Missed Calls: TM records the CID and time of any calls that are unanswered. So when you return to your desk and see TM's missed call button lit you can check the missed calls list to see who called you and when. Return any call with a double-click on the list item. Tm indicates returned calls. You can keep both the missed calls list and dial history lists tidy with the Delete and Delete All buttons.
8. Text Message: Short text messages can be sent to any other TM client on your network. Your colleagues may not be immediately reachable, you may be needing to move quickly, you may have to attend a meeting, there are many times when a short message is useful. You can select the recipients by their login name and messages are stored on the server so if your recipients aren't currently online they will see the lit "New Message" button on TM next time they login. You can build a small library of commonly used phrases to use in your messages to save keying time and TM has a "Reply" button to keep things humming with any messages you receive.
9. Intercom Calls: In a lot of cases the intercom number of a colleague will be known to you. But there are many situations where assistance in this area is valuable, often time saving. TM gives you three ways to access extensions via intercom. First is a straight numeric list of all extensions registered in your PBX - select the number from the drop list and click the Extension button to ring the extension. Second is by login name - TM's "Name" drop list will show the currently online clients by their login name, this is handy when the portability of TM as a client is used, ie. your colleagues, or yourself, are not always at the same extension number; again select the name you want from the list, TM will know which extension they are at, then click the Extension button to ring them. Third is by "All Extension" which pops a window with a list of all the extensions and their PBX names - just double-click the one you want to ring.
10. Portability : Did we mention your TM login (username/password) was portable. You can use it at any installed TM client, just login, tell it which extension number you are using, and it can then find you for text messages and intercom (see points 8 and 9).

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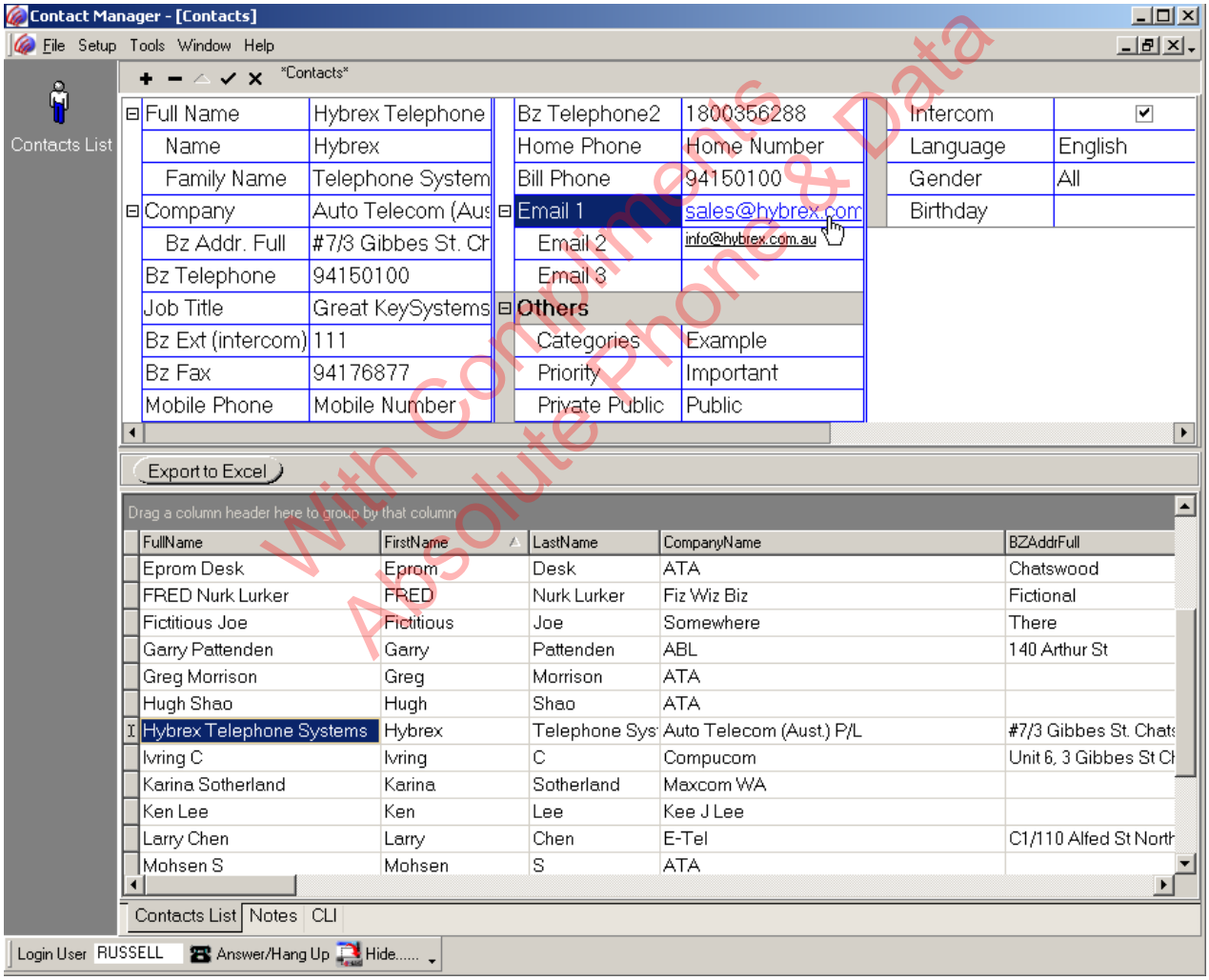
Contact Manager (CM)

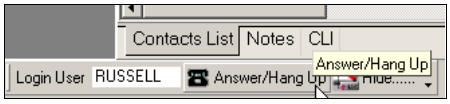
Customer Relations Management is a key tool in today's business environment. An important part of this is your customer (contact) database. Hybrex Contact Manager integrates your contact database with your Hybrex phone system traffic. It does this by giving you automatic screenpop of the contact record in your CM database for incoming calls to your extension. CM also provides click to dial directly from your CM database. A further enhancement is the ability to attach time stamped notes and memos directly to a contact record in the database giving you a dynamic and valuable tool when detail matters. Contact Manager provides the ability to create new contact records on the fly if an incoming CID is unknown; and to save effort re-keying CM can also import whole or partial existing contact lists from Microsoft Outlook or Microsoft Excel file. Report or backup functions are also provided with contact list export to Excel file.



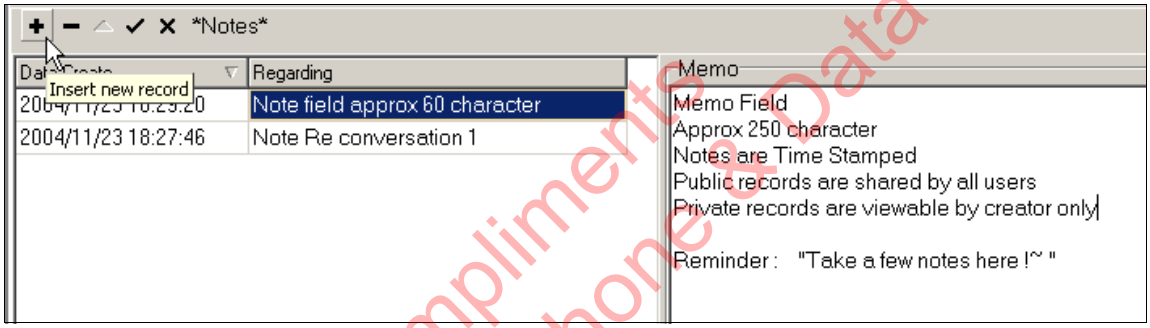
Contact Manager Screen Example

Contact Manager Features :

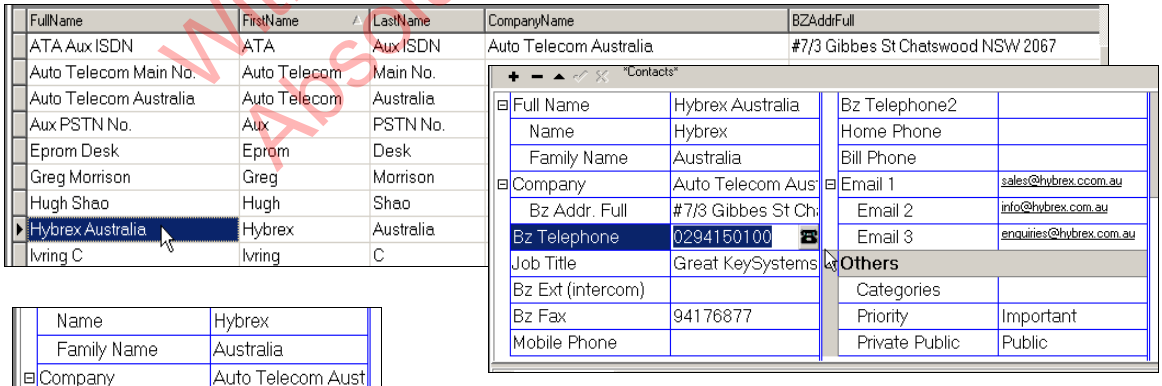
1. Screenpop on Incoming: Contact Manager partners with TM to give you immediate onscreen details of your contact when they call you directly, or even if they are transferred to you from another extension. These details will include the Notes panel showing your dynamic data for this caller. When CM has popped you can answer the call directly (handsfree on your Hybrex handset) by clicking the CM "Answer" button, or by using the "Cntrl-Enter" combo hotkey any time CM is active. These actions will also hang up the call when you have finished. If you do not have the callers CLI in your database you will be offered the opportunity to add this to an existing record, or create a new record on the fly.

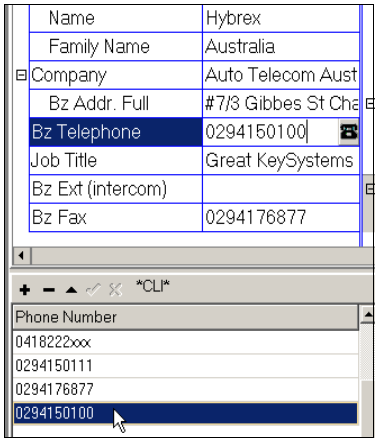


2. Notes and Memos: Add time stamped dynamic details to your contact records so you, or your personnel, can be aware of status or track developments for each contact if required. Each 60 character Note field has an attached 250 character Memo field.



3. Click to Dial: Select a member from your contact list, then select the number you want to call them on, then click on the dial icon - your call is dialed out directly from CM. Easy.





As an alternative the "CLI" tab for each record will show a list of all the CLI numbers in that record - a double click on any of those entries will also dial that number.

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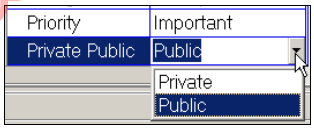
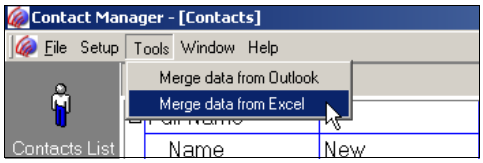
4. Contact List Details: CM sports a comprehensive number of fields to hold the core details of your contacts. Fields for name, company, address, job, 5 types of contact number, 3 email addresses, and many more.

5. Email Links: CM has email address fields - two clicks on any of those will open your default mail client "Compose/Write" window, ready for you to correspond with your contact. Handy.

6. Public or Private Data : Any record in CM can be classified as public or private. Public records are available to any CM user on your network. Private records are only available to the user that created them.



7. Import Contacts from Outlook, Excel : Already have a contact list in Microsoft Outlook, or an Excel file ? You don't have to re-key this data, CM can import it directly. You even have the ability to select which records you want to import during the process. Your contact list is in some other type of application ? - you will find Outlook has a huge range of import options itself so you can still bring in your data through Outlook.



8. Excel Export: Need backup, hard copy, or data for a report? For whatever reason CM can export your contact list to an Excel file. You can even rearrange the column order for the export if you desire.

9. Portability : Like Telephony Manager, Contact Manager username logins are portable to any installed CM client on your network. Apart from that there is an important note: For full functionality CM requires TM to be running also, as TM provides the CLI and dialout channels.

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Call Accounting System (CAS)

In business a 'must have' is the ability to monitor and manage assets, particularly those that generate outgoing costs. Your business telephone system is a very important asset as it is probably your primary channel of communication with the marketplace. It also generates outgoing costs. A distinct advantage therefore is the ability to collect, analyse, and report on the traffic your telephone system carries. Not only is this relative to the fees your service provider charges but also to your other major asset - your personnel - and their usage of your telephone system. Hybrex Call Accounting System gives you this advantage.

CAS provides tracking and reporting of all aspects of call traffic through your telephone system.

CAS allows statistical and financial analysis of traffic discerned by extension, group, trunk, department, or account code. Call charge methods can be by ISDN advice of charge, meter pulse, polarity reversal, or time based. CAS requires only the entry of your own charging data for a highly accurate call charging system.

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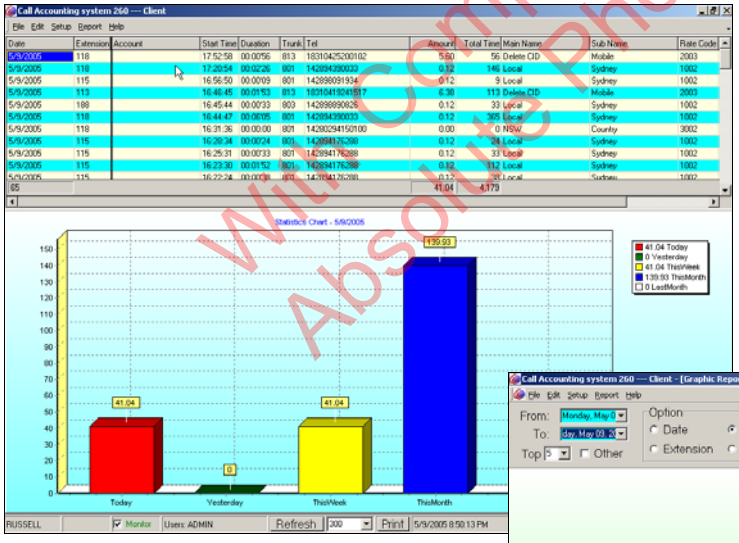
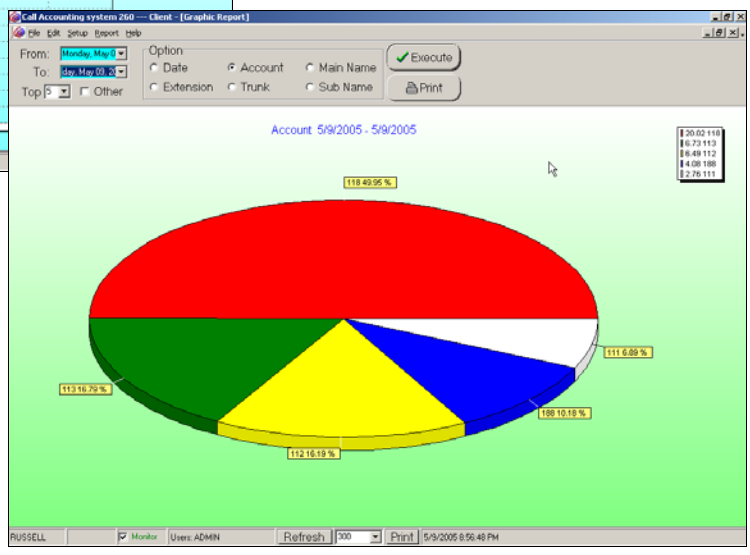
CAS Features (briefly):

1. At a Glance Graphics : CAS provides printable pie and histogram graphic representations of traffic for your chosen time period, qualified by the options of Date, Account, Extension, Trunk, Main Name, or Sub Name.

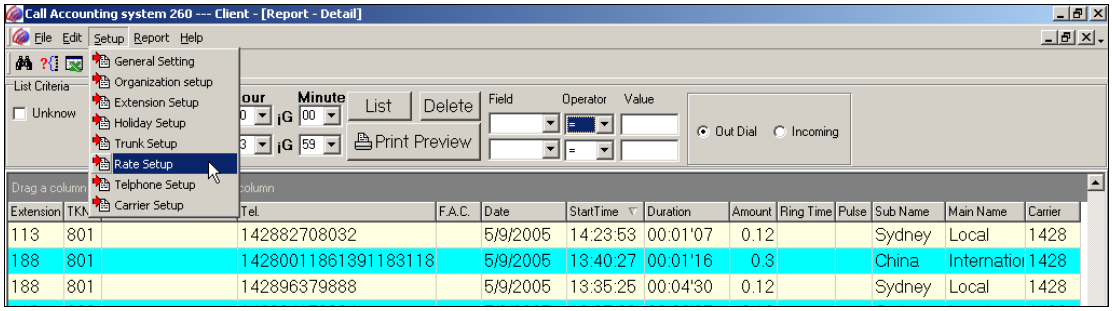


CAS General screen



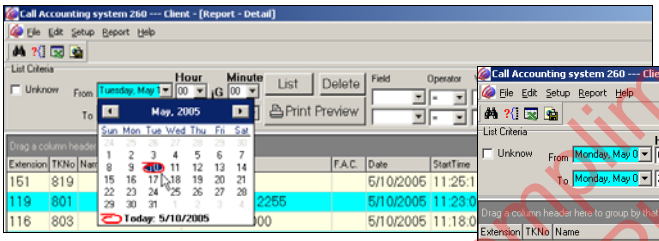
CAS Graphic Report screen

2. Fully Adjustable Accounting Settings: All aspects of call accounting settings can be customised to your needs. Charge method settings, trunk settings, multiple carriers, and more - it's all there.

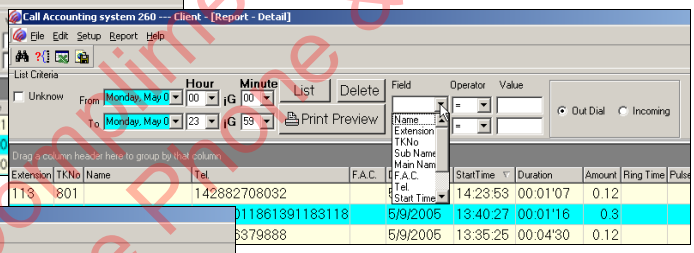


Hybrex CAS Setup Menu

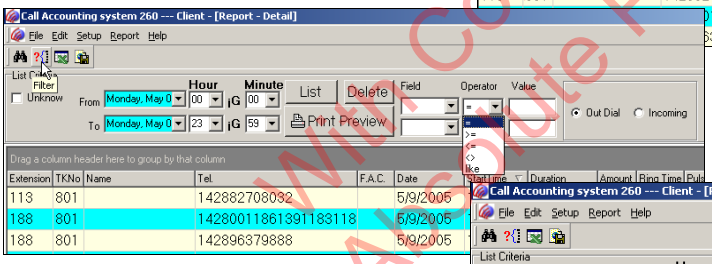
3. Specific Detail Reporting : Reports can be generated to specific detail levels. CAS can generate reports qualified by time period and call direction, then filtered by up to two algorithms in combination to give you exactly the data you want. The form is easy to use : select the time period (from calendar drop windows), select the field value and operator from drop lists, enter a value/s, (eg. extension, =, 121), click the "Out Dial" or "Incoming" button, then click the List button. Easy.



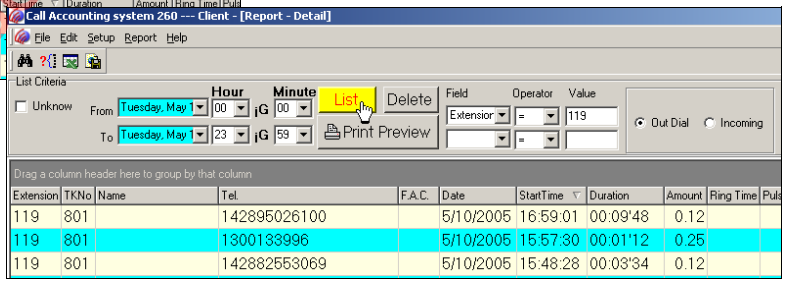
A. Select the time period for the report



B. Select the field key/s

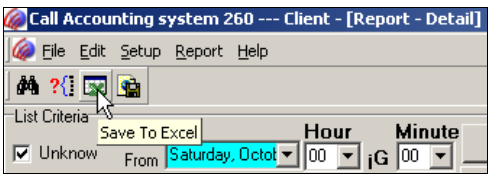


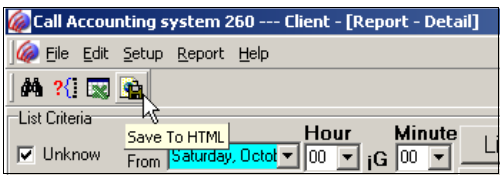
C. Select the operator/s and enter value/s



D. Click the List button for report ready to export

4. Output Data to Print, Excel, or HTML: All reports and graphics are printable directly. Report details are also exportable as Microsoft Excel, or HTML format files.





Full details of the CAS software are available in the Call Accounting Manual pdf.

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Access Manager (AM)

Access Manager is the software partner of the Hybrex Access Control Phone (ACP).

Security has become an important aspect of business, and residential activity, and will become more so in the foreseeable future. The ability monitor the passage of personnel through the portals to your business, and allow them automatic access where they are authorised gives your business a security advantage.

The Hybrex Access Control Phone (ACP) is a device designed with the above in mind. Being primarily a hands-free phone with security features, such as recognition of FAC code or RFID card to actuate door locks etc., the ACP provides an intelligent alternative to a normal doorphone. Hybrex Access Manager completes these features, together AM and ACP give you the ability to control, monitor, automatically log and report access to your premises. Applications for this system are easy to see, for example : an employee 'Bundy' system, or electronic room access for the hospitality industry, the choices available are many.

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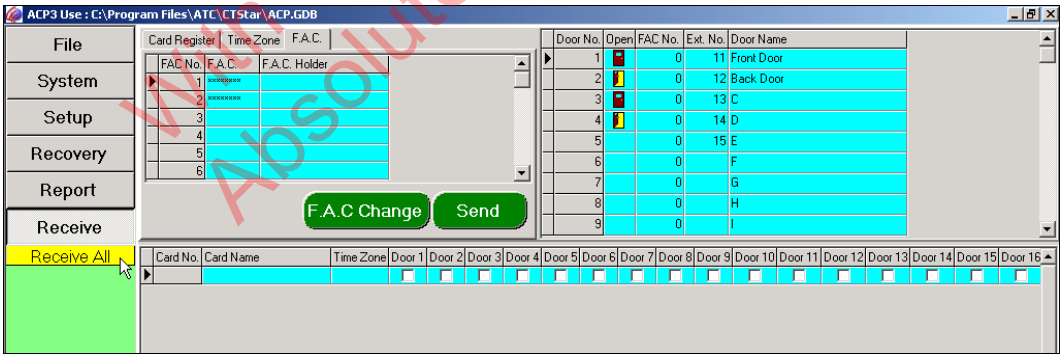
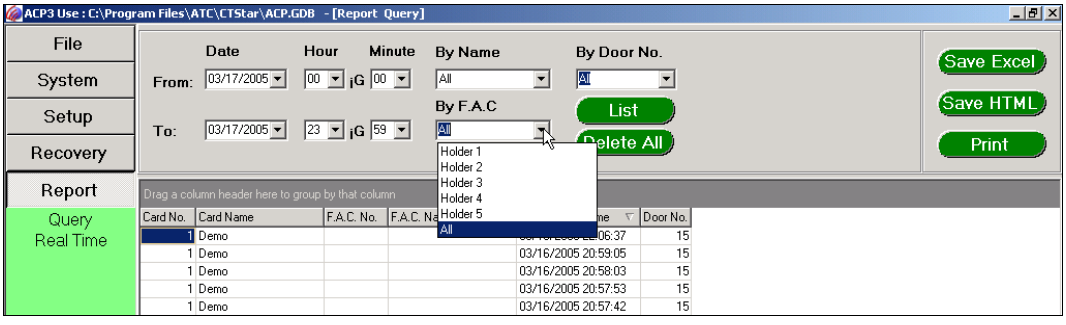
AM Features

Access Manager features vary according to the size of Hybrex system involved.
For G1 or G2 Hybrex systems : AM is incorporated in CTStar (G1G2 Version) .
For GDS systems much larger capacities are available and Hybrex AM functionality is provided in a standalone application to run alongside CTStar for GDS, which doesn't have an integral AM component. A standalone version of AM is also available for G1G2 should that be all you need. Note: Access management is an area under continuing development hence some AM modules are currently beta version.



Example of CTStar G1G2 AM Setup screen segment



Example of CTStar G1G2 AM Report Query screen

AM G1G2 Features

1. 40 ACP Capacity: Up to 40 ACP access points can be monitored, logged, and controlled. The numbers of ACP that can be installed varies according to platform : on a G1 the practical limit is 22 units, and on a G2-1648 the practical limit is 39 units.
2. 99 RFID Cards : On a G2 system up to 99 RFID cards can be registered for use.
3. 48 Forced Account Codes : FAC's can be used instead of, or in conjunction with, RF cards for access purposes.
4. 15 Time Zones : Up to 15 time zones can be set up to govern access through your ACP locked portals for RF card holders.
5. Access Control : Access allowance can be configured for the holder of any registered RF card, for any combination of installed ACP's, for any one of the time zones set. Access can be allowed for either RF card or FAC, or require the use of both. When FAC is used as the access method, the access allowance for an ACP can be one FAC or all FAC's and is not governed by time zone.
6. Reports Query: All access operations are logged by AM. Report query of these logs is available for any logged period by any (or all) card, code, or door.
7. Reports Automatic: Reports as above can be generated automatically, in Excel or HTML format, weekly - by day of week, daily - by hour of the day, or hourly - by number of hours. Automatic email despatch of reports is also an option.

Access Manager for GDS

For the GDS the Access Manager function is provided by the standalone application ACP5. As mentioned previously the facilities for ACP use increase according to platform size—for example :

1. ACP capacity : ACP are in effect a digital phone and so can be installed wherever digital extension ports are available on a GDS.
2. Number of RFID cards : on a GDS160 : 200 cards, on a GDS320 : 1000 cards.
3. Time Zones : on a GDS there are 20 available.

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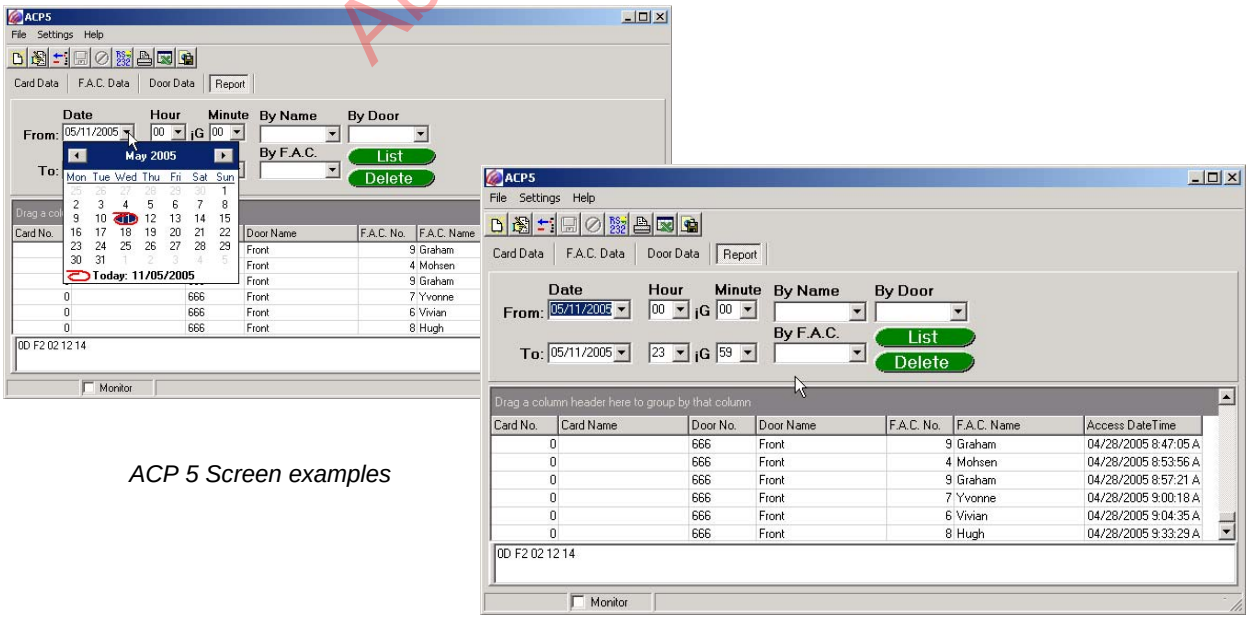

ACP 5 Screen examples

Notes

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