aegis | XNTEL™

Unified Communication System



Smart Communication for the Modern Workplace

AEGIS XNTEL Unified Communication System is an enterprise communication platform that integrates different communication services such as voice calls, Predictive dialler, Voice Broadcasting message, Voice mail, IVR , Office CRM for Inventory , Lead Management, sales and support, PC Base web console, Field staff meeting tagging and location tracker into a single UCS Platform for businesses and organizations.

www.aegisinformatics.com

Our Unified Communication System is a powerful all-in-one platform designed to streamline communication and business operations from a single interface. It integrates voice calling, WhatsApp Integration, and a comprehensive office CRM to help organizations efficiently manage customer interactions and internal workflows.

The system includes a robust CRM module that enables businesses to handle inventory management, lead management, sales tracking, accounting, and complaint support, ensuring complete control over the customer life cycle. With built-in predictive dialer and voice broadcasting features, teams can automate outbound calling and voice message campaigns to maximize productivity and improve customer engagement.

For workforce management, the platform provides field staff meeting tagging, real-time location tracking, and attendance monitoring, allowing managers to supervise remote teams effectively. The solution is accessible through a PC-based web console and a dedicated mobile application, giving users the flexibility to manage operations anytime and anywhere.

Additionally, the system features inbuilt call recording with an advanced search tool, enabling quick retrieval of recordings based on date, number, agent, or keywords ensuring better monitoring, compliance, and service quality.

Overall, this Unified Communication System empowers businesses with seamless communication, intelligent automation, and complete operational visibility in one integrated platform.



Web-Based Software

Integrated Voice Response (IVR)

Voice Mail (Extension-Wise)

Call Recording with Advanced Searching Tool

SIP App for Desktop & Mobile Phones

Incoming Call Grouping

Integration with Third-Party CRM

CORE SPECIFICATIONS

Interfaces	
FXS Ports	2 Ports / 4 Ports
FXO Ports	4 ports
Network Interfaces	Dual 10/100 RJ45 ports
NAT Router	Yes
Peripheral Ports	USB, TF
LED Indicators	Power/Ready, Network, PSTN Line, USB, TF
Reset Switch	Yes
Voice/Video Capabilities	
Voice-over-Packet Capabilities	LEC with NLP Packetized Voice Protocol Unit, 32~128ms-tail-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer
Voice and Fax Codecs	G.711 A-law/U-law, G.722, G.723.1 5.3K/6.3K, G.726, G.729A/B, GSM, AAL2-G.726-32; T.38

Signaling & Control	
DTMF Methods	In Audio, RFC2833, and SIP INFO
Provisioning Protocol & Plug-and-Play	TFTP/HTTP/HTTPS, auto-discovery & auto-provisioning of various IP endpoints with no Configuration
Network Protocols	TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, SIP (RFC3261), STUN, SRTP, TLS, LADP
Disconnect Methods	Call Progress Tone, Polarity Reversal, Hook Flash Timing, Loop Current Disconnect, Busy Tone
Environmental	
Operating	0 ~ 45°C, 8 ~ 90% (non-condensing); Storage: -20 ~ 85°C
Mounting	Desktop
Security	
Media Encryption	SRTP, TLS, HTTPS, TELNET with Fail2ban, Whitelist, Blacklist, alerts and more to protect against attacks

Technical Add-on Features	
Caller ID	Bellcore / Telcordia, ETSI-FSK, ETSI-DTMF
Polarity Reversal/ Wink	Yes, with enable/disable option upon call establishment and termination
Maximum Call Capacity	Up to 100 even in SRTP encrypted
Call Center	Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/ busy level, in-queue announcement
Customizable Auto Attendant	Unlimited layers of IVR (Interactive Voice Response)
Maximum Call Capacity	Up to 100 even in SRTP encrypted
Conference Bridges	Up to 50 simultaneous PSTN or IP participants
Call Features	Call park, call forward, call transfer, DND, ring/hunt group, paging/ intercom etc.

Product Range IP

Model Number	FXO Ports	FXS Ports	SIP User	Concurrent Call	POC Integration
UCM100-D 4O4S-30CC	4	4	120	30	Yes
UCM100-D 4O4S-45CC	4	4	240	45	Yes
UCM100-D 4O4S-60CC	4	4	500	60	Yes
UCM100-D 4O2S-30CC	4	2	120	30	Yes
UCM100-D 4O2S-45CC	4	2	240	45	Yes
UCM100-D 4O2S-60CC	4	2	500	60	Yes
UCM100-D SoftUC-30CC	0	0	120	30	Yes
UCM100-D SoftUC-30CC	0	0	240	45	Yes
UCM100-D SoftUC-30CC	0	0	500	60	Yes
UCM100-D SoftUC-30CC	0	0	1000	100	Yes

POC FEATURES



1. PC-Based Web Console with Integrated Web Phone

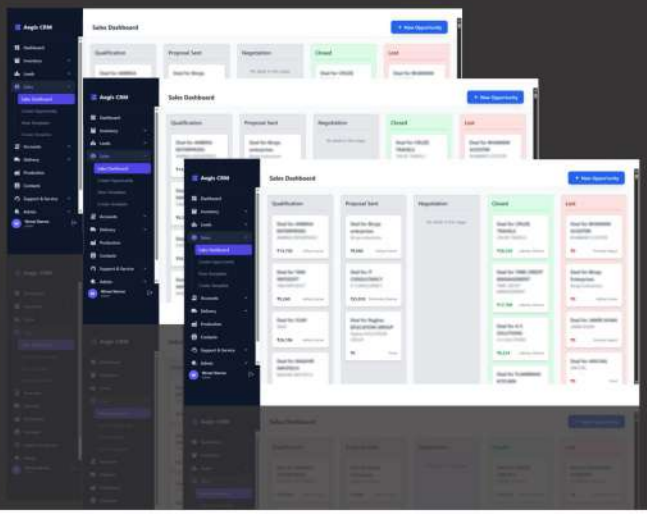
The system provides a PC-based web console with an integrated web phone, allowing users to make and receive calls directly from the browser without installing additional software. It also allows call control features such as hold, transfer, conference, and call monitoring

2. Advanced Phone Book

The IP PBX includes an advanced centralized phone directory where contacts can be stored and accessed by users. It supports quick searching, group contacts, and integration with CRM or company databases.

3. Mobile App Based Attendance Software

Employees can mark attendance through the mobile app using GPS location and time stamping.



Benefits:

- Accurate attendance records
- Prevents fake attendance
- Ideal for field employees
- Real-time attendance monitoring

4. Field Staff Meeting Tagging

Field staff can record and tag meetings with clients using the Aegis XNTEL mobile app. Meeting details, notes, and location can be stored.

Benefits:

- Proof of client visits
- Accurate meeting records
- Better tracking of field activities
- Improved client communication

5. Field Staff Location Tracker

This feature tracks the real-time GPS location of field employees through the mobile app.

Benefits:

- Real-time staff monitoring
- Route tracking for field visits
- Improved workforce productivity
- Better planning of field operations

6. CRM Features with Explanation & Benefits

(1). Stock Inventory Management

This feature manages all product stock in the system. It tracks available quantity, stock movement, product categories, warehouse stock, and low stock alerts.

Benefits:

- Real-time stock visibility
- Prevents stock shortage or overstock
- Improves inventory planning
- Reduces manual stock tracking errors
- Helps sales team check product availability instantly

(ii). Sales Process Management

This feature manages the complete sales cycle from lead generation to quotation, negotiation, and final order confirmation.

Benefits:

- Structured sales workflow
- Clear visibility of sales pipeline
- Faster deal closure
- Better sales forecasting
- Improved sales team productivity

(iii). Lead Management

Lead management helps capture, organize, and track potential customers from different sources like website, calls, campaigns, or field visits. Leads can be assigned to sales staff and tracked until conversion.

Benefits:

- Centralized lead database
- Faster lead follow-up
- Improved conversion rate
- Better sales team coordination
- Lead status tracking (New, Follow-up, Won, Lost)

(iv). Complaint & Support Management

This module records complaints, service requests, and support tickets. Each issue can be assigned to the responsible team with status tracking.

Benefits:

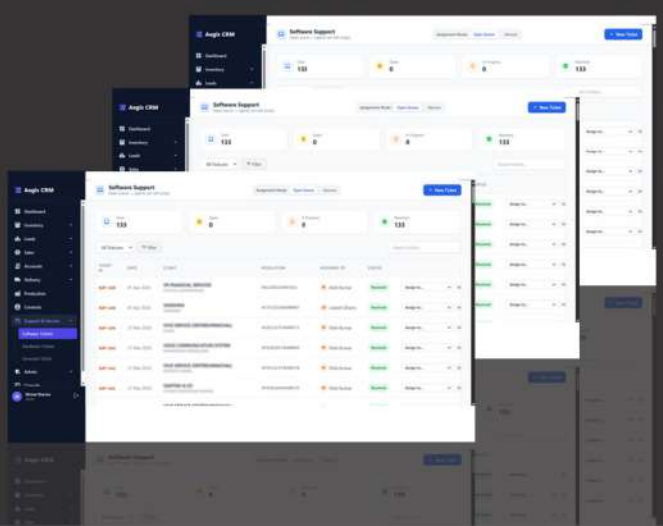
- Faster complaint resolution
- Improved customer satisfaction
- Complete complaint history
- Better service management
- Transparency in support process

(v). Account Management

Account management stores all customer details such as company information, contact persons, transaction history, orders, and payment records.

Benefits:

- Complete customer profile in one place
- Better relationship management
- Easy access to customer history
- Personalized sales and service approach



OVERALL BENEFITS OF AEGIS XNTEL POC & CRM

- Centralized business data
- Increased sales efficiency
- Better customer management
- Improved team productivity
- Data-driven decision making

Aegis Informatics Pvt. Ltd.

Aegis Informatics Pvt. Ltd. is a telecommunications technology company based in Noida, Delhi NCR, India, founded in 2008. The company specializes in manufacturing and supplying voice logging solutions, telephone call recording systems, Sim Base communication products and VoIP Communication solution and Range of products for businesses and government organizations.

Become a Channel Partner

What we provide to our Channel Partners:

- Unlimited Support
- Online Product Demonstration facility to channel Partners and their clients
- Product Training to channel partners team as and when require
- Compatible Product (Analog, Digital,IP,GSM)
- Constant Software Upgrades and Development
- Scalable Solution For Every Application
- Customize solution as per customer need
- Discount levels are available and are determined by Channel Partner's active participation and Sales Volume and More

GET IN TOUCH

205 - 207 Second Floor,
Building No. A-9,
Sector 59 Noida,
Uttar Pradesh 201301

Sales: +91-99104 30800
+91-120-4491 000 (30 Lines)
Support: +91-120-4491 010

Email Id
Sales : ns@aegisinformatics.com
Support : support@aegisinformatics.com

www.aegisinformatics.com

WhatsApp Business Account