

SCC Fusion Communication Platform

1.1 Product Description

The SCC fusion communication platform system provided by ZRJ is an IP based multimedia integrated communication platform that can comprehensively process multimedia communication. The SCC integrated communication platform system adopts a new generation of multimedia communication technology, connecting business processes and customers around the world. It not only supports voice services, but also provides multimedia communication such as text, video, and data; Not only can it support traditional telephone terminals, but it can also support text, voice, short messages, faxes, voice mailboxes, and more from IP networks; Not only does it provide the functionality of traditional PBX, but it also offers some IP specific functional modules, including voice and video over the network, instant messaging IVR、Voice mail, as well as advanced features such as forced insertion, forced disconnection, monitoring, and recording.

The SCC integrated communication platform based on IP enables customer service representatives to provide services to users anytime, anywhere. Real time communication between each other, sharing of resources on the network, and rapid interconnection and integration with various application systems can be achieved through the network.

1.2 Technical specifications

Specifications		Description
physical property	shape	● SCC-P500: Standard 1U, rack mounted ● SCC-P2000: Standard 1U, rack mounted ● SCC-P10000: Standard 1U, rack mounted
	Network interface	● SCC-P500: 6 Gigabit Ethernet ports ● SCC-P2000: 6 Gigabit Ethernet ports ● SCC-P10000: 6 Gigabit Ethernet ports
Speech characteristics		● Speech encoding/compression: G.711 A-Law/U-Law, G.729 ● Comfort noise, silence suppression, echo cancellation, delay jitter/packet loss compensation ● DTMF Relay: In band DTMF Relay, RFC-2833, SIP INFO
Supported Standards		● Embedded Linux operating system, open system architecture standards, ensuring seamless connectivity with multiple network service providers ● SIPv2, TCP/UDP/IP, RTP/RTCP, HTTP, ARP/RARP, MD5, ICMP, DNS, DHCP, NTP, TFTP, SSL

Environmental Indicators	● G.711 A-Law/u-Law, G.729
	● Operating temperature: 0~40 ° C, humidity: 5~85%
	● Storage temperature: 20~75 ° C, humidity: 5~95%

1.3 Functions

- IP-PBX functionality
- IVR voice navigation
- IVR editing and generation function
- Dynamically allocate seat groups and members
- Seat function
- Class monitor seat function
- Real time monitoring of seat status
- Real time monitoring of workgroup status
- Real time statistical function
- Skill value assessment and scoring business
- Call management functions such as monitoring and interrupting
- Automatic call recording
- Remote seat access
- Meeting function
- CDR record
- Call forwarding (negotiation, blind forwarding)
- Call forwarding (busy, no response, unconditional)
- Call answering agent
- Call Residency/Call Queue
- Intelligent call routing
- Flexible call allocation strategy
- Comprehensive queue management
- DID direct dial in
- Service classification, rule setting, and call control (CoS) based on user groups
- Voicemail
 - User created welcome message
 - Support extracting messages from extensions, external phones, or emails



- Message management can be done through the web personal assistant system
- Voice message waiting for prompt
- Voice message access and forwarding
- Internal private dial plan
- Multi point Number Plan
- remote access
- Least Cost Routing
- Automatic configuration, plug and play
 - Fast and automatic system and IP phone configuration
 - Centralized functional settings
- Firewall/NAT traversal
- software upgrading
- Embedded Radius Client - Implementing User Authentication, Authorization, and Accounting Management

Order Information

PRODUCT MODEL	Product Description
SCC-P500	The SCC integrated communication platform adopts standard 1U rack mounted hardware and is an integrated communication solution that integrates multiple services with high efficiency and low cost.Support standardized services such as office communication, cluster intercom scheduling, instant messaging, on-site video recording, video surveillance, and recording storage;It can perfectly replace program-controlled telephones, analog/digital intercoms, and support access to various terminals such as SIP phones, SIP analog voice gateways, public network intercoms, video intercoms, PAD terminals, etc;Hardware specifications: 6 gigabit electrical ports, supporting a maximum of 500 communication terminal access capabilities.
SCC-P2000	The SCC integrated communication platform adopts standard 1U rack mounted hardware and is an integrated communication solution that integrates multiple services with high efficiency and low cost.Support standardized services such as office communication, cluster intercom scheduling, instant messaging, on-site video recording, video surveillance, and recording storage;It can perfectly replace program-controlled telephones, analog/digital intercoms, and support access to various terminals such as SIP phones, SIP analog voice gateways, public network intercoms, video intercoms, PAD terminals, etc;Hardware specifications: 6 gigabit electrical ports, supporting 1 expansion slot.Maximum support for 2000 communication terminal access capabilities.
SCC-P10000	The SCC integrated communication platform adopts standard 2U rack mounted hardware, which is a multi service integration, high-efficiency and low-cost integrated communication solution.Support standardized services such as office communication, cluster intercom scheduling, instant messaging, on-site video recording, video surveillance, and recording storage;It can perfectly replace program-controlled telephones, analog/digital intercoms, and support access to various terminals such



	as SIP phones, SIP analog voice gateways, public network intercoms, video intercoms, PAD terminals, etc;Hardware specifications: 6 gigabit electrical ports, supporting 2 expansion slots.Maximum support for 10000 communication terminal access capabilities.
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