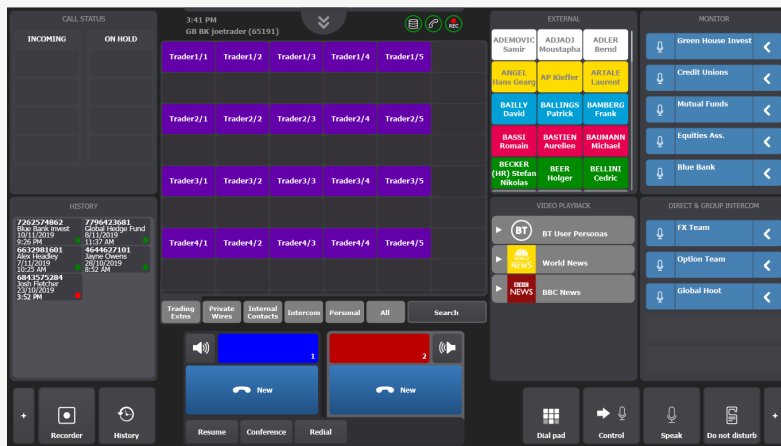


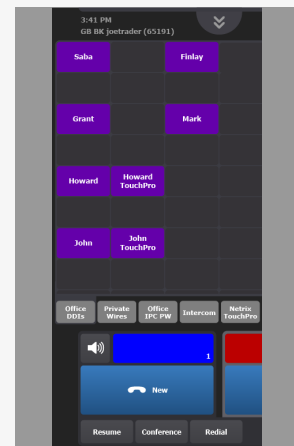
# BT FlexPro

## Full-function software turret for business continuity

### Advanced UI layout



### Customised line-key layout



### BT FlexPro

- Full-function software turret.
- Support from one to thousands of users for business continuity.
- FlexPro Client runs on Windows desktops, laptops and tablets.
- Secure websockets connectivity over internet or VPN.
- Supports private wire (SIP and/or TDM), internal PBX and PSTN connectivity.
- Integral voice recording.
- FlexPro Server provided as OVA appliance to run on your virtual machine environment.
- Global remote installation and support from BT to avoid need for travel.



# Specification

## Technical Details

Technical specification of the FlexPro	
<b>Functionality</b>	<ul style="list-style-type: none"> <li>• Full-function software turret</li> <li>• Advanced user interface that maybe customised to be similar to existing line-key displays</li> </ul>
<b>Audio support</b>	<ul style="list-style-type: none"> <li>• Supports up to 5 simultaneous audio channels with the standard Windows device audio system</li> <li>• Can be extended to 30 simultaneous audio channels with the addition of the FlexPro Audio Hub – a small desktop “hockey puck” sized device</li> <li>• FlexPro Audio Hub also allows use of standard BT turret headsets, handsets and speakers, as an alternative to standard PC mic and speaker devices</li> </ul>
<b>FlexPro Client requirements</b>	<ul style="list-style-type: none"> <li>• Desktop PC, laptop or Surface tablet running Windows 10</li> <li>• Internet or VPN connectivity, via secure websockets</li> </ul>
<b>FlexPro Server requirements</b>	<ul style="list-style-type: none"> <li>• FlexPro Server is provided as a Virtual Appliance (OVA)</li> <li>• Runs on your standard enterprise IT virtual machine infrastructure</li> <li>• Scalable from one to thousands of users by adding virtual machines linearly</li> </ul>
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>• Supports SIP and/or TDM private wires from industry-standard suppliers</li> <li>• Supports DDI calls via Cisco Call Manager 11 and 12 and Microsoft Skype for Business 2015</li> <li>• Other PBX/PSTN interfaces supported via SIP trunk</li> </ul>
<b>Voice recording</b>	<ul style="list-style-type: none"> <li>• Integral Verint FC voice recorder option</li> <li>• May also support your existing Nice NTR, Redbox and Verint recorders</li> </ul>
<b>Installation and Support</b>	<ul style="list-style-type: none"> <li>• Remote installation and support by BT avoids the need for travel</li> <li>• BT will install and support the FlexPro Server on your virtual machine infrastructure</li> <li>• You can install FlexPro Client and connect it over secure internet or VPN</li> </ul>
<b>For more information</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.globalservices.bt.com/en/aboutus/contact-a-specialist">www.globalservices.bt.com/en/aboutus/contact-a-specialist</a></li> </ul>

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