Deltapath®Unified Communications Platform
Software Datasheet

The Deltapath Software Suite unlocks the full potential of our hardware, delivering the features and applications that power business communications across industries. For hardware specifications, see the Deltapath Hardware Datasheet.

FEATURES

Available Modules

» Call Recording
» Call Transcription & Sentiment Analysis
» Inbound Contact Center
» Outbound Contact Center
» Omnichannel Contact Center
» Serviced Office / Coworking Spaces
» Call Accounting
» Alarm and Incident Relay
» Push to Talk
» Enterprise Instant Messaging
» Business Short Message Service (SMS)
» Microsoft Teams Integration
» Healthcare
» Salesforce CTI
» Zendesk CTI
» Intelligent IVR

Multiple Language Support

» Administrative interface
» Deltapath Switchboard
» Deltapath Mobile™
» IVR prompts
» E-mail Templates
» Language support:
  ▪ Cantonese
  ▪ Mandarin
  ▪ Japanese
  ▪ English
  ▪ Portuguese

Meet Me Anywhere Conference

» Hassle-free audio conference call wherever, whenever
» Invite participants to your conference
» Lock conference to prevent eavesdropping
» Remove / Disconnect participants from the conference
» Mute participants remotely
» Control participation level of each invitee:
  ▪ Assign administrator privileges to a participant
  ▪ Permit participant to listen and talk
  ▪ Permit participant to only listen
  ▪ Permit participant to only talk
» Voice and Acoustics:
  ▪ Adjusts to accommodate voice and acoustic variations -- soft and distant voices
» Intelligent Voice Suppression Algorithms are designed for the following types of noises:
  ▪ Stationary/constant noise
  ▪ Non-stationary noise sources
  ▪ Impulsive/time-varying noise sources
  ▪ Non-speech noise
  ▪ Speech-like noise suppression
» Intelligent Voice Suppression is comprised of the following:
  ▪ Noise Estimation
    › Estimates the noise in the room in the presence of talkers
  ▪ Noise Suppression
    › Calculates suppression gains while minimizing the impact on speech
  ▪ Nuisance Rejection
    › Rejects no-speech distracting noises
  ▪ Suppression Gain Smoothing
    › Smooths the suppression gains to minimize artefacts
  ▪ Voice Activity Detection
    › Acts as a gate to determine whether to transmit the microphone signal

Interactive Voice Response System (IVR)

- » IVR Prompts Management:
  - Record from phone
  - Record in multiple languages
  - Control what language voice prompts are played in
  - Upload MP3/WAV from web browser
  - Playback prompt from web browser
- » Unlimited number of levels in IVR tree
- » Error Handling – configurable prompt and action for:
  - Invalid entry
  - No input
  - Multiple invalid entries
  - Retry
- » Route to survey system upon call completion
- » Customizable LCD Display to show the purpose of call to recipient
- » Analytics on IVR usage
- » Fax-On-Demand
  - Support TIF & PDF documents
  - Send caller requested fax document to fax number provided
  - Automatic retry
- » Route calls to:
  - Contact Center Queue
  - Ring Group
  - Hunt Group
  - Paging Group
  - Conference Bridge
  - Any User
  - Any Number
  - SIP Peer
  - Voicemail box
  - Directory Service
- » Add multiple actionable steps in a single IVR Menu
- » Automatically execute an action without waiting for caller to select option
- » Receive notices identifying errors in IVR setup
- » Assign and store information in variables that can be referenced and manipulated by the system
- » Define how information is announced to a caller
- » Setup time and date announcements
- » Supports voice messages in IVR menus
- » Supports customized database
- » Define conditions that must be satisfied before a routing action is executed
- » Execute tailor-made scripts with custom routing
- » Lock-down mode for toll-fraud prevention

Third-Party Compatibility and Integration

- » Microsoft Outlook Click-To-Dial & Highlight-To-Dial
- » Real-time search and publish Microsoft Active Directory records to Deltapath® Switchboard and IP phones
- » SIP Trunk to Microsoft Lync and Microsoft Skype for Business

Enhanced 911 Emergency Application

- » Emergency call assistance
- » Support for Cyberdata Emergency Phone

Audio Conferencing

- » Embedded audioconferencing bridge
- » High definition acoustic performance and clarity
- » Wideband and narrowband codec mixing
- » Maximum Concurrent Participants:
  - Fuji Edition: 64
  - Kilimanjaro Edition: 384
  - Everest Edition: 768
- » Audio alert and name announcement when entering and leaving a conference
- » Individual volume and mute control for each participant
- » Administrative control for the conference host
- » Access mode:
  - Dedicated direct dial-in number to private conference room follow by conference password
  - Public conference bridge access number follow by conference room and conference password
- » Configurable participant limits for each conference room
- » Outbound calling to conference participants and bridge into conference room upon answer
- » Conference recording
- » Bridge status overview
- » Room access by time validity
- » Global Conference Bridge
  - Interconnect with all peering Deltapath servers for global conference bridge.
  - Universal access
- » Conference host PIN
- » Conference user PIN
- » Native support with Deltapath Virtual Meeting scheduling tool.
- » Conference room usage report
- » User Switchboard
  - One click transfer of current call to conference room
  - Invite single or group of participants
  - Mute/Unmute participant
  - Disconnect participant
  - Lock conference
  - Click-to-Join
  - Participant Join Options:
    › Listen Only
    › Talk Only
    › Listen + Talk
    › Automatically muted when join
    › Join as Conference Hosts

Virtual Meeting for Video & Voice Conference

- » Conference scheduling and invitation tool
- » Support for
  - One-to-one conversations
  - Public Conference Rooms
  - Personal private audio conference room
  - Deltapath Meeting Virtual Meeting Rooms
- » Generates a single disposable meeting access code per participant
- » ICS calendar invitation by e-mail
- » B2B users SIP IP address dial-in
- » Federations with trusted end points/external enterprises

User Roaming/Hot Desk (hoteling)

» Local and inter-branch roaming
» Simple sign-in and sign-out via IVR
» Automatic billing integration with billing module
» Remote and automatic log out facilities
» Automatic download of phone book and user settings
  upon sign-in

DISA Remote Dial-in

» Remote access for outbound telephone service from mobile
  device without Internet access
» Caller ID and Password Authentication
» Automatic permission profiles retrieval upon login
» Automatic billing integration with billing module
» Remote call recording from mobile lines

Executive / Assistant Functionality

» Shared Line Appearance
» Shared line hold and pickup from multiple shared devices
» Multiple managers per assistant
» Multiple assistants per manager
» Push-to-talk intercom
» Assistant Barge-In
» Assistant Barge-and-Conference

Unified Messaging

» Video and voice mail and greeting
» High definition audio (G722, Siren™ 7 and Siren™ 14) recording in
  voice messages and greetings
» Voicemail and Videomail to E-mail in (wav/mp3/wmv/mov)
» E-mail server independent
» Support Multiple Email recipient
» Press 0 to operator during greeting playback
» Support for multiple time zones
» Mailbox setup wizard for new users upon first login
» E-mail/voice-mail integration:
    ▪ Linked voicemail and e-mail read status
    ▪ Linked voicemail and e-mail deletion
» Automatically delete unread or read voicemail of a specific age
» Multiple folders for message organization
» Configurable caller ID and envelope information
» Customizable personal greetings
» Remote voicemail access from PSTN
» Global Voicemail
    ▪ Interconnect with all peering Deltapath servers for
      voicemail services
    ▪ Forward a message to another user residing on another
      Deltapath server
    ▪ Universal one number direct voicemail access from any
      Deltapath server
» Personal DID fax numbers
» Automatically convert incoming faxes to PDF and deliver by
  e-mail
» Notification of failed fax attempts
» Fax log and reporting
» User Switchboard
    ▪ Send fax (PDF, PNG, TIFF)
    ▪ Manage multiple voicemail boxes
    ▪ Manage voice/video mail greeting
    ▪ Read/delete voice/video mail messages

Mobility

» Mobile applications (Android and iOS):
    ▪ Deltapath Acute™
    ▪ Deltapath Mobile™
» Desktop applications (Windows & macOS):
    ▪ Deltapath Engage™

SDK

» CSmile®
» Deltapath Mobile™
» Deltapath Talk™

Call Management

» Per User Call Admission Control
» Configurable outbound caller ID:
    ▪ Dynamically resolve based on user
    ▪ Dynamically resolve based on SIP trunk
    ▪ Hidden
    ▪ Custom
    ▪ Default
    ▪ Relay original on forward
» Multiple extensions sharing one phone
» Multiple phones sharing one extension
» Mobile/land line pairing
» Dial-by-name directory service

Detailed Call Reports

» Overview and summary reports
» Export reports in different formats (Excel and CSV file)

Suite of Diagnostic Tools and Realtime Monitoring

» Onboard hardware system monitoring and alert
» Automatic pairing with Deltapath Monitoring & Support
  Cloud
» ISDN Q.931 signaling messages
» PRI and BRI port status and statistics
» Ethernet port status and statistics
» Ping
» Check DNS
» Trace routing
» Wireshark capture
» IP packet trace
» Global and user specific real-time call activity trace
» Diagnose mail issues in real-time
» Observe mail pending in queue
» Real-time Polycom phone provisioning debug
» SIP trunk availability and latency monitoring alert by email
» Alarm event logging
» Alarm history
» Alarm notification by e-mail

Directories

» Integration with Microsoft Active Directory or LDAP directory
» Built-in personal, departmental and site directories
» Access directories from mobile devices, desktop, and IP
  phones

User Switchboard

» User Call Control:
- Answer
- Redirect on ringing
- Hold/Resume
- Consultation Transfer
- Blind Transfer
- Conference
- Transfer to Conference Room
- On demand recording
- Forward to Mailbox

» Call Management
- Call Forwarding
- Mobile pairing
- Simultaneous ringing
- Personal schedule
- Follow-me

» Unified Messaging
- Send Fax
- Voicemail Management

» Phone Book
- Click-to-dial
- Support for Microsoft Active Directory & LDAP
- Site Phonebook
- Departmental Phonebook
- Personal Phonebook
- Speed dials

H.323 Gatekeeper for Legacy Video Endpoints

» H.323 gatekeeper for backward compatibility with legacy H.323 only video endpoints
- Devices on the internet can dial into your network using H.323

» H.323 business to business calling

» H.239 content sharing

» H.224 for FECC supported

Hunt Group

» Control routing pattern for incoming calls

» Three ring strategies available
- Top down
- Circular
- Broadcast

Security and Encryption

» SSL certificate management

» HTTPS / HTTP support for management and user interfaces

» Integration for Single Sign-on (SSO)

» Virus and Malware Detection

» 256-bit AES encryption for messaging tool

» SIP over TLS

» Media Encryption via SRTP/AES-128

» Support Polycom secure provisioning

» Polycom Device Provisioning:
- Deployment Mode
- Production Mode
- Secure Provisioning

» Firewall security control and protection
- DOS attack automatic rate control
- Malicious packet filtering
- Session aware firewall
- Automatic blacklist by source IP
- Email alert on new blacklist entries

» Debug logging and system audit trail

Enterprise Instant Messaging

» 256-bit AES Encryption

» Text, voice, video and photo messaging

» Group messaging

» Emoji support

» Antivirus scanner for file attachments

» Support for single account, multiple devices

» Administration Tools
- Message Logger
- Limit on number of group chat
- Limit on Attachment file size
- Auto file attachment clean up upon expiry
- File extension type filter

» Available on Deltapath Mobile (Android & iOS) & Deltapath Switchboard (Mac, and PC)

Business SMS

» Multimedia Messaging Service (MMS)

» Group SMS up to 10 participants

» Text and photo messaging

» Color coded to identify external parties and internal staff

» Available on Deltapath Mobile (Android & iOS) & Deltapath Switchboard (Mac, and PC)

PSTN & Third-Party PBX Integration

» Built-in SBC for Telco SIP Trunk

» Deployment options:
- Interface with Third party SIP based PBX via SIP Trunk
- Interface with Telco using PRI, BRI, or CO*
- Interface with legacy PBX and Telephone Company*

» Preferred ISDN Port routing by Destination

Purchase of additional gateways required

Network and Administration

» Browser-based interface for configuration and management with batch import and export tools in Excel format

» Support multiple Direct-Inward-Dial number ranges

» Caller ID Manipulation by SIP Trunks/Peers/PSTN with special customization

» CLI console and SSH access for network assignment and device management

» IPV4

» IPV6 Ready

» DHCP

» Static routes

» Virtual IP (WAN Port Forwarded)

» Default route

» Stackable to form local cluster with IP take-over

» System level management

» User management

» Multi-tenancy administrator management

» QoS priority

Restful API

- Audit Trail
- Audio Conference Management
- Alarm and Incident Dispatch System
- Call Billing
- Call Recording
- Contact Center
  o Agent
  o Supervisor
  o Queue
  o Agents Dashboard Statistics
  o Call Performance Dashboard
- Debug
- Equipment
- Deltapath Switchboard
- H.323 Gatekeeper
- Healthcare System Integration
- Instant Messaging
- IVR Voice Prompts
- LDAP Integration

- Numbering Plan
  o Context
  o Number Status
  o Permission Group
  o Timeslot
  o Call Filter
- Phonebook
  o Contact
  o Speed Dial
  o Corporate
  o Telecommuter
- Push-to-Talk
  o Talk Group
  o Recording Log
  o Group Log
  o Server
- Reports
  o ACD Analysis
  o CDR MOS and CDR Lists
  o IDD CDR

- Serviced Office Operator
  o Receptionist Group
  o Customer
- SIP Trunk
- System Status
- Users
  o Call Pickup Group
  o Deltapath Mobility App log
  o Fax Number Mapping
  o Hunt Group
  o Mailbox
  o Ring Group
  o Account Information
  o PIN
  o Password
  o Extra Phone Set
- Virtual Meeting

Unified Communications Switch

Category	Details
Signaling & Routing Engine and Protocol	- High Performance Multi-Threaded Core Signaling Engine - Multi-task Handling Engine - Session Initiated Protocol (TCP, UDP, TLS) (RFC3261 Compliant) - Intelligent Call Routing Engine
Operating Platform	64-bit Embedded Linux platform on flash memory powered by Intel® Processors
Quality of Service	- Type of Service - Class of Service - Differentiated Services Code Point
Availability	99.999%
Disaster Recovery	- System backup to local storage, FTP, SFTP - One touch recovery via uploaded image
Session Border Controller	Built-in
Clustering	Local Cluster*: - Active/Hot Standby (IP takeover; Must be within the same subnet) Geographically Separated Cluster: - Active - Standby * On Deltapath V64/V384/V768 Only
Codecs	Auto Codec Negotiation Supporting - G722 - G711A - G711U - iLBC - H.264 (Video) - DVC-2
RPT	Configurable RTP Paths (Through Server or End to End)
DTMF	Inband and Out of Band (RFC2833)
Fax	T.38 & G.711 Transport with built-in fax receiver

DEPLOYMENT OPTIONS

Deltapath Unified Communications software can be deployed in the following:

AWS	Azure
Oracle Cloud	VMWare ESXi
Microsoft HyperV	Proxmox / Linux KVM
Deltapath V Series Unified Communications Appliance	Deltapath APS Server

About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

Ordering Information

For more information about Deltapath Unified Communications Platform, please contact your nearest Deltapath sales representative.

USA   + 1 408 707 3299
NZ   + 64 9 886 9799
JP   + 81 3 3527 7899
HK   + 852 3678 9999
TW   + 886 2 7728 3099

www.deltapath.com