

## **MDLsolutions releases a low cost/high quality Windows based Call Center solution.**

[MDLsolutions®](#), in partnership with 3CX provides today's Call Center Software Solutions on a low cost/high quality Microsoft Windows based platform that the prospective buyer can [try out for free](#)

### **MDLsolutions Call Center solution includes features such as:**

- answering and fax machine detection
- multi list management
- multi call queue support
- direct call list import
- call list result export
- customizable call options
- detailed
- reports
- soft phone (also supports industry leading VoIP phones)
- complete PBX functionality
- call recording
- agent interface
- open SQL backend database
- much more

[MDLsolutions also provides free remote setup and configuration support for customers.](#) Minimum Hardware requirements: 2 Windows PC's one running Windows XP OS and a Windows PC for each agent running on a network supported by a switch, with Internet connectivity for your VoIP connection to your VoIP provider.

MDLsolutions can also integrate our Call Center Solution with **Cisco, Avaya, Nortel** and **Shoretel**.

### **About MDLsolutions**

Founded in 2002, MDLsolutions has provided and still continues to provide custom telecommunication software solutions too many organizations from various service related fields. Accompanied by the experience our founder gained from almost a decade of working in IT Telecommunication with Cisco, ShoreTel, Avaya, Nortel, Mitel, TAPI, Aculab, Brooktrout(Cantata) and NMS, MDLsolutions has enabled their customers to not only acquire cutting edge technological/resources but has effectively increased their productivity.

As MDLsolutions continues to expand, our next level of contribution to the ever changing and dynamic world of IT telecommunications/VoIP involves the design, development and resale of computer based VoIP solutions and industry related

products/solutions.

With the ever increasing performance/capacity of CPU based computers, and their ability to power VoIP applications effectively/reliably, we find this to be an inevitable path to the future of IT telecommunications/VoIP.

With many satisfied customers, MDLsolutions continues to provide quality IT telecom/VoIP solutions at truly affordable prices. Yes we are aware that some of our competitors offer cheaper VoIP solutions, but we are also aware that our clients need a wide array of feature/functionality, reliability and true voice quality, not limitations and the echo's/sound delays of past VoIP systems.

With our many partnerships, products and expertise, we can provide your business with everything you need from a simple business phone system to a large scale call center, to custom development and integration of almost any IT telecommunications/VoIP system.

## **About 3CX**

3CX [Phone System](#) for Windows is an award-winning software-based IP PBX that replaces traditional proprietary hardware PBX. It is based on the SIP standard and supports most popular SIP phones, VoIP Gateways, VoIP service providers and PSTN phone lines. It is easy to manage by system administrators as it integrates well with Windows Network infrastructure.

### **Benefits:**

- No need for separate phone cables as the phone system uses the existing data network
- Easier to install and manage via its web-based management console
- Far less expensive than a hardware-based PBX
- Allows employees to hot-desk and tele-work
- Users can configure their extensions themselves using the self-service User Portal
- Utilize any SIP phone instead of being locked into one vendor
- Receive and make calls via existing phone lines using VoIP Gateways
- Save on call costs with 'out of the box' configurations for popular SIP / VoIP providers

### **Key Features:**

- 3CX [VoIP](#) Client "simplifies usage and boosts mobility"
- Web-based management console for easier administration
- Unlimited extensions
- Windows 2008 server integration "run a PBX virtualized"
- BLF - set presence and eliminate phone tag

- MS Outlook / Salesforce.com integration “ launch calls directly from your favorite CRM
- 3CX Bridges “ connect branch offices seamlessly
- 3CX Tunnel “ for easy remote connections
- Fax server
- Unified Messaging “ receive voice mail and fax via email
- Unlimited auto-attendant / digital receptionist
- Phone provisioning
- Paging and intercom
- Call forwarding with advanced rules by caller ID, time and type of call
- Call queuing
- Call recording
- Call conferencing
- Call parking, call pickup, call forward, dial by name