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Soggetti	Environmental protection Environmental sciences - Research Environmental sciences
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Autore	Carpenter Colman
Titolo	Asterisk 1.4 : the professional's guide : implementing, administering, and consulting on commercial IP telephony solutions / / Colman Carpenter ... [et al.]
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Nota di contenuto	Intro -- Asterisk 1.4 -- Table of Contents -- Asterisk 1.4 -- Credits -- Foreword -- About the Authors -- About the Reviewers -- Preface -- Reviewing the basics -- No compromise -- What this book covers -- Onwards -- Conventions -- Reader feedback -- Customer support -- Downloading the example code for the book -- Errata -- Piracy -- Questions -- 1. The Dialplan -- Dialplan location -- Extensions and contexts -- Pattern matching -- Why use contexts? -- Call barring made simple -- Time and day call routing -- Variables -- Inheritance of channel variables through the dialplan -- Using the AstDB -- Dialplan features and additions -- func_devstate -- What can we use the DEVSTATE() function for? -- Outgoing trunk selection -- Calling extensions -- Setting lights -- Boosting outgoing call capacity -- Using multiple broadband lines -- Configuration overview -- Setting up the routing in Linux -- Configuring Asterisk -- Explanation of the macro -- Downsides -- System() application -- Summary -- 2. Network Considerations when Implementing Asterisk -- Centralized and distributed installations -- Centralized installations -- Distributed solutions -- Latency and jitter -- Jitterbuffer -- Echo -- Do your homework -- SLAs are for everyone -- Achieving the goal -- Backups -- To share or not to share -- Ensuring quality -- When things go wrong -- Red -- Amber -- Green -- Increasing resilience -- Summary

-- 3. Call Routing with Asterisk -- Routing methods -- Where to start -- Internal calls -- Local calls -- National calls -- International calls -- Alternative options -- ENUM -- DUNDi -- Types of routing -- Routing techniques -- Summary -- 4. Call Centers-Queues and Recording -- Asterisk queues -- Queue gotchas -- A practical queue -- Using queues to cascade calls -- Call recording-the issues -- Show-stoppers -- VoIP recording approaches.
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Sommario/riassunto

Implementing, Administering, and Consulting on Commercial IP Telephony SolutionsKey FeaturesWritten by four Asterisk Professionals, this book brings their years of experience together in an easy-to-understand guide to working with Asterisk in small, medium and larger Commercial environmentsPacked with hints, tips, and best practice ñ learn to avoid the pitfalls that can hinder an Asterisk implementationFocused chapters provide thorough, comprehensive, and self-contained instructions on how to deploy Asterisk across different commercial scenariosRead the book's foreword by Mark Spencer, Chairman and CTO of DigiumBook DescriptionAsterisk is the leading Open Source Telephony application and PBX software solution. It represents an effective, easy-to-administer, and accessible platform for running enterprise telephony requirements. The real world, however, offers numerous hurdles when running Asterisk in the commercial environment including call routing, resilience, or integrating Asterisk with other systems. This book will show you some of the ways to overcome these problems. As the follow-up to Packt's highly successful 2005 title Building Telephony Systems with Asterisk, this book presents the collected wisdom of Asterisk Professionals in the commercial environment. Aimed at Administrators and Asterisk Consultants who are comfortable with the basics of Asterisk operation and installation, this book covers numerous hands-on topics such as Call Routing, Network Considerations, Scalability, and Resilience ñ all the while providing practical solutions and suggestions. It also covers more business-related areas like Billing Solutions and a Winning Sales Technique. Even if your interest or experience with Asterisk is lower level, this book will provide a deeper understanding of how Asterisk operates in the real world. Asterisk is deployed across countless

enterprises globally. Running on Linux, it has constantly demonstrated its resilience, stability, and scalability and is now the advanced communication solution of choice to many organizations and consultants. With a foreword from Mark Spencer, the man behind Asterisk, this book presents the accumulated wisdom of three leading Asterisk Consultants and shows the reader how to get the most out of Asterisk in the commercial environment. Over the course of eleven chapters, this book introduces the reader to topics as diverse as Advanced Dial Plans, Network Considerations, and Call Routing, through to Localization, DAHDI, Speech Technology, and Working with a GUI. The book also covers the more nebulous aspects of being an Asterisk professional such as evaluating customer requirements and pitching for contracts. This book represents the wisdom and thoughts of front line consultants. The knowledge they impart will prove informative, thought provoking and be of lasting interest to Asterisk professionals.What you will learnMaster advanced dial plans, call routing considerations, and speech technologies.Learn all about AGI, AMI, ENUM, and DUNDi.Discover how to build an enterprise-scale Asterisk-based solution for mission-critical applications.Discover the DAHDI framework, and the way it replaces Zaptel.Understand how to apply localization and customization techniques in different territories. Learn how to interface Asterisk with analog and digital telephony systems, as well as wireless technologies.Appreciate what you need to do as an Asterisk professional when assessing customer needs, Quality of Service, pitching for business, and customer support.Understand best practices through example code and detailed commentary.Who this book is forPrimari