



Perfect – Fit IP – PBX Software  
for your business

You can easily Support &  
Communicate with your Customers



## About AcmaTel Solutions

AcmaTel is a professional telephony solutions firm dedicated to professional service, quality solution design, and trustworthy results. We deliver fully managed solutions to enhance communications using our state of the art technology, meaning our clients can benefit from our featured telephony solutions free from the burdens of business process management.

AcmaTel Solutions is a division of AcmaCorp Solutions Pvt. Ltd. headquartered in Mumbai, India. We are a dedicated, super-creative telephony solution design company with over 12 years of experience in the relevant industry, we strive to bring you cost-efficient, effective and high-quality professional service.



# What makes us different?

- 1** We Always listen first . No one knows your business processes and vision better than you, and we want to make your business a success. One of the best ways to ensure your goal is to listen to what you have to say, helping you clarify and define your vision for your project.
- 2** On time service, feature stability, scalability and usability for years to come and script security are standard fare with our each solutions. We have the experience and knowledge to create solutions that stand up to the rigors of business processes.
- 3** After Sales Service and support are included. With AcmaTel Solutions, your project doesn't end once your project is deployed. We offer service and support beyond the deployment that will help make your business process endeavors a complete success.
- 4** Commitment to Excellence . We believe that a passionate commitment to excellence is crucial to survival in the highly competitive current scenario. That's why we take passionate pride in each finished project and are constantly looking for ways to improve the way we serve clients.
- 5** Always Concerned For You. Personal attention during the working phase of every project means that every solution produced by us is unique and crafted to meet individual specifications provided by you, the client.
- 6** Your Smile Makes us happy ! We keep working until your solution is right for you. We believe in honest, open communication and thus meeting your expectations is one of our primary goals.

If you're looking for the best business automation and telephony solutions professionals across web, look no further. We offer honest, trustworthy services at affordable prices that will exceed your expectations.



## Who are we?

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## Mission

Our goal is too simple - to ensure required, usable interfaces through handcrafted semantic code that produces a satisfying experience for every user of the solution.



## Vision

Our vision is noble, we back up that vision with reliable, trustworthy, professional service, high-quality industry competence, and unparalleled creativity and passion that make a distinct difference in the solutions we create.

We also work with smaller companies and those just setting up, where our ready offering is particularly suited. If you want to improve your communications with your Clients keeping your costs down, then talk to us.



## Our Passion

Our passion translates into a positive working relationship that reflects the true secret to our success ; we care about your process as much as you do, and are dedicated to your success. We love to see you succeed !

A perfect, fully tested solution design increases productivity and helps you meet the goal making your call to action tantalizing and easy to locate. We know how important your business process and strive to deliver creative ideas and the most relevant solution for each of your projects.

# About AcmaTel - PBX

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**AcmaTel - PBX** connects branches and multi-branch offices over the internet / LAN to establish voice calls.

**AcmaTel - PBX** can interconnect all mediums such as PRI, SIP, analogue lines, VOIP, GSM, and so on while using any resources such as analogue phone, IP phone, PC, Laptop, smart phone, and so on. It is scalable and interoperable with any existing set-up multi functionality.



# Special Features



Supports up to 200 concurrent call  
(without recording)



ACD Code wise  
utilization Report



Queue Reports on basis  
of user rights



Dynamic field selection  
possibilities



Centralized CDR Reports of  
multi branch IP - PBX



Bulk extensions upload and update



Inbuilt Firewall module



CDR Dashboard to monitor  
Outgoing/Incoming/Intercom/  
Missed Calls



Extension wise Grouping to make calls  
between groups/society



Multiple Outbound routes  
extension/called number wise



Configuration Auto Backup/ Restore  
scheduler on other device



User rights to read/listen/delete call logs  
on basis of department/ extension  
selection/extension range

# Special Features



Extension wise utilization Report



Peak Hours Report



Mobile agent  
Management and Report



Different MOH for Extension,  
Queue and Agent



Bulk Upload/Bulk Modify  
extensions



Auto update of software just on click



Group/Extension Pickup



Third Party API Integration on  
Incoming/Outgoing/Hang-up/  
IVR /IVR Selection



Address Book feature to display Caller  
name on incoming call



Recording on the basis of API/  
Answered/Unanswered/Complete



DID/Outbound Route wise recording  
folder selection



Personalized rules for extension like  
Dynamic Lock, Intercom,  
Barging/Whisper

# Other Features



# Other Features

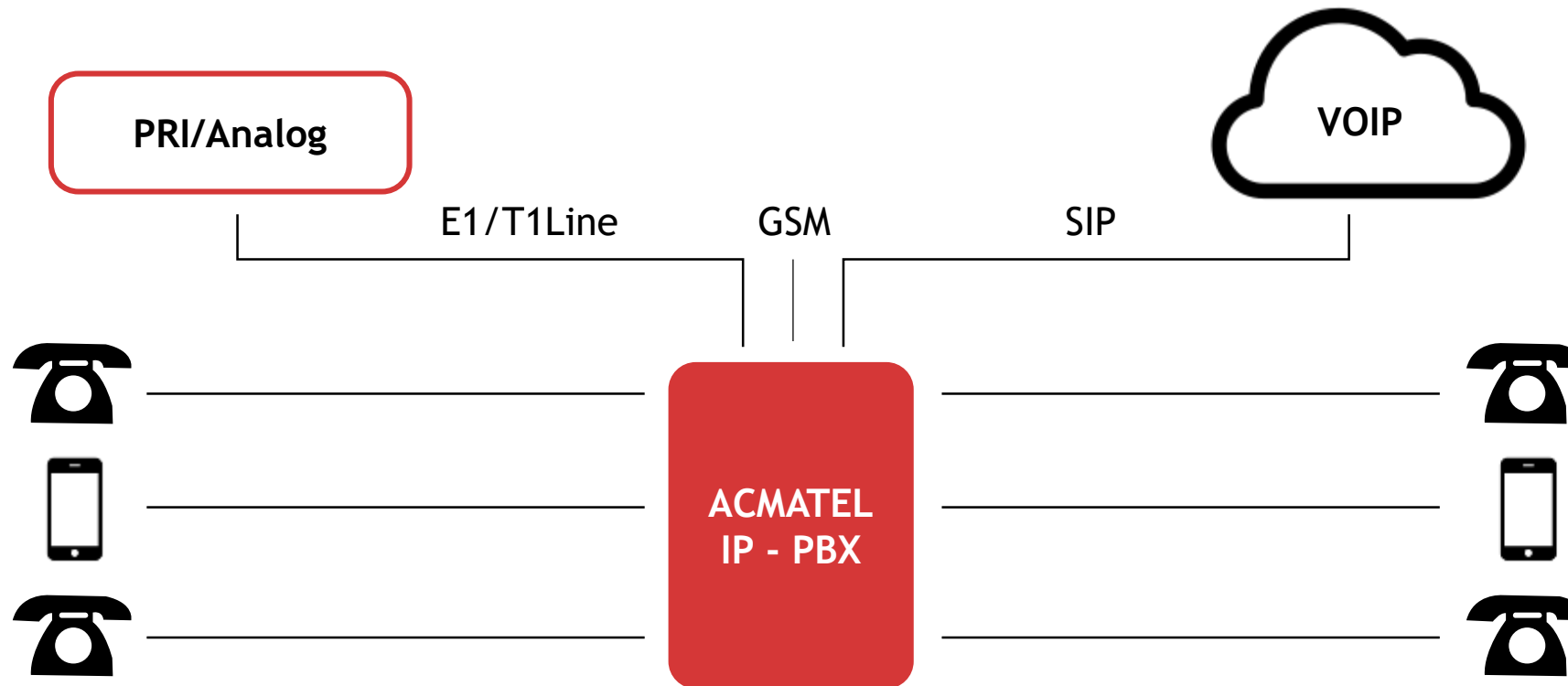




# Other Features



# Network Architecture



# Highlights



## New Features

- ERCC
- Extension Wise Lock
- Block Intercom Call
- Feature Code
- PJSIP



## IVR

- Unlimited Tree
- Time Conditions
- Retries Option
- Failover Destination
- Timeout Limit
- API Calling on DTMF
- Direct Dial

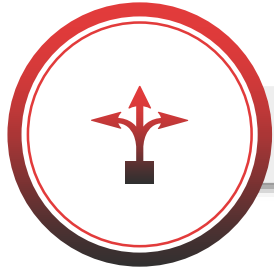


## HMS Integration

### (Hotel Management Software)

- Check In
- Check Out
- Room Status
- Room Shifting
- CDR Integration
- Wakeup Alarm

# Our Strength



1000+ Concurrent Calls



Fully Secure System



Attractive UI / UX



Highly Scalable



Third Party Integration



Product Customization



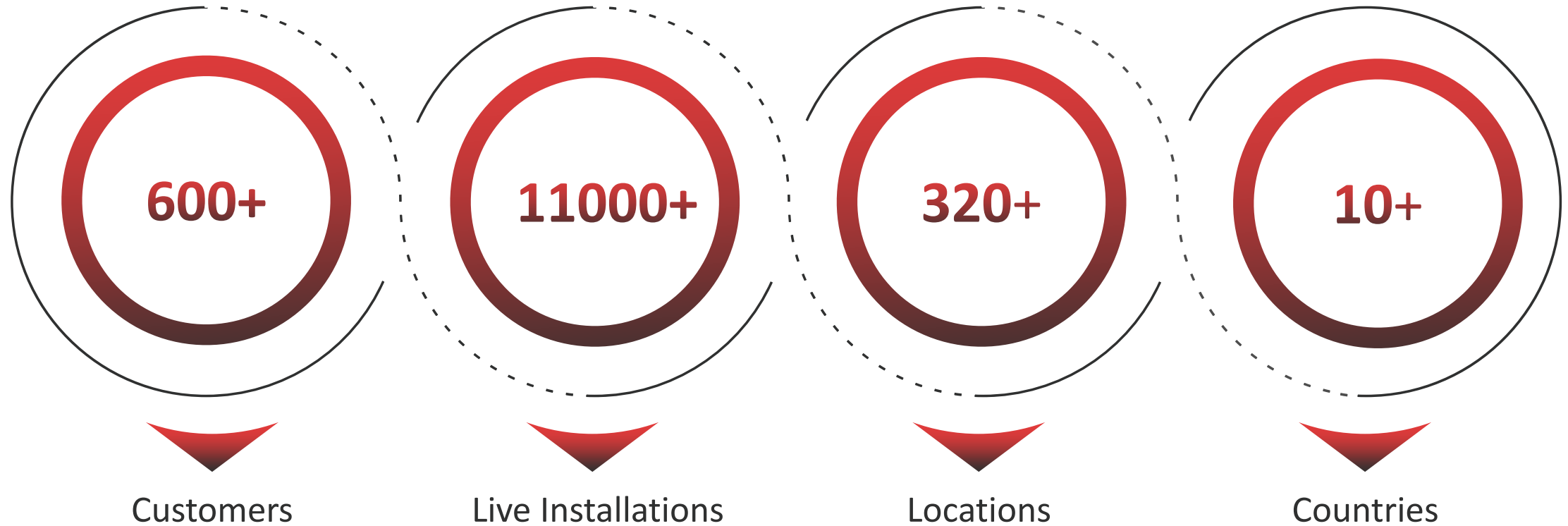
# 3rd Party Integration



& Many More...

# Our Presence

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Connect With Us



Thank You!

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