

1. Record Nr.	UNINA9910960298603321
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Titolo	Asterisk 1.6 : build feature-rich telephony systems with Asterisk // David Merel, Barrie Dempster, David Gomillion
Pubbl/distr/stampa	Birmingham, U.K., : Packt Pub., 2009
ISBN	9786612305016 9781282305014 1282305018 9781847198631 1847198635
Edizione	[1st ed.]
Descrizione fisica	1 online resource (240 p.)
Collana	From technologies to solutions
Altri autori (Persone)	DempsterBarrie GomillionDavid
Disciplina	004.695
Soggetti	Internet telephony
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Cover; Table of Contents; Preface; Chapter 1: Introduction to Asterisk; What is Asterisk?; What's new in Asterisk 1.4; What's new in Asterisk 1.6; Asterisk is a PBX; Extension-to-Extension calls; Line trunking; Telco features; Advanced Call Distribution; Call Detail Records; Call recording; Call parking; Call barging; Asterisk is an IVR system; Asterisk is a call center system; Asterisk is a voicemail system; Asterisk is a Voice over IP (VoIP) system; Asterisk 1-2-3; Asterisk scalability; Asterisk does not run on Windows; Is Asterisk a good fit for me?; Trade-offs Flexibility versus ease of useGraphical versus configuration file management; Calculating total cost of ownership; Return on Investment; Summary; Chapter 2: Making a Plan for Deployment; The Public Switched Telephony Network (PSTN); Connection methods; Plain Old Telephone Service (POTS) line; Integrated Services Digital Network (ISDN); T1 or E1; Voice over IP connections; Determining our needs; Terminal equipment; Types of terminal devices; Hard phones; Soft phones; Analog adapters; Another PBX; Choosing a device; Features, features, and more features...; Determining true cost

Compatibility with AsteriskSound quality analysis; Usability issues; Recording decisions; How much hardware do I need?; Choosing the extension length; Preparing a test environment; Summary; Chapter 3: Installing Asterisk; Preparing to install Asterisk; Obtaining the source files; Installing DAHDI; Installing LibPRI (optional); Installing Asterisk; Getting to know Asterisk; Summary; Chapter 4: Configuring Asterisk; DAHDI interfaces; system.conf; Lines; Terminals; chan_dahdi.conf; Lines; Terminals; SIP interfaces; IAX interfaces; Voicemail; Music on hold; Queues; Conference rooms; Summary
Chapter 5: Creating a DialplanCreating a context; Creating an extension; Creating outgoing extensions; Advanced Call Distribution; Call queues; Call parking; Direct Inward Dialing (DID); Automated attendants; System services; Summary; Chapter 6: Quality Assurance; Call Detail Records; Flat-file CDR logging; Database CDR logging; Monitoring calls; Recording calls; Legal concerns; Summary; Chapter 7: Making Asterisk Easy to Manage; Trixbox; CentOS; Trixbox preparation and installation; What is FreePBX?; FreePBX preparation and installation; FreePBX System Status Dashboard; Tools; Setup
Trixbox maintenance sectionReports; Asterisk Recording Interface; Flash Operator Panel (FOP); Flash operator configuration files; Web MeetMe; Setting up and accessing Web MeetMe through Trixbox; Flexibility when needed; A simple one-to-one PBX; Extensions; Trunks; Routes; Summary; Chapter 8: What is asterCRM?; Installing asterCRM; Automatic installation; Manual installation; Introducing asterCRM; Import; Statistic; Extension; Customer; Dialer; System; Survey; Summary; Chapter 9: Case Studies; Small office/home office; The scenario; The discussion; The configuration; system.conf
chan_dahdi.conf

Sommario/riassunto

Build feature-rich telephony systems with Asterisk
