

# TxContact Mini

Minimum Hardware Maximum Software



Telenetix's TxContact<sub>Mini</sub> is a cost effective, reliable and compact telephony system designed to address the Unified communication needs of Small and Medium Enterprises. TxContact<sub>Mini</sub> Software includes a fully featured Linux based IP PBX and an Omni-channel Contact centre module that supports both inbound and outbound calling with 100 % recording. The software comes preloaded in a compact, fanless, low power consuming hardware Appliance that is powered by Intel Processors. This is the most compact and versatile IP-PBX and Contact Centre appliance in the market today and offers a competitive solution to SMEs to implement an effective customer engagement strategy across different channels be it Voice, Email, Chat, Social media or WebRTC.



## Features

### Compact Form Factor

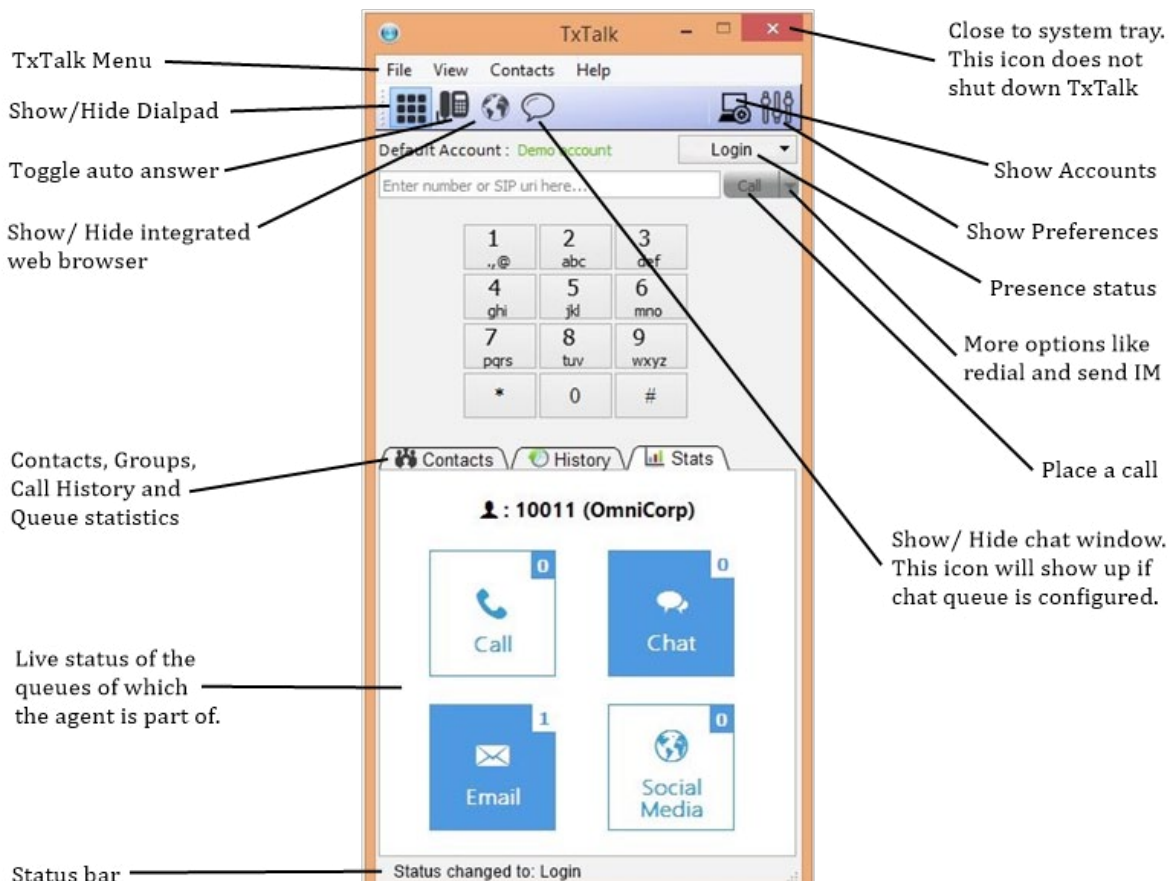
Get started with basic PBX functionalities using quick and easy to use wizard that will guide you through the whole installation process.

### Administration

Manage the basic features using the administration tools and configure them according to the user roles. The users can be provisioned automatically through the provisioning server without needing the IT support to configure each desktops.

### Feature rich softphone

TxTalk is a proprietary, Omni-channel, feature-rich SIP softphone designed and developed to address the specific business needs of next generation Contact Centres. Its unique design with built-in screen-pop window enables users to access third-party applications like CRM, Databases and other web based applications without having to toggle between applications.



TxTalk User Interface

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## CTI Connector

- Ready CTI connectors to pop up the customer information from CRM to the agents.
- Enable Click-to-call feature to reach out to customers without the hassle of typing in the numbers manually.
- Improve First Call Resolution Rates by routing the customers to the right agent at the right time.
- Priority routing feature enables calls from priority customers to be routed directly to the next available agent without having to wait in the call queue.



## PBX FEATURES

- Auto Attendant
- Built-in multi-language IVR
- Simultaneous Ringing
- Business Hour Rules
- Call Blocking
- Caller ID
- DID
- Extensions
- Flexible CDR system
- Do not Disturb
- Work from anywhere
- Multiple Phone Lines
- Softphones
- VoiceMail to Email
- Complete control through web portal
- Personal Greetings
- Status Indicators
- Rich set of Codecs supported
- VoiceMail with MWI(Message Waiting Indicator)
- Auto Provisioning for phone management
- Supports standard SIP phones
- Supported Telephony Interfaces : Analog , E1, T1 , SIP , SS
- Secure Communications(TLS/SRTP)

## CALL FEATURES

- Call Forwarding
- Blind Transfer
- Assisted Transfer
- Business Hour Rules
- Multi-party Conference
- Call Parking / Pickup
- Call Monitoring
- Remote Call Pickup
- Do not Disturb
- Configure Personal Greetings
- Hold and Retrieve
- Multiple Phone Lines
- Conferencing
- Call History & CDR
- Hot Desking

Third Party Integrations with TxContact

### Highlights

- Ideal for small to medium business
- Supports up to 500 Extensions and 60 Simultaneous Calls
- Omni-Channel User interface with Soft phone
- Single Appliance with IP-PBX and Contact centre modules.
- Powerful, Compact, Fanless and Low Power appliance with USB, Ethernet, Wi-Fi and SIM ports.
- Built in auto Attendant IVR

## CONTACT CENTER FEATURES

- Call Forwarding
- ACD
- Agent wrap up time
- Real time dashboard
- Basic Screenpop
- Call Blocking
- Provisioning
- Basic Reports



## ADVANCED FEATURES

\*Requires additional licenses

- Advanced routing strategies
- TTS/Speech Recognition
- CRM Integration
- Preferred Agent
- Call Recording
- Queue Callback
- Click-to-call & webrtc
- Outbound Campaign
- Wallboard - Real time statistics
- Queue-open/closed hours
- Whisper/Bargein
- Caller Announcement
- Agent Performance stats
- Payment Gateway Integration

## HARDWARE

- 4 x GB Ethernet Ports
- 1 x VGA
- 4 X USB Ports
- Rack Mount rails included
- Size & Net weight 135 x 128 x 38mm, 630g
- Intel i3/i5 processor
- 128 GB SSD storage
- 8GB RAM



## CODEC SUPPORT

- GSM
- iLBC
- G.711aLaw
- G.711uLaw
- G.722
- L16
- Speex
- Speex FEC
- Speex Wideband
- Speex Wideband FEC

## TELENETIX

Telenetix established in the year 2004 is a Customer experience and Universal Communications technology company. Our focus has been in having a unique corporate culture that starts with our mission statements Curiosity, Passion, Commitment and Openness. Creating innovative solutions that solve our customer problems and help them to grow their business is our primary goal and we work towards achieving it with our expertise.

TELENETIX PRIVATE LIMITED  
Puthur Hills  
Parkala, Udipi district  
Karnataka 576107  
India

Tel: +91 960 607 7890  
+91 820 254 5457  
[sales@telenetix.in](mailto:sales@telenetix.in)  
[www.telenetix.in](http://www.telenetix.in)