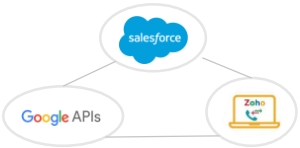
A True Converged Unified Platform

(Contact Centre & Enterprise IPPBX)

A mini Cradle is an Appliance based IP-PBX with Contact Centre Applications & Smart Unified Platforms

- Mini Cradle can manage upto 10 Agents with reporting & voice logging module with basic CRM.
- Cradle can also work as fully operational IP-PBX with 500 Extensions & 200 Concurrent Calls. It works in server gateway architecture mode with all types of connectivity like PRI/VoIP/FXO & GSM on trunk side and analog phone, IP phone, PC, Laptop, smart phone on extension side. Cradle is scalable and inter-operable with any existing set-up on SIP /TDM Mode. The product has evolved a complete cycle of experiences from different industries and this has helped Cradle to create a product that can be installed quickly in any environment or process.

Automatic Call Distribution (ACD)	**Interactive Voice Response (IVR) (O/B & I/B)**	**HMS Integration (Hotel Management Software)**
 **3rd Party Integration** (Like google API, Zoho, Sales Force & Many More.)	**CRM**	**Dashboard**
CDR Reports	**Auto Dialer & ACD (Inbound/Outbound)**	**Voicemail /Voicemail to Email**

Highlights

3rd Party Integration & Many More

HMS Integration (Hotel Management Software)

Interactive Voice Response (IVR)

SPECIFICATIONS

Cradle IPPBX

USB Port	4 Ports
VGA Port	2048 X 1152 @ 60Hz
HDMI	1920 X 1080 @ 60Hz (HDMI 1.4a)
LAN	2 Gigabit
HDD	120GB SSD
Processor	Intel® Celeron® Processor J1900
Universal Power	Input: 100-240VAC, DC 12V, 2.5 Amp, 50-60 Hz
Dimension	56.1X107.6X114.4mm
Environment	System Environment Operating Temp: 0°C to +35°C
Mounting	Wall Mount

FEATURES

Special Features

- Support up to 200 Concurrent Call
- Trunk Wise Utilization Report
- A/C Code Wise Utilization Report
- Peak Hours Report
- Dynamic Field Selection
- DID/Outbound Route Wise Recording Folder Selection
- Address Book Feature to Display Caller Name on Incoming Call
- Live Call Monitoring
- CDR Dashboard to Monitor Outgoing/Incoming/Intercom/Missed Calls
- Centralized CDR Reports of Multi Branch IP-PBX
- User Rights to Read/Listen/Delete Call Logs on Basis of Department/Extension Selection/Extension Range
- Auto Update of Software just on Click
- Bulk Upload/Bulk Modify extensions
- DID/Outbound Route Wise Recording Folder Selection
- Inbuilt Firewall
- Different MOH for Extension, Queue and Agent
- Group/Extension Pickup

Other Features

- CDR Reports
- MIS Reporting
- Voicemail to email
- Call Conference
- Call Parking
- Blind Transfer
- Inbound/Outbound
- Voicemail
- Call Waiting
- Caller ID
- Inbound/Outbound
- VoIP/SIP Trunk
- Interactive Voice Response (IVR)
- Automatic Call Distribution
- Music on Hold
- Music on Transfer
- Do Not Disturb
- Remote Extension
- Remote Barging
- Blacklists
- Call Routing (DID & ANI)
- Web Voicemail Interface
- Caller ID on Call Waiting

* Cradle Mini can run either in call centre or PBX mode.

* IP-PBX mode we don't offer voice recording

* All features are not standard part of supply, may require additional licenses , please clarify with your sales person.

* One Year Warranty.