

Asterisk

The Open Source Telephony
Application Platform

- ★ Asterisk is an open source PBX, right?
- ★ NO! Asterisk is actually a toolkit that can be crafted into many telephony applications.
- ★ Don't panic - PBX is one of those applications.

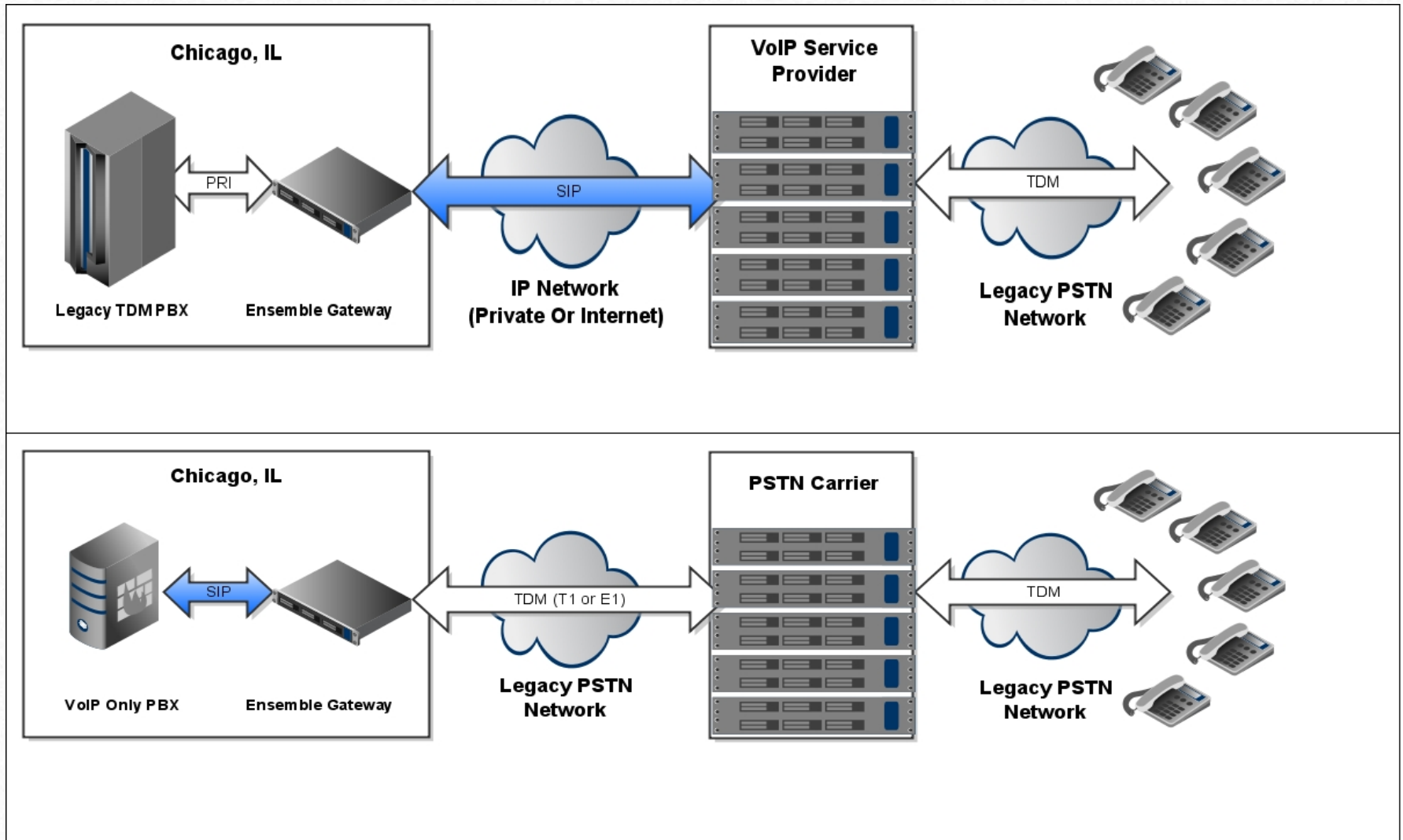
★ Asterisk the IP PBX:

- ★ SIP Trunks And Legacy Connections
- ★ Full Suite Of Call Handling Features
- ★ Integrated Voice Mail
- ★ Integrated Automated Attendant
- ★ Company Directory
- ★ ACD / Call Center Features
- ★ Call Recording
- ★ Call Detail Reporting

★ Asterisk the VoIP Gateway:

- ★ Use Asterisk + Digium Interface Cards To Create A Cost Effective Gateway
- ★ Connect Legacy PBX Hardware With SIP Trunks
- ★ Connect Modern SIP Systems With Legacy PSTN Trunks
- ★ Convert Between Skype And Open Protocols (SIP, H.323, IAX)
- ★ Create Private Voice Network Connections And Avoid Toll Charges

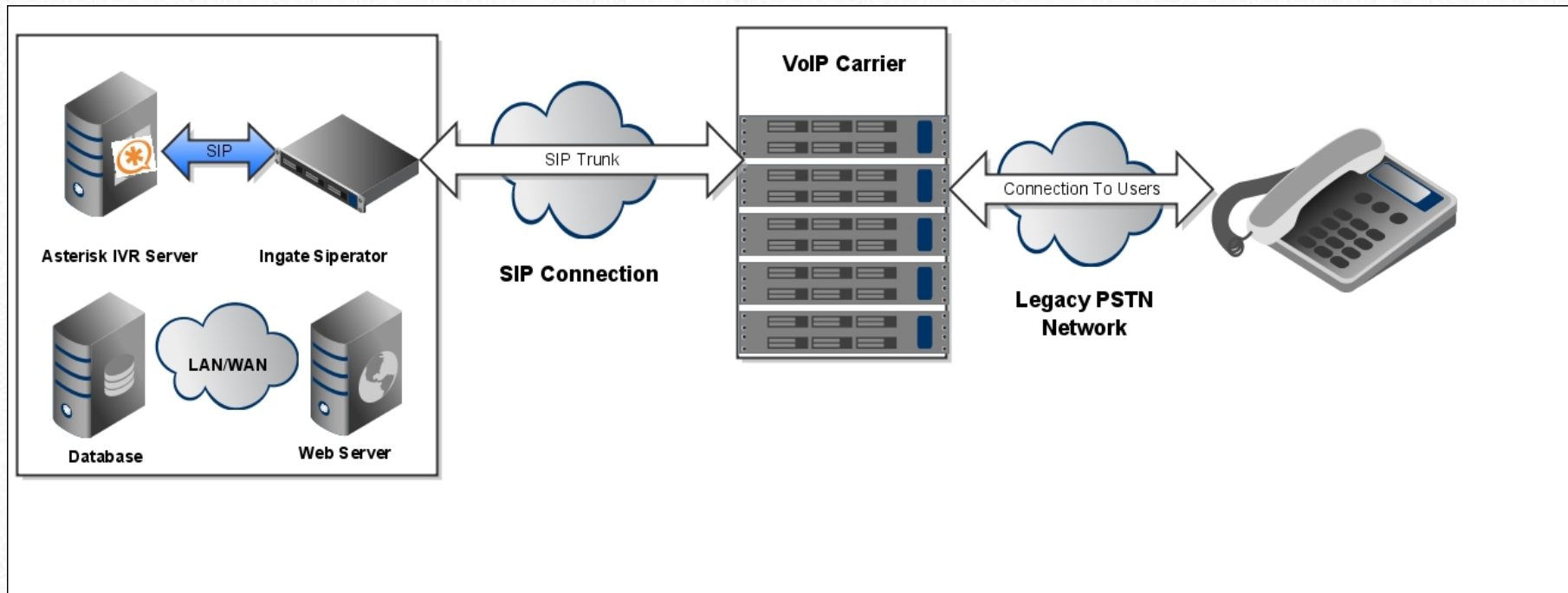
Gateway Diagram



★ Asterisk the IVR Application Server:

- ★ Create custom voice response applications using either DTMF or speech input.
- ★ Integrate behind a PBX or connect directly with public networks.
- ★ Access data from relational database systems (Oracle, DB2, MySQL, MS SQL Server, etc.) via ODBC.
- ★ Access data from web services.
- ★ Access data from LDAP directories.
- ★ Play back data as pre-recorded speech or as synthesized speech.

Asterisk IVR Diagram



★ Asterisk the Conference Bridge:

- ★ Build a full featured multi-party conferencing solution at a fraction of the price of proprietary systems.
- ★ Connect users over SIP, Skype, H.323 and legacy PSTN interfaces.
- ★ Integrate with your calendaring system for scheduled conferences.
- ★ Integrate with your corporate directory to control access.
- ★ Record conference calls for archival and regulatory purposes.

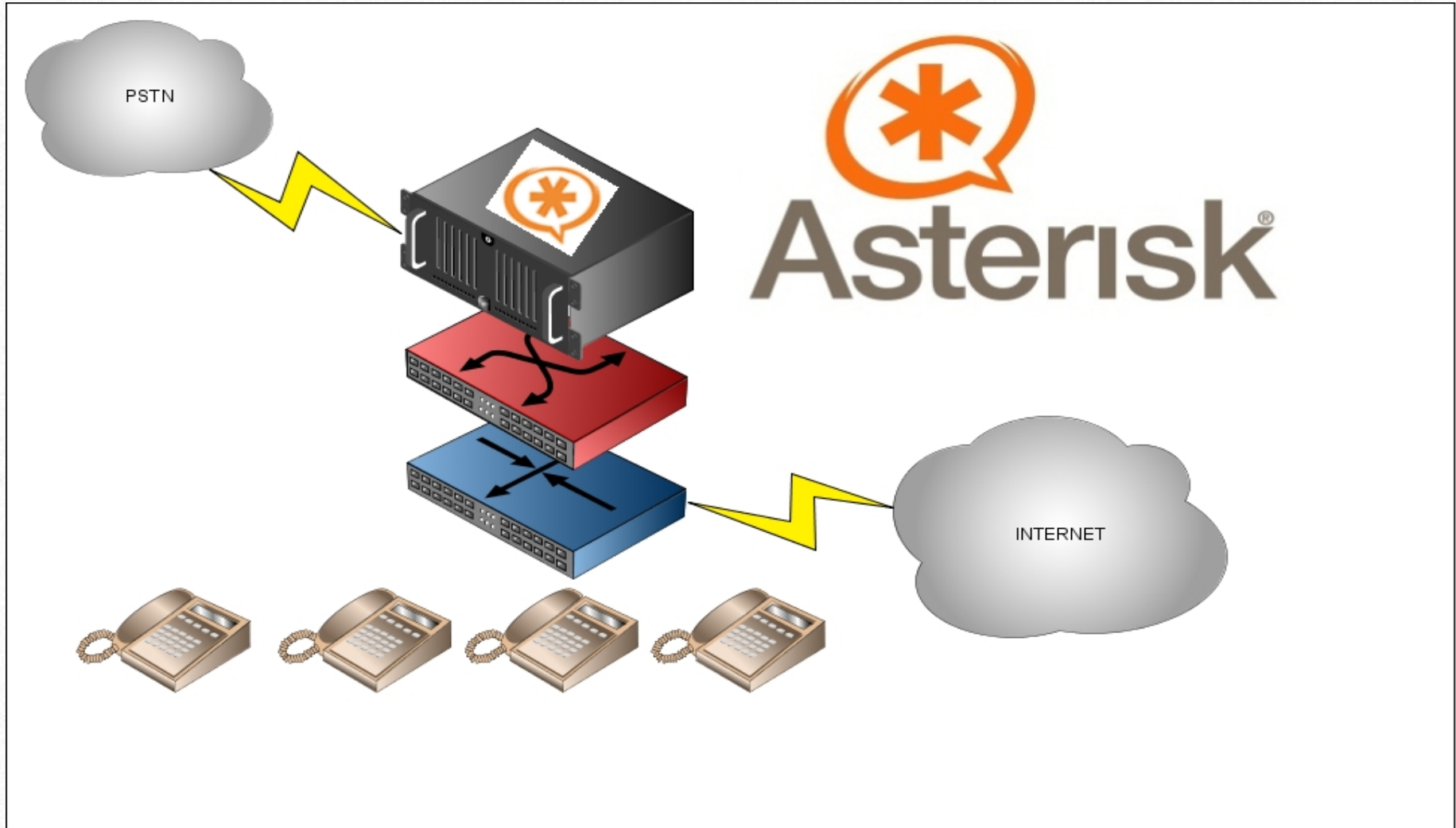
★ Asterisk the Call Center ACD

- ★ Route calls based on caller input, caller number, dialed number, load, date/time, etc.
- ★ Supports static (always logged-in) and dynamic agents.
- ★ Includes several queuing strategies (algorithms) including ring all, round-robin, least recently called, most idle and linear hunt.
- ★ Historical and real-time call handling statistics.
- ★ Integrated queue messaging, estimated hold time, etc.
- ★ Screen pops and desktop integration using Asterisk Manager Interface (AMI).

- ★ Voice Mail Server
- ★ Call Recorder
- ★ Fax On Demand Server
- ★ Fax Broadcast Server
- ★ Dictation / Transcription Server
- ★ Automated Outbound Calling System
- ★ Audio-Text Information
- ★ Survey Dialer
- ★ Etc. - The Sky's The Limit

- ★ **PC Server** – Requirements depend on application. From embedded systems through high end multi-core servers.
- ★ **VoIP Services / Gear** (SIP Trunks / Ingate Siperator) – Connect to Asterisk over server's Ethernet interface.
- ★ **PSTN Interfaces** – Connect with analog, T1, E1 and ISDN-BRI lines and legacy equipment.
- ★ **Asterisk Software** – Free and open source telephony tool kit. Configure to fit your needs.
- ★ **Phones** – Your choice of endpoint.

Asterisk System Configuration



- ★ **Add-On Software Components:**
 - ★ G.729 Codec
 - ★ Skype For Asterisk
 - ★ Fax For Asterisk
 - ★ Speech Recognition
 - ★ Speech Synthesis
- ★ **Support:** Digium Open Source Support Subscriptions.

Thank You

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