# KRUPP TECHNOLOGY

# CEX CALLREC SERVER ENTERPRISE

The Krupp Technology - CEX CallRec Server Enterprise is a cutting-edge IP PBX switchboard software that provides a fast, stable, and intelligent communication solution. It enhances operational efficiency, reduces costs, and reinforces professionalism. This solution helps optimize internal communications, improve customer service quality, and ensure smooth 24/7 operations.
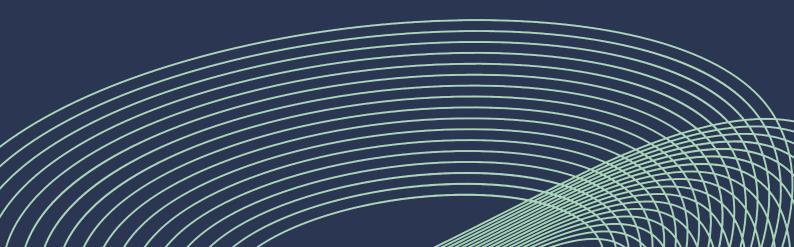
Leveraging an advanced VoIP technology foundation, the system offers a comprehensive communication solution with the following key advantages:

· Effortless deployment and user-friendly interface
· Stable and uninterrupted call quality
· Smart management and real-time monitoring capabilities
· High-level security with seamless scalability

The IP PBX software is fully customizable to meet the specific needs, scale, and operational characteristics of various organizations — from businesses and corporations to command and control centers — delivering a tailored solution that supports efficient, secure, and professional communication.

# II. CORE FUNCTIONS

## 1. Communication Functions

- Internal connectivity between departments and divisions
- Direct communication via IP phones with high-quality voice (G.711 standard)
- Voice Gateway integration with telecom carriers, enabling external calls
- Support for emergency communication through SOS hotline

## 2. Call Handling Functions

- Receive and initiate both internal and external calls
- Flexible call forwarding and routing
- Call hold with music-on-hold feature
- Redial and speed dial functionality
- Multi-party conferencing for fast and efficient online meetings
- Support for multiple simultaneous calls on a single line
- Emergency call handling from SOS hotlines or emergency numbers (113/114/115)

## 3. Call Recording Functions

- Record 100% of all calls, including internal, external, and SOS calls
- Real-time call monitoring
- Add metadata for easy search and archiving
- Export recordings in .wav format
- Store call data securely on the server system

## 4. Voice Gateway Functions

- Acts as an intermediary between the VoIP system and traditional telecom networks (PSTN, GSM)
- Supports SIP and H.323 protocols
- Automatically selects the most cost-effective outbound call routes
- Ensures secure and high-speed switching when connecting to major telecom carriers in Vietnam

## 5. IP Phone and Device Management Functions

- Modern terminal devices for both internal and external communications
- Core features include: call receiving/dialing, volume control, call forwarding, call hold, and music-on-hold
- Support for multiple simultaneous calls on a single line
- Compatible with PoE (Power over Ethernet) for easy deployment and management
- Configuration and management of phone device information (device ID, MAC address, serial number, location, etc.) with real-time status monitoring via IP address, linked to internal extension numbers and employee information

## 6. Event Management Functions

- Record and manage all events received through the communication switchboard
- Store detailed event information such as timestamp, event type, priority level, etc.
- Capable of integration with other systems to share event data

## 7. Reporting and Analytics

- Automatically aggregate call and event data
- Generate statistics by time period, event type, or priority level
- Quickly export reports for management and analysis
- ·Support system performance monitoring and operational optimization

# III. KEY FEATURES

**Compatible with a wide range of terminal devices**

- Simple configuration and operation: easy to manage and control the system
- Stable performance with instant connectivity: ensures all calls are switched promptly, smoothly, and without interruption
- Real-time monitoring: track call status live, keeping all communications within reach
- Comprehensive call recording: automatically logs date, time, and call content — transparent, clear, and easy to retrieve
- Intelligent call management: caller ID recognition, call hold, call waiting, flexible call forwarding, easy redial, and absolute priority for emergency calls — ensuring no critical situations are missed

- Modern SIP/VoIP standards — seamless integration with all IP phone systems
- Multi-layer security — call encryption, user authentication, and secure connections
- Flexible scalability — ready to accommodate increasing operational demands