

Cyber Operations delivers voice, data and business applications designed specifically for business customers. So whether it's data, high-speed broadband Internet, networking and data security, or local we've got what you need. But having the right products is just part of what we do. Being connected means building solutions that help your business succeed.



Structured Cabling and Fiber Optics is the backbone to any network, including Telecommunication and VoIP. It also has the longest life cycle component of the entire network, outlived only by the building. Experienced Technicians, Project Managers for each job, Certified Cables with results documented and provided as well as EIA/TIA and BICSI Compliant solutions ensure a "future-proof" network with uninterrupted application support. The evolution of networks continues at a rapid pace, enabling network-wide applications to be deployed to take advantage of networked computing resources in new and innovative ways. When properly deployed and managed, it can have a significant impact on efficiency.



The result is optimal customer service, effective management and streamlines operations, leading to maximum efficiency at minimum cost. Our marketplace success stems from taking the time to fully understand the business needs of our clients and methodically match those needs with a custom designed telecommunication solution. One call, One solution... At Cyber Operations, we are about business telephone systems...simplified!"

Leave no customer behind! Cyber Operation has a reputation for being "the" company that promotes a migration strategy for both growth and upgrades. The Coral IPx line shares a common human and customer interface from the smallest to largest system. You really cannot out grow it. Cyber Operations has provided a path for Corals, even those originally installed 10 years ago today support IP.

Coral IPx gateways offer cost-effective sites that can be connected in a transparent network, with all the autonomy and survivability that users might want. But these same sites can be migrated to Wave Gateways as a part of a single distributed Sea Softswitch system. The new SEA softswitch and its new, ground up design is the most scalable and easily redundant system available.

COMMUNICATION SYSTEMS

	6 users	50 users	400 users	Thousands users
Emerald ICE				
SIP - Coral IPx Office				
Medium - Coral IPx 500				
Medium Enterprise - Coral IPx 800				
Large Enterprise - Coral IPx 3000				
Mission Critical Applications - Coral IPx 4000				
Sea Softswitch - Distributed Services - unlimited users				



153 Cahaba Valley Parkway Pelham Alabama 35124
 Phone: (205) 403-2923 | Fax: (205) 503-5732

Emerald ICE - Small Office

Hundreds of advanced features including integrated voice mail, audio help, answering machine emulation, caller ID and call record. Starting configuration at 6 lines, 10 digital and 2 analog stations. Telephones migrate to Coral IPx 500. Is the ICE the right system for you?



Coral IPx Office - Branch Office / VoIP

The newest member of the Coral IPx family, the Coral IPx Office, is designed as a VoIP server from the start. It also includes an optional wireless router and switch to provide all the communications basics for a small or branch office. But don't underestimate this server's potential - it supports 240 IP endpoints. SIP and MGCP compliant.



Coral IPx 500 - Small to Medium Office

Designed in a smaller rack or wall-mount configuration with all the features of the Coral server and VoIP, including SIP. It features universal slots expanding to 448 wired end-points. A great choice for multiple location organizations.



Coral IPx 800 - Medium Enterprise

The Coral IPx 800 utilizes the high-density cards from the larger Coral servers with rack, wall, or floor mounting options and expansion to 720 wired end-points. It is ideal for single site or distributed organizations. SIP and GCP compliant.

Coral IPx 3000 - Large Enterprise

For businesses requiring the range of 3000 wired endpoints and increased traffic handling, the Coral IPx 3000 represents great value for large organizations who demand the best. It is ideal for a large enterprise, network hub, or call center. It can be configured with one to sixteen units, supporting 19" and 23" racks and (optional) duplicate AC or DC power. SIP and MGCP compliant.



Coral IPx 4000 - Mission Critical

The powerful Coral IPx 4000 provides a complete communications solution for large enterprises requiring the highest traffic capabilities and "five 9s" reliability. Designed for mission critical operations, the Coral IPx4000 features powerful processing, optional hot standby and redundant DC power. SIP and MGCP compliant.

Sea Softswitch - Distributed Communications

The Sea Softswitch shares no design elements with the Coral IPx line. With this new distributed design the system has a single database whether you have 1 server or 1,000 servers. It is a completely software-based system that supports standard IP gateways and endpoints.



Contact Us Today

CyberTelecom@CyberOperations.com



www.cyberoperations.com

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TELEPHONES

Cyber Operations offers a full line of IP and digital telephones to support the diverse needs of modern businesses. These user-centric devices offer the very best in quality and usability providing increased efficiency and productivity.



IP Softphone – Turns your PC into a full featured IP telephone via a broadband connection. Through integration with your email address book, you can contact any of your contacts with the click of a button. "THE PERFECT APPLICATION FOR TRAVELING EMPLOYEES (LAPTOP) AND REMOTE WORKERS"



PC BASED APPLICATIONS

Navigator – A complete desktop management tool designed to increase the communication efficiency of users.

Flex Attendant – Merging the power of a telephone with the flexibility of a PC. Telephone attendants can handle calls through a familiar, easy-to-use PC interface while minimizing disruption to daily tasks. Attendants respond to incoming calls in a pop-up window and complete transfers with a simple click of the mouse, allowing them to return quickly to other programs or tasks.

Coral View Designer – Provides an easy to use graphical user interface for configuring trunks, groups of all kinds, classes of service, IP end-points gains and time parameters.

Conference Bridge Manage – Conferences can be scheduled and managed by the Conference Bridge Manager server.

- Outlook Style Application

- Conference date/time and password are emailed to the users.

- Verbal announcement for new participants

- Uses FlexiCom resources, allows gradual upgrade according to customer's needs.

UNIFIED MESSAGING

Even with advanced mobility features that assure your customers the best possible access to speak with you, a comprehensive voice messaging system is a vital ingredient in successful organizations. Tadiran Telecom messaging systems are designed especially for the telephone system offering the most seamless integrations.

The Coral IPx and Emerald ICE each have their own respective messaging options. Because the systems are designed to fit into the telephone system chassis, no external resources or extra station ports are required. That saves you money over most messaging systems that require station ports on the telephone system.

Unified Messaging systems are available for both the Coral IPx and Emerald ICE products. These systems not only provide comprehensive voice messaging, but also provide integration with other message types such as email and fax.

WiCMC (integrated card within Coral IPx system) & CMC for Windows (PC Based)

Built upon proven and flexible platforms, CMC products offer a suite of messaging applications designed to satisfy today's information – centric user.

UCMC – Unified Coral Message Center

The unified Coral Message Center improves productivity and customer communication by consolidating voicemail, email and faxes onto a convenient browser-based platform.



CONTACT CENTERS

Interaction Flow Designer

An intuitive, easy to use business rules engine that manages all contact center operations and activities. Composite Flow offers a variety of out of the box applications, enabling even non-technical users to easily create and customize applications and flows using a Visio-based drag-and-drop methodology. The business rules flow can be modified while the Contact Center is online, with immediate activation of all changes.

Administrator

A single, centralized interface for configuring, implementing, managing, and controlling the entire Contact Center system. Based on familiar standards and organized into folders, Composite Administrator is the only interface that users need to operate. Its platform-independent open architecture allows full interoperability with third party applications and enables easy and rapid programming-free customization.

Agent

The heart of all Contact Center operations. Composite Agent features an Agent SmartBar for step-by-step navigation through the interaction process flow, speeding training and minimizing mistakes. It also comprises a Media Control Panel that facilitates smooth transitions and blending between all interaction types, and a Score Board that enables each agent to view relevant operational data.

Supervisor

Web-based real-time monitoring and reporting system that allows easy retrieval of critical events, reporting, statistical analysis, and long-term tracking and trend analysis. Composite Supervisor provides access to the information needed to evaluate all Contact Center activities, including customer contact results, individual agent and campaign performance, and resource utilization. Results are displayed in an intuitive and customizable graphical interface.

