



**Full service provider of  
integrated communication services**





- Voice services: Traditional (CPS/WLR, VoIP (Hosted Telephony), Fixed-Mobile Integration, WebRTC

- Established September 2009

- Subsidiary



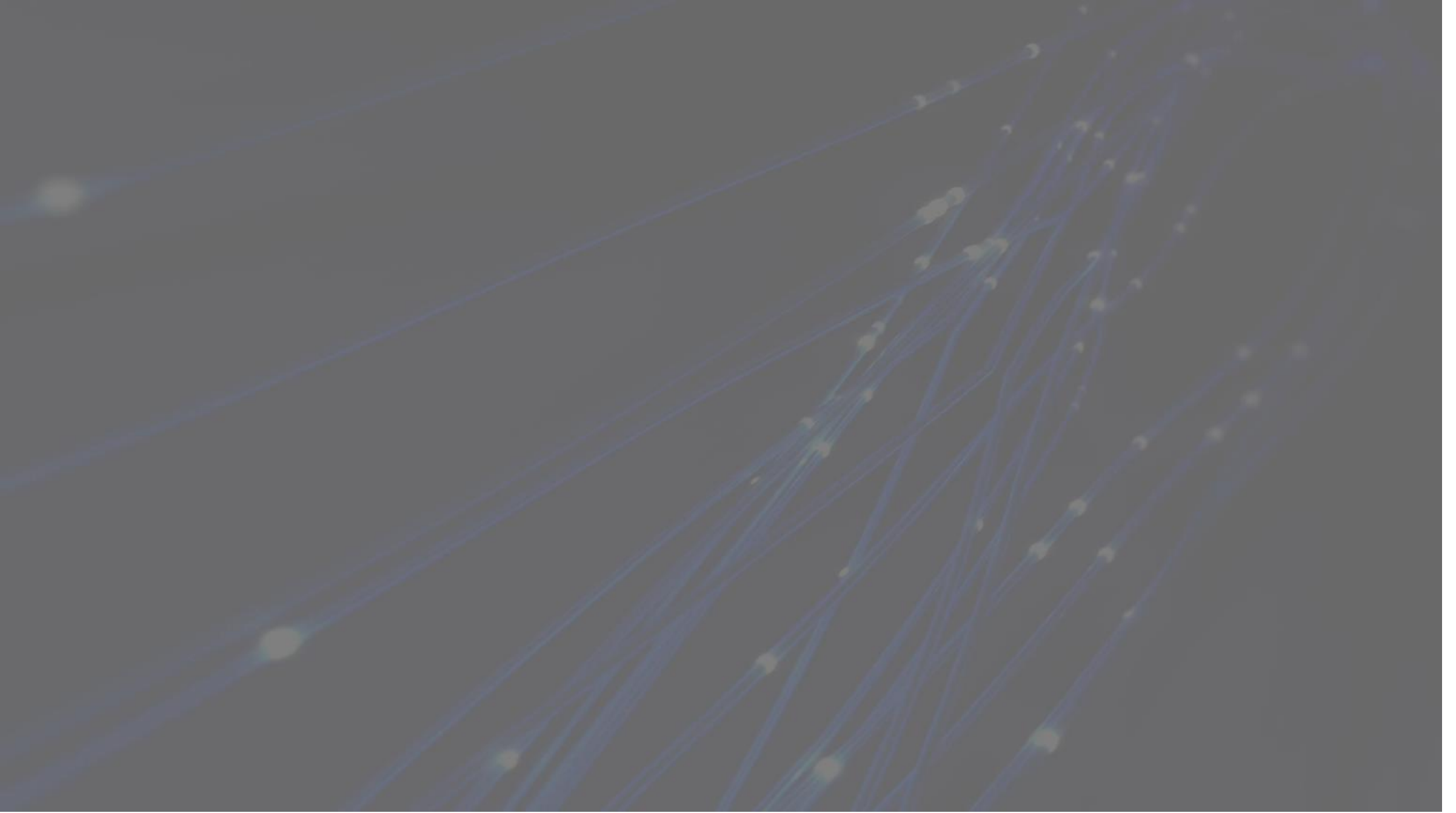
- Data services: Internet, IP-VPN, monitoring, colocation, redundancy

- Established July 2012

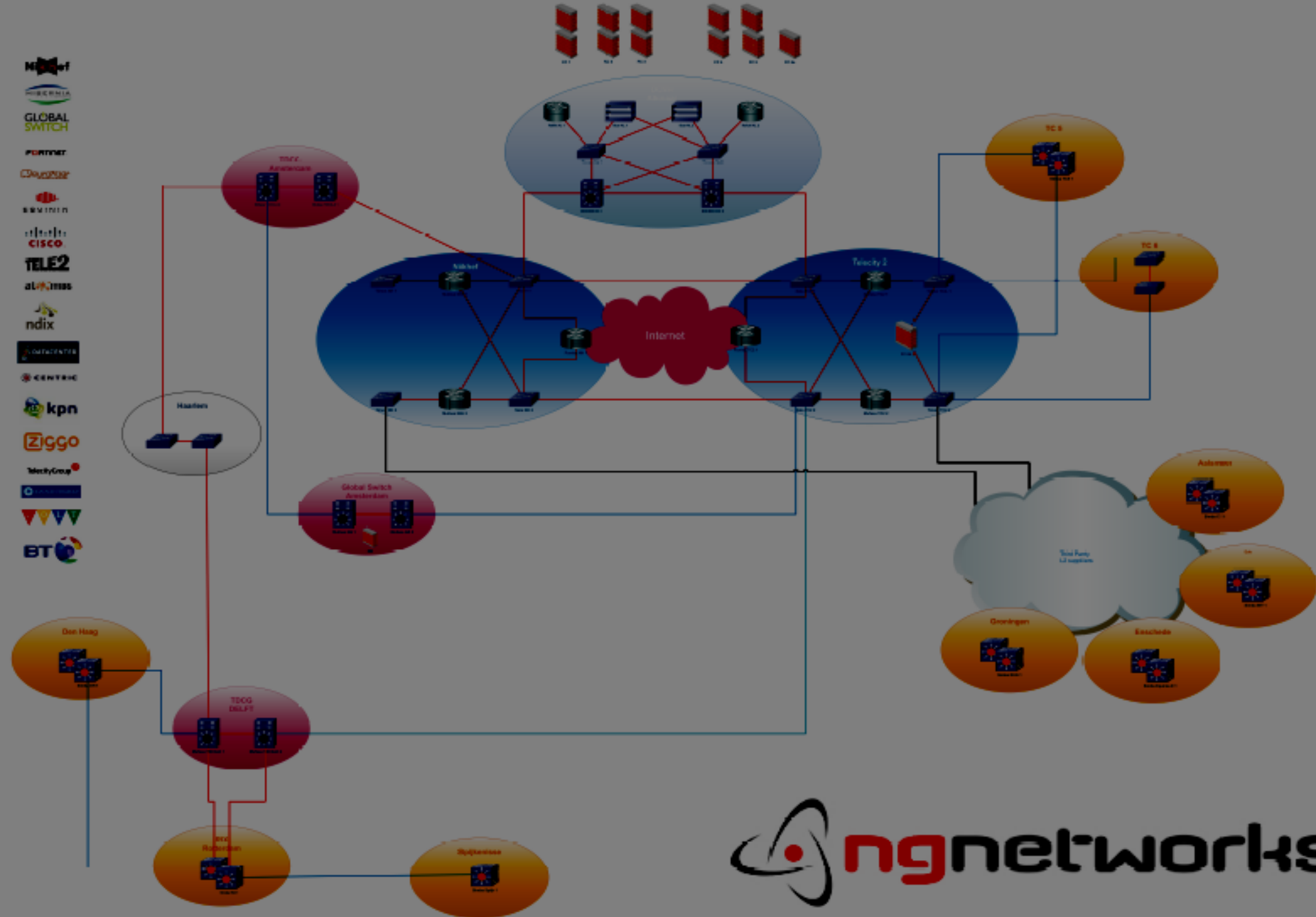
- Indirect sales channel: >100 dealers

- Two locations: Meppel and Alkmaar, 35 fte

- 3,500 b-to-b clients, SME up to >1,000 staff



-  Moffet
-  MIRA
-  GLOBAL SWITCH
-  PORTNET
-  Orange
-  KPN
-  CISCO
-  TELE2
-  atvibes
-  ndix
-  CENTRIC
-  CENTRIC
-  kpn
-  Ziggo
-  Tele2Group
-  Tele2Group
-  BT





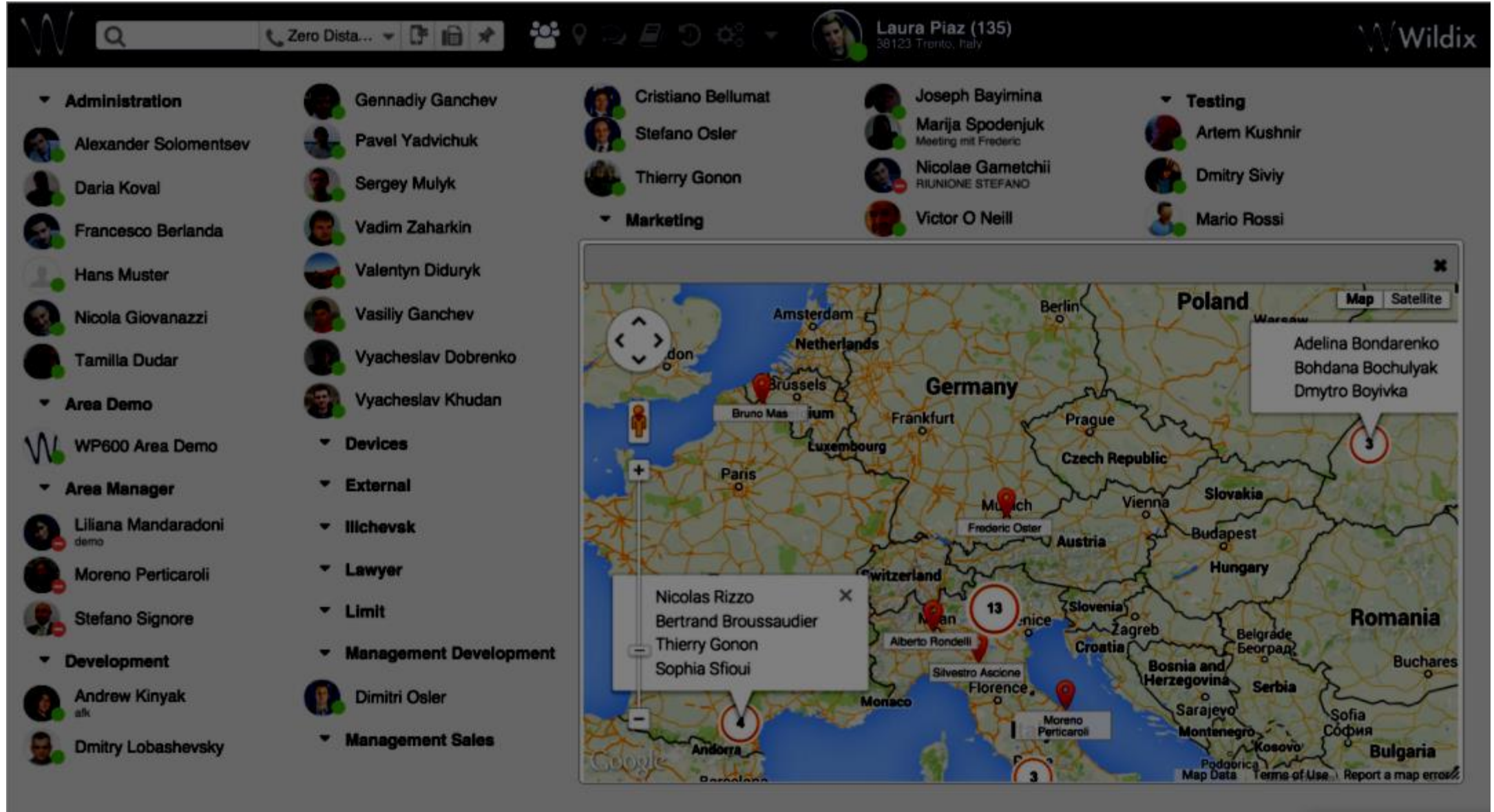
**PORTA ONE** 

Core Telephony and Billing Platform

 **blunetworks**

WebRTC UM solution

# WebRTC UM solution



The screenshot displays the Wildix WebRTC UM solution interface. At the top, there is a search bar and a user profile for Laura Piaz (135) from Trento, Italy. The main area is divided into several sections:

- Administration:** A list of users including Alexander Solomentsev, Daria Koval, Francesco Berlanda, Hans Muster, Nicola Giovanazzi, and Tamilla Dudar.
- Area Demo:** WP600 Area Demo.
- Area Manager:** A list of users including Liliana Mandaradoni, Moreno Perticaroli, and Stefano Signore.
- Development:** A list of users including Andrew Kinyak and Dmitry Lobashevsky.
- Marketing:** A list of users including Cristiano Bellumat, Stefano Osler, and Thierry Gonon.
- Testing:** A list of users including Artem Kushnir, Dmitry Sivi, and Mario Rossi.

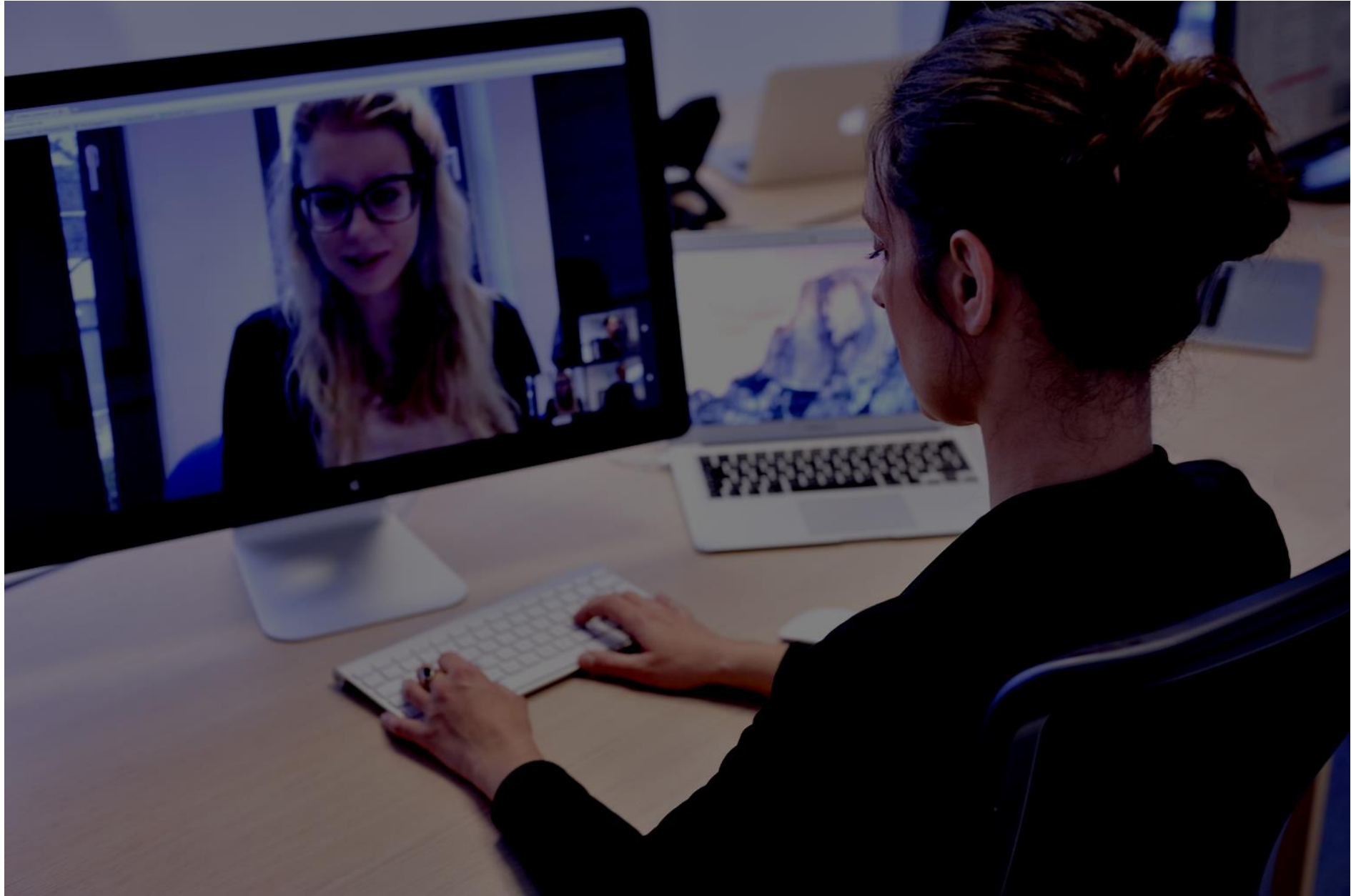
A map of Europe is shown in the bottom right, with several location markers. A tooltip for the marker '13' in France lists the following users: Nicolas Rizzo, Bertrand Broussaudier, Thierry Gonon, and Sophia Sfioui. Another tooltip for a marker '3' in Poland lists: Adelina Bondarenko, Bohdana Bochulyak, and Dmytro Boyivka. The map also shows other countries like Germany, Austria, and the Czech Republic, with various cities marked.

## WebRTC UM solution

### Features include:

- File sharing
- File transfer
- Screen sharing
- Video conferencing
- Call center wallboard
- CDR view
- Etc.







# Callcenter wallboard

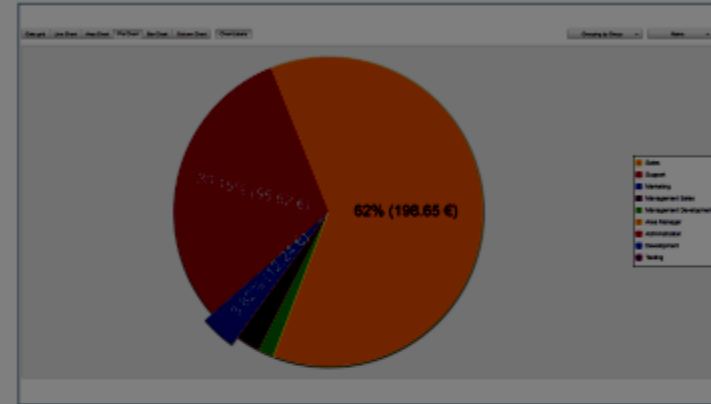
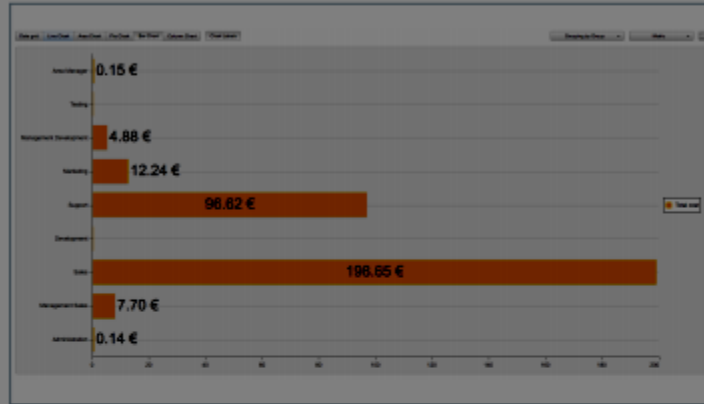
Sales <span style="float: right;"><a href="#">SLA: 100% and medium wait time is 6</a> (20 seconds for 60% of calls)</span>							
Agents	4		Pause	0		Calls on queue	1
On call	1		Free	3		Total calls	2
+	Calls	Agent	Global Call Time	Global Pause Time	Pause Time	Customer	Talking time (Waiting time)
	1	Bohdana Bochulyak (362)	0:00:05	0:29:19	-	C. VIKAS - Pannusio Vettore (+390201705565)	0:00:05 (0:00:09)
	1	Alexandr Salnikov (367)	0:00:58	0:28:26	0:27:35	-	-
	0	Viktor Avramenko (360)	0:00:00	0:29:24	2:23:30	-	-
	0	Nicolae Gametchii (332)	0:00:00	0:29:24	2:23:30	-	-

Technical Assistance <span style="float: right;"><a href="#">SLA: 100% and medium wait time is 10</a> (20 seconds for 60% of calls)</span>							
Agents	5		Pause	0		Calls on queue	0
On call	0		Free	5		Total calls	6
+	Calls	Agent	Global Call Time	Global Pause Time	Pause Time	Customer	Talking time (Waiting time)
	0	Matteo Erba (118)	0:00:00	0:28:44	2:22:50	-	-
	1	Enzo Cervoni (133)	0:06:53	0:21:49	0:09:06	-	-
	0	Viktor Avramenko (360)	0:00:00	0:28:45	2:22:51	-	-
	4	Eugenio Chemolyev (303)	0:10:18	0:19:58	0:00:06	-	-
	1	Bohdana Bochulyak (362)	0:02:17	0:26:27	0:18:54	-	-

Tool for call traffic monitoring at 360 degrees (quantity, duration, type, costs of calls, peak hours), helping you to calculate the company productivity and optimize the business strategies.

Without monitoring, control and analysis there is no strategy. Wildix offers efficient reporting tools that provide you with the information relative to the call activity of the employees, such as number, duration, type and costs of all the calls received and made by your call agents.



## Technical Specifications

### OS

Mac OS X 10.8 and higher

Microsoft Windows 7 and higher

### Web browsers

Google Chrome / Safari / Mozilla Firefox (dernière version)

### Access

Available in offline mode

Possibility to limit access via ACL groups

Access from Wildix Collaboration in a separate browser window

### Wildix applications

Collaboration

Installation of CDR-View launcher (Integration Utility) via Wildix Collaboration

### Filters



**blunetworks**

**Thank you for your attention**



Visit us at [www.blunetworks.nl](http://www.blunetworks.nl)