

HELLO! NEW WORLD.

HOSTED BUSINESS PBX

Telephone Management System (tms.voimar.co.za)

0860 994 157



Manage Users with Ease (UMZee)

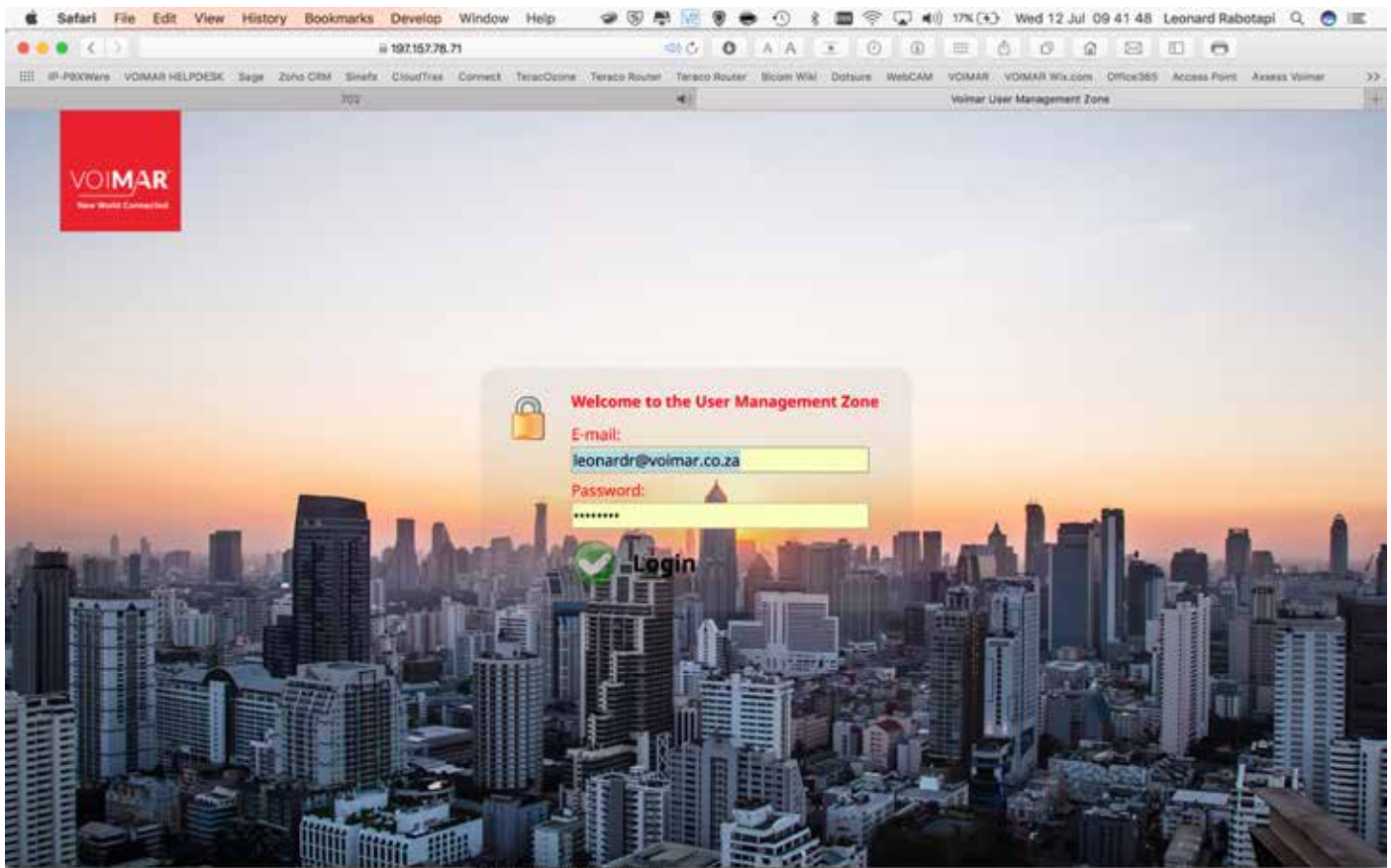
Voimar IP-PBXware comes standard with basic access to a User Management Zone (TMS) and administration system which allows clients to control and manage:

- User E-mail address and PIN
- Voicemail
- Enhanced Services
- Call Details Records (CDR)
- Statistics
- DID or telephone Numbers
- Much much more...

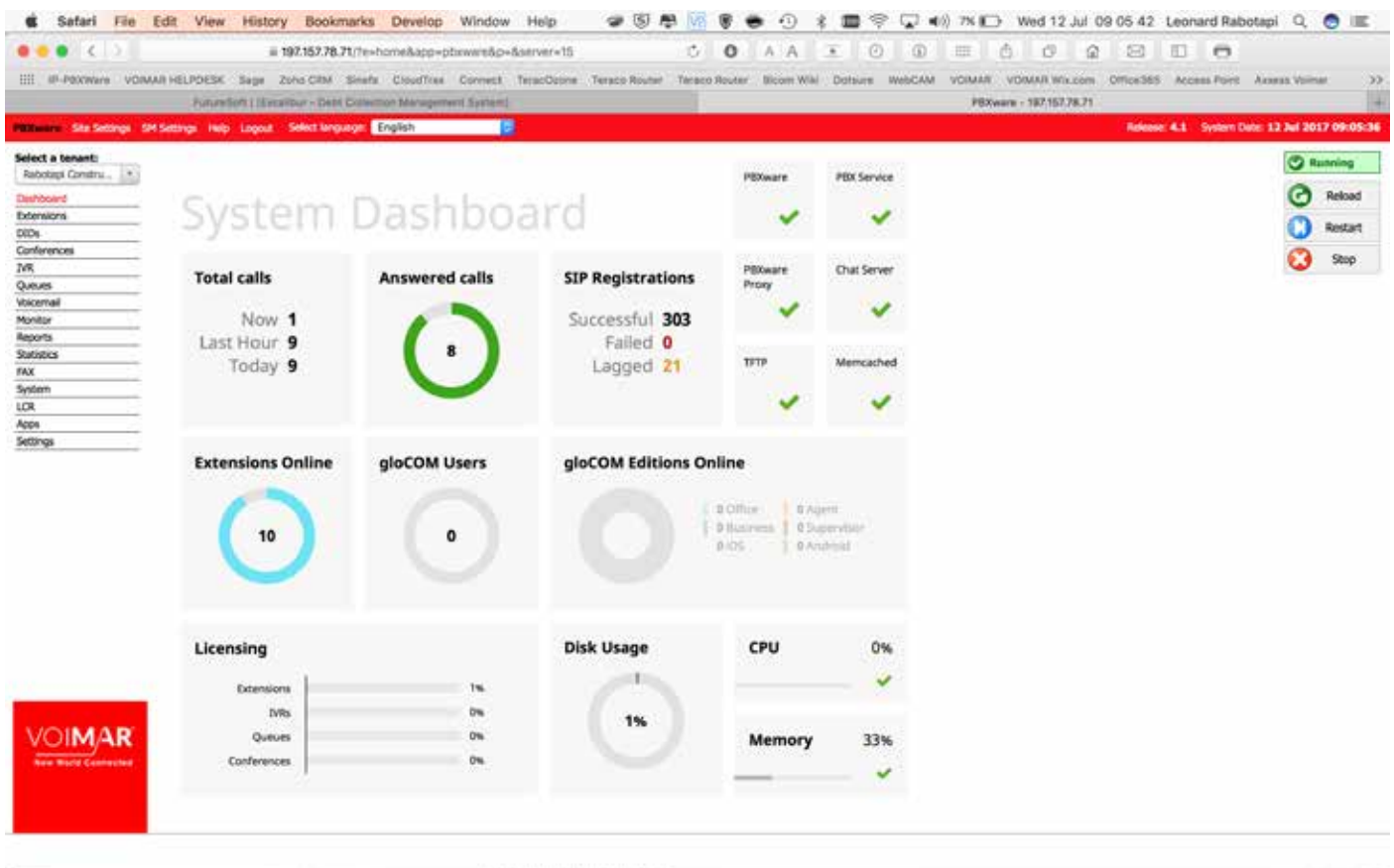
Our Hosted IP-PBXware gives managers the power to monitor and control their Telephone System at their convenient through the UMZee. Our web-based management zone is accessible across devices such as smartphones, tablets, laptops and desktops giving managers access and full control over their telephone system and users while on the move.

The UMZee is developed specifically for System Administrators, IT Staff, Managers, Executives and Supervisors. However, limited functions are available to end-users that can be customised depending on roles and responsibility.

UMZee gives managers comprehensive reporting that includes activities on all incoming calls, outgoing calls, credit limits and other related functionalities.



Voimar User Management Zone welcome Screen - tms.voimar.co.za



Get a high-level overview of telephony activity through a dashboard

Safari File Edit View History Bookmarks Develop Window Help

197.157.78.71/?app=pbxware&t=users&server=18

IP-PBXware VOIMAR HELPDESK Sage Zoho CRM Sinefa CloudTrix Connect TeraoOptions Terao Router Teraco Router Bloom Wiki Dotsure WebCAM VOIMAR VOIMAR Wix.com Office365 Access Point Access Voimar

FutureSoft (Easycall - Debt Collection Management System) PBXware - 197.157.78.71

PBXware Site Settings SIP Settings Help Logout Select language English

Release: 4.1 System Date: 12 Jul 2017 09:11:06

Select a tenant: Voimar (#200)

Dashboard Extensions **SIP Settings** Ring Groups Departments Hot Deskings DIDs Conferences IVR Queues Voicemail Monitor Reports Statistics FAX System LCR Apps Settings

Add Extension Search CSV Download

Search

☒ Name ☒ E-mail ☒ Extension ☐ MAC

Name	Extension	User Agent	Status	Protocol
Mary-Anne	108	Yealink T21PE2	Active	SIP
MASTER EXT	499	Generic SIP	Active	SIP
Voimar Reception	500	Yealink T21PE2	Active	SIP
Mobamali Mokhomu (HQ)	501	Yealink T40G	Active	SIP
Leonard Rabotapi (HQ)	502	Yealink T21PE2	Active	SIP
Ptamonu Reception	503	Yealink T27P	Active	SIP
Mobamali Mokhomu (Vail)	504	Yealink T21PE2	Active	SIP
Mobamali Mokhomu (Midrand)	505	Yealink W52P	Active	SIP
Mpho Makhalola	506	Yealink T21PE2	Active	SIP
Voimar Hotdesk	507	Yealink T21PE2	Active	SIP
Leonard Rabotapi (Soho)	508	Yealink T40G	Active	SIP
Bumekeng Legatlo	510	Generic SIP	Active	SIP
Michael Satheloge	512	Yealink T21PE2	Active	SIP
Support Agent 1	513	Yealink T21PE2	Active	SIP
Support Agent 2	514	Yealink T21PE2	Active	SIP
Sales Agent 1	515	Yealink T21PE2	Active	SIP
Sales Agent 2	516	Yealink T21PE2	Active	SIP
Sales Agent 3	517	Yealink T21PE2	Active	SIP

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Running Reload Restart Stop

Manage telephone users with ease....

Safari File Edit View History Bookmarks Develop Window Help

197.157.78.71/?app=pbxware&t=dids&server=18

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FutureSoft (Easycall - Debt Collection Management System) PBXware - 197.157.78.71

PBXware Site Settings SIP Settings Help Logout Select language English

Release: 4.1 System Date: 12 Jul 2017 09:11:04

Select a tenant: Voimar (#200)

Dashboard Extensions **DIDs** Conferences IVR Queues Voicemail Monitor Reports Statistics FAX System LCR Apps Settings

Search

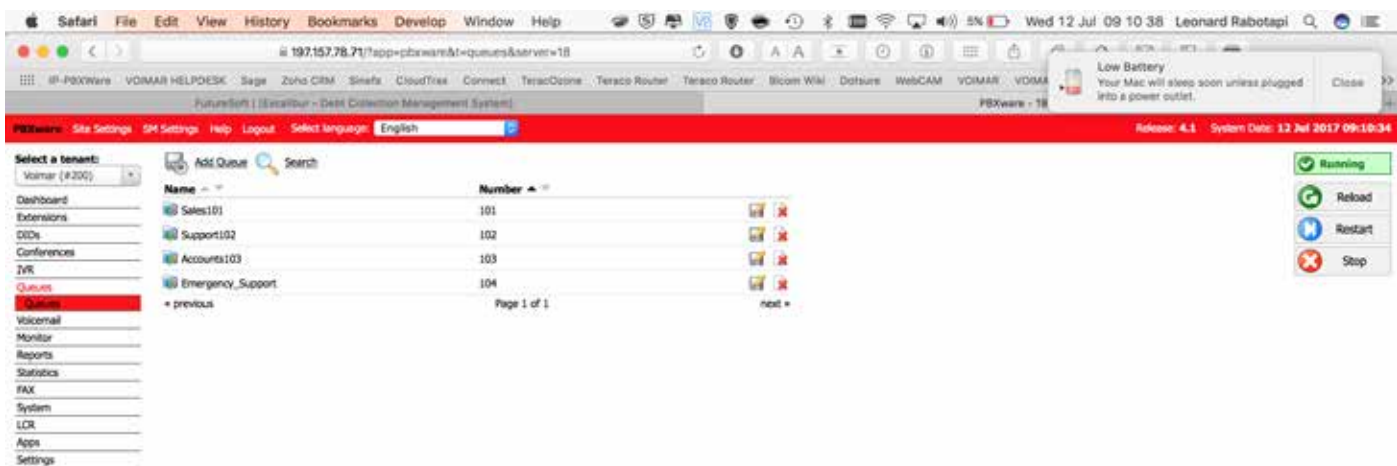
DID/Channel	Provider	Trunk	Destination	Status
27105903082	ECN	ECN	Extension - 502	Active
27105906174	ECN	ECN	Extension - 500	Active
27105996155	ECN	ECN	Extension - 502	Active
27105996156	ECN	ECN	Extension - 502	Active
27105996157	ECN	ECN	Extension - 502	Active
27105996198	ECN	ECN	Conferences - 999	Active
27105996199	ECN	ECN	IVR - 100	Active
27510116949	ECN	ECN	Extension - 502	Active
27860994157	ECN	ECN	IVR - 100	Active
27869990285	ECN	ECN	FAX to E-mail - info@voimar.co.za	Active
27869990287	ECN	ECN	Extension - 500	Active

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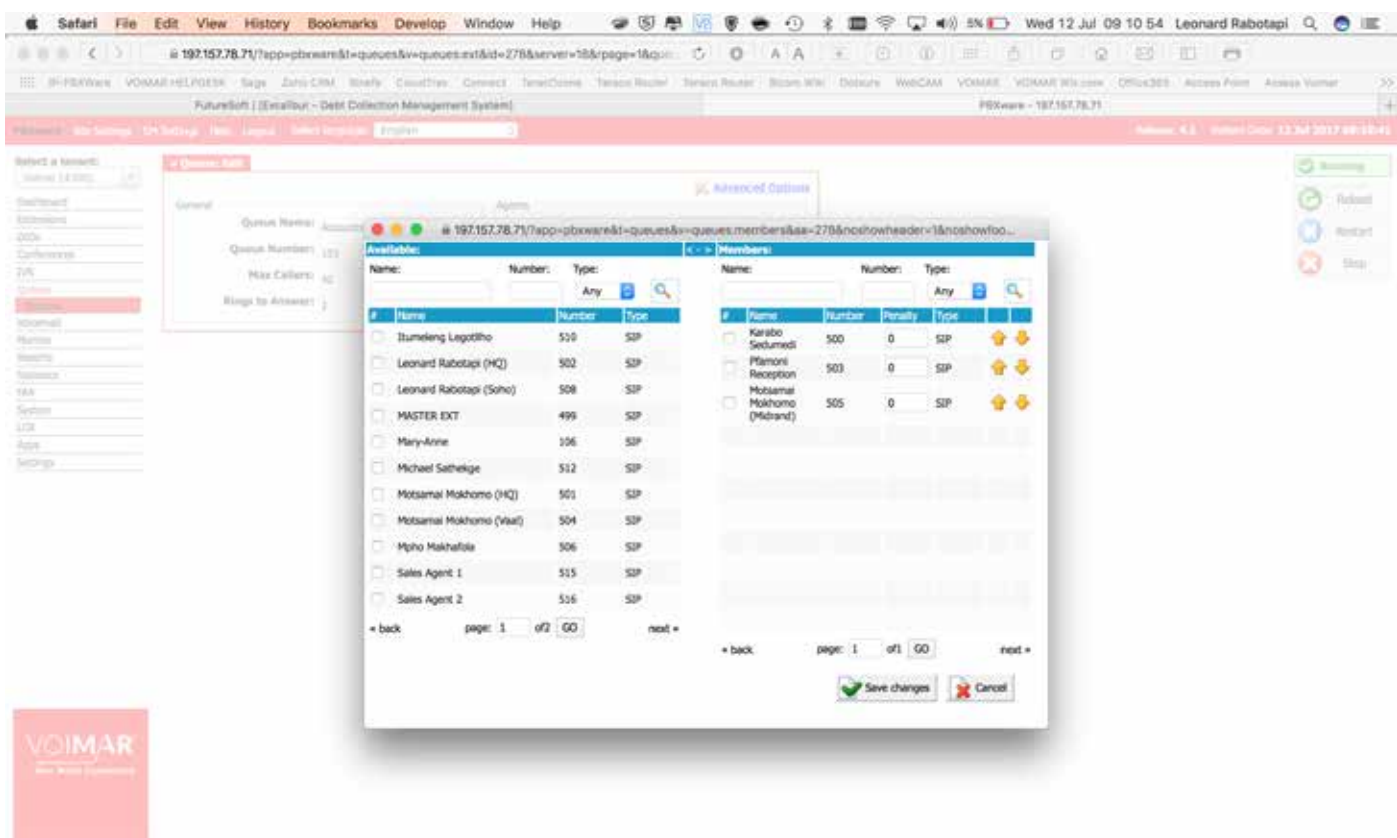
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Running Reload Restart Stop

Manage all your telephone numbers (DID) and routing protocols...



Create Queues to route Inbound calls efficiently and effectively ...



Assign users to different Queues based on your desired criteria...

IVR: Edit

General

Name: Vomar Gen IVR ✓

Number: 100 ✓

Greeting: greeting-ivr-greeting ✓

IVR Type: Standard IVR

Destinations

Queue	Extension	Options
1 Queue	Sales101	Options
2 Queue	Support102	Options
3 Queue	Accounts103	Options
4 Please select...		Options
5 Please select...		Options
6 Please select...		Options
7 Please select...		Options
8 Please select...		Options
9 Please select...		Options
10 Please select...		Options

Save Go back

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Use Interactive Voice Receptionist (IVR) to answer all calls and route appropriately

Monitor

Name	Extension	IP address	Status	User-Agent	On Call
504-RabHome	SIP/504	105.225.38.93:1062	Online	Yealink SIP-T21P 34.72...	
505-RabShop	SIP/505	41.345.130.98:1062	Online	Yealink SIP-W52P 25.73...	✓
506-RabShop	SIP/506	41.345.130.98:1063	Online	Yealink SIP-W52P 25.73...	
Chere Rabotapi	SIP/501	102.248.44.138:1060	Online	Yealink SIP-T21P_82 52...	
MASTER EXT	SIP/499	-	Offline	-	
Puseletso Rabotapi	SIP/502	105.225.38.93:41439	Online	Zolper n82a609	
Rabotapi Polokwane	SIP/512	102.248.44.138:1065	Online	Yealink SIP-T28P 2.72.0...	
Rabotapi Shop Reception	SIP/510	102.248.44.138:1063	Online	Yealink SIP-T28P 2.72.0...	
Reception Rabotapi Vast	SIP/511	102.248.44.138:1064	Online	Yealink SIP-T28P 2.72.0...	
Tsiki Makase	SIP/503	102.248.44.138:1062	Online	Yealink SIP-T21P 34.72...	
Zonke Mabe	SIP/500	102.248.44.138:1025	Online	Yealink SIP-T28P 2.72.0...	

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Monitor telephony activity in your business...

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FutureSoft | Escalibur - Debt Collection Management System

PBXware - 197.157.78.71

PBXware Site Settings SM Settings Help Logout Select language: English

Release: 4.1 System Date: 12 Jul 2017 09:06:02

Select a tenant: Rabotapi Contr...

Search/Filter

Start Date: Jul-01-2017 End Date: Jul-12-2017

Start Time: 00:00:00 End Time: 23:59:59

From: To: ID: Destination(s): Destination(s): Status: Please select

From To Date/Time Duration Billing Cost Status

Zonke Mde (500)	505-RabShop (505)	12 Jul 2017 08:59:02	00:01:35	00:01:27	Answered
Tsiki Makase (503)	0764940623	12 Jul 2017 08:53:19	00:00:28	00:00:14	0.17500 Answered
Zonke Mde (500)	0834303804	12 Jul 2017 08:52:06	00:00:54	00:00:35	4.93750 Answered
Tsiki Makase (503)	0728372005	12 Jul 2017 08:44:13	00:00:26	00:00:06	0.07500 Answered
+27713964295	27125461090	12 Jul 2017 08:30:48	00:00:11	0	Not Answered
Tsiki Makase (503)	0129400511	12 Jul 2017 08:13:35	00:04:45	00:04:31	4.51667 Answered
Tsiki Makase (503)	0128191196	12 Jul 2017 08:10:14	00:01:01	00:00:53	0.30917 Answered
505-RabShop (505)	0128191196	12 Jul 2017 08:09:40	00:00:05	00:00:04	Answered
+27834665630	27125461090	11 Jul 2017 21:05:03	00:00:20	0	Not Answered
+27739496852	27125461090	11 Jul 2017 20:03:59	00:00:03	0	Not Answered
504-RabHome (504)	0828397251	11 Jul 2017 18:11:24	00:37:18	00:37:10	27.87500 Answered
Zonke Mde (500)	0789444162	11 Jul 2017 16:53:58	00:01:19	00:01:03	0.78750 Answered
Zonke Mde (500)	0763226664	11 Jul 2017 15:39:51	00:01:00	00:00:43	0.53750 Answered
Zonke Mde (500)	0834303804	11 Jul 2017 15:23:24	00:01:35	00:01:26	1.07500 Answered
504-RabHome (504)	0746634296	11 Jul 2017 15:15:50	00:00:23	00:00:05	0.06250 Answered
504-RabHome (504)	0746634296	11 Jul 2017 15:15:17	00:00:27	00:00:09	0.11250 Answered
Zonke Mde (500)	0834303804	11 Jul 2017 15:14:55	00:01:29	00:01:10	0.87500 Answered
Tsiki Makase (503)	0116326371	11 Jul 2017 15:12:04	00:02:06	00:01:56	0.67667 Answered
Zonke Mde (500)	0732955052	11 Jul 2017 15:07:36	00:00:40	00:00:01	0.01250 Answered
Tsiki Makase (503)	0116225228	11 Jul 2017 15:05:40	00:06:18	00:06:12	2.17000 Answered
505-RabShop (505)	0116225228	11 Jul 2017 15:05:33	00:00:04	00:00:04	Answered
Tsiki Makase (503)	0781497559	11 Jul 2017 15:00:14	00:04:35	00:04:24	3.30000 Answered
505-RabShop (505)	0781497559	11 Jul 2017 15:00:00	00:00:10	00:00:10	Answered
Tsiki Makase (503)	0840737081	11 Jul 2017 14:57:51	00:01:56	00:01:43	1.28750 Answered

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Access live and comprehensive Call Detail Records (CDR) anytime from anywhere....

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197.157.78.71/acc=pbxware&reports&summary&server=15

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FutureSoft | Escalibur - Debt Collection Management System

PBXware - 197.157.78.71

PBXware Site Settings SM Settings Help Logout Select language: English

Release: 4.1 System Date: 12 Jul 2017 09:06:09

Select a tenant: Rabotapi Contr...

Search/Filter

Start Date: Jul-1-2017 End Date: Jul-31-2017

Date Range: -

Group By: Whole range

Accountcode(s):

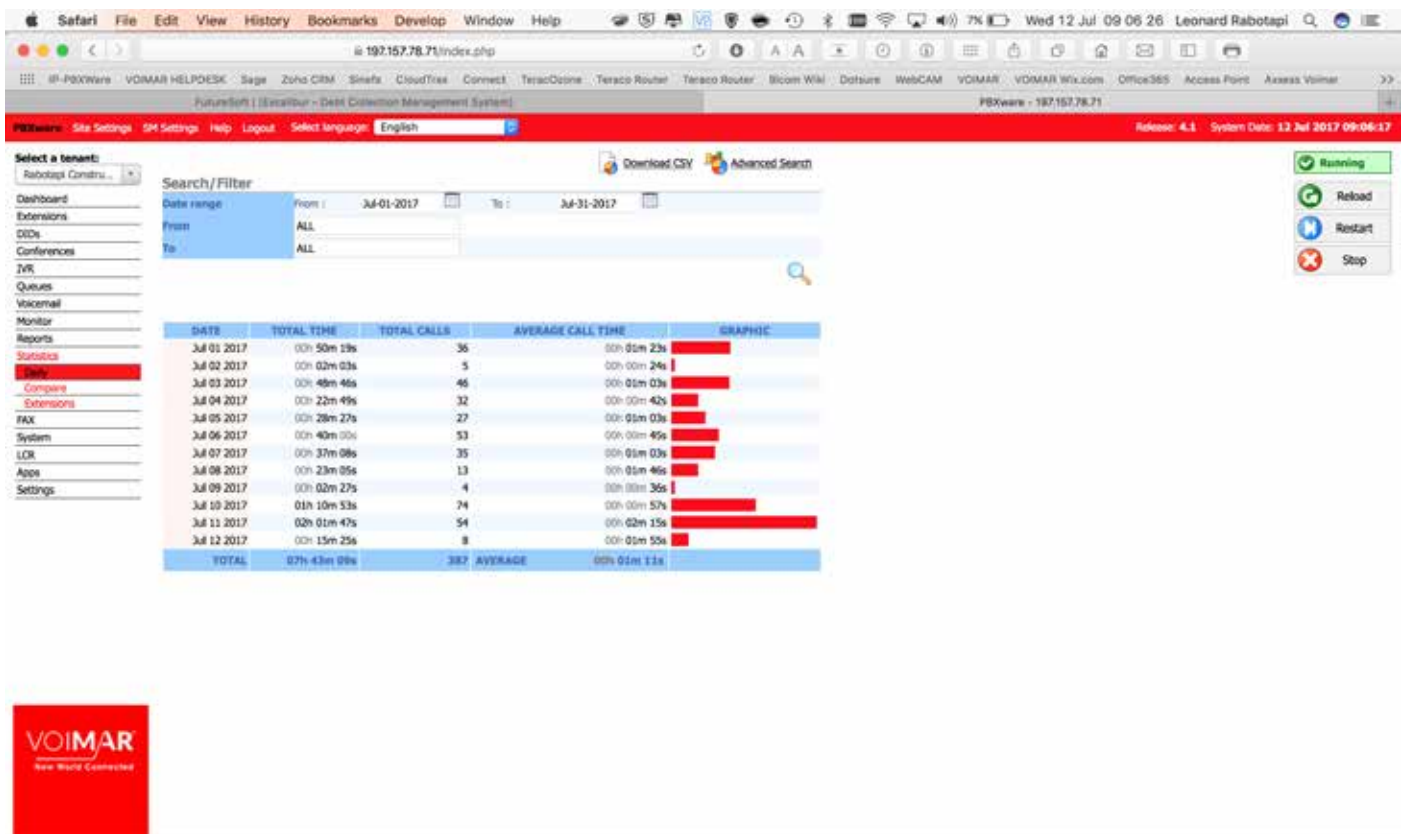
Cost:

500	28.61832
504	59.18250
505	82.73084

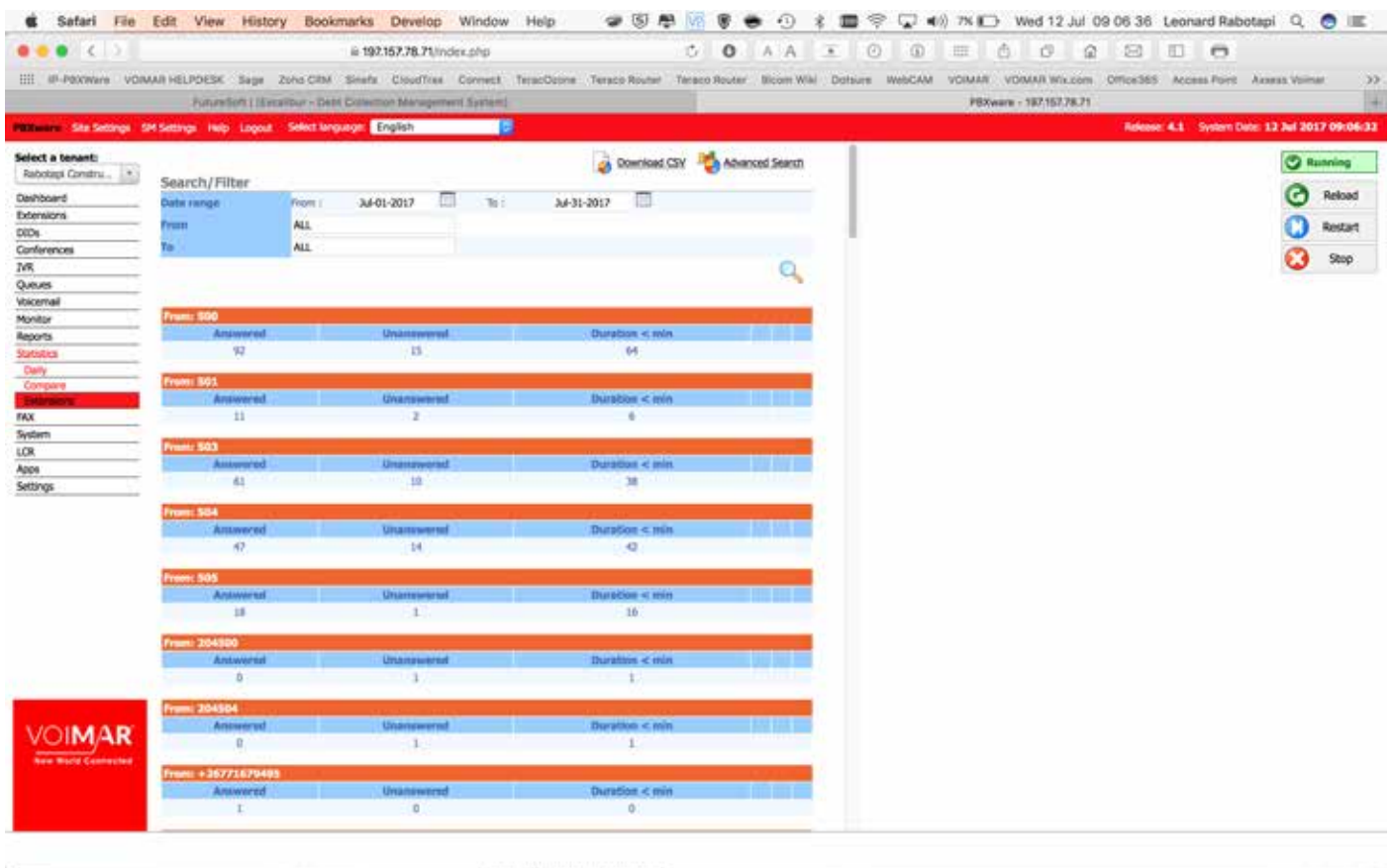
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VOIMAR New World Connected

Monitor, Manage and Control costs with the summary reports ...



Pull daily statistics to better understand usage and productivity



Get overview statistics for each user extension ...

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197.157.78.71/app=pbxware&t=reports&server=18

IP-PBXware VOIMAR HELPDESK Sage Zoho CRM Smafa CloudTrix Connect TeraOptions TeraRouter Teraco Router Bloom Wiki Dotsure WebCAM VOIMAR VOIMAR Wix.com Office365 Access Point Access Voimar

PBXware - 187.157.78.71

PBXware Site Settings SIP Settings Help Logout Select language English Release: 4.1 System Date: 12 Jul 2017 16:32:02

Select a tenant: Voimar (#200)

Dashboard Extensions DIDs Conferences IVR Queues Voicemail Monitor Reports **CRS** CRS summary CRS settings Statistics FAX System LCR Apps Settings

Search/Filter Listen Call Print E-mail Advanced

From	To	Date/Time	Duration	Billing	Cost	Status
Voimar Reception (500)	0834714796	12 Jul 2017 09:06:07	00:00:26	00:00:03	0.03750	Answered
Voimar Reception (500)	0123589999	12 Jul 2017 08:57:23	00:01:58	00:01:49	0.63583	Answered
Voimar Reception (500)	0123589999	12 Jul 2017 08:46:52	00:04:44	00:04:34	1.59833	Answered
Leonard Rabotapi (Soho) (508)	0126400000	12 Jul 2017 08:43:30	00:05:31	00:05:27	1.90750	Answered
Leonard Rabotapi (Soho) (508)	0126400000	12 Jul 2017 08:43:21	00:00:03	0		Not Answered

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Running Reload Restart Stop



Access, download & listen to call recordings for quality control and dispute resolution.

Safari File Edit View History Bookmarks Develop Window Help

197.157.78.71/app=pbxware&t=reports&server=1

IP-PBXware VOIMAR HELPDESK Sage Zoho CRM Smafa CloudTrix Connect TeraOptions TeraRouter Teraco Router Bloom Wiki Dotsure WebCAM VOIMAR VOIMAR Wix.com Office365 Access Point Access Voimar

PBXware - 187.157.78.71

PBXware Site Settings SIP Settings Help Logout Select language English Release: 4.1 System Date: 12 Jul 2017 16:34:12

Select a tenant: pbxware

Dashboard Trunks DIDs Monitor Reports **CRS** CRS summary CRS settings Q11 Message SMTP Log Statistics System Routes Service Plans Settings

Tenant: From To Date/Time Duration Billing Cost Status

206	111	0219744089	12 Jul 2017 10:32:08	00:00:30	00:00:01	0.00543	Answered
206	103	0833813594	12 Jul 2017 10:32:07	00:01:57	00:01:44	1.30000	Answered
206	111	0219365603	12 Jul 2017 10:31:35	00:00:25	00:00:25		Not Answered
204	500	0837190988	12 Jul 2017 10:30:19	00:00:33	00:00:03	0.03750	Answered
205	111	0740445077	12 Jul 2017 10:30:01	00:01:13	00:00:26	0.32500	Answered
204	500	0837190988	12 Jul 2017 10:29:30	00:00:36	00:00:06	0.07500	Answered
215	108	0117894375	12 Jul 2017 10:28:28	00:01:05	00:00:56	0.32667	Answered
203	107	0723480347	12 Jul 2017 10:21:16	00:05:15	00:04:54	3.67500	Answered
203	105	0847770964	12 Jul 2017 10:20:01	00:00:01	0		Not Answered
208	+27219376291	27869990232	12 Jul 2017 10:19:46	00:02:29	00:02:24		Answered
207	118	122	12 Jul 2017 10:19:11	00:00:55	00:00:52		Answered
215	104	0834206234	12 Jul 2017 10:19:06	00:00:48	00:00:30	0.37500	Answered
207	118	122	12 Jul 2017 10:18:06	00:00:21	00:00:18		Answered
207	122	118	12 Jul 2017 10:15:57	00:00:55	00:00:47		Answered
206	103	0126453212	12 Jul 2017 10:15:35	00:00:38	00:00:38		Not Answered
215	102	0791329044	12 Jul 2017 10:14:58	00:00:50	00:00:33	0.41250	Answered
206	103	0740611867	12 Jul 2017 10:09:50	00:01:45	00:01:37	1.21250	Answered
208	109	0737490666	12 Jul 2017 10:08:59	00:00:38	00:00:25	0.31250	Answered
206	+27126453216	121	12 Jul 2017 10:08:17	00:00:05	0		Answered
206	+27126453216	27215145430	12 Jul 2017 10:08:10	00:00:25	00:00:20		Answered
206	111	0117839605	12 Jul 2017 10:07:46	00:00:30	00:00:30		Not Answered
215	109	0113903741	12 Jul 2017 10:05:50	00:00:41	00:00:41		Not Answered
204	500	0763226654	12 Jul 2017 10:05:01	00:01:04	00:00:48	0.50000	Answered
205	100	0814923604	12 Jul 2017 10:04:54	00:00:08	00:00:02	0.02500	Answered
205	100	0814923604	12 Jul 2017 10:04:26	00:00:24	00:00:24		Not Answered
205	100	0814923604	12 Jul 2017 10:04:15	00:00:09	00:00:03	0.03750	Answered
205	100	0814923604	12 Jul 2017 10:04:06	00:00:06	0		Answered
203	105	107	12 Jul 2017 10:02:59	00:00:14	00:00:13		Answered

Running Reload Restart Stop



Get immediate visibility on call costs as soon as the call is dropped or completed.

Head Office
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Fax: +27 86 999 0285

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Cnr Culross and Main Roads
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Website: www.voimar.co.za

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