



farsouth
networks

Customer Telephony

User Requirements Specification

For

Com.X and Wanderbox PBX/Gateway

Version 1.1, 12 November 2018

Document History

Version	Date	Description of Changes
1.0	2018/06/07	Document initiation
1.1	2018/11/12	Final update and release

Table of Contents

INTRODUCTION	4
1 PURPOSE	4
2 INTRODUCTION	4
3 TERMINOLOGY	4
4 REFERENCE DOCUMENTS.....	5
CLIENT SITE EVALUATION	6
1 SITE INFORMATION FOR A GATEWAY.....	6
2.1 EXISTING PBX SYSTEM INFORMATION.....	6
2 SITE INFORMATION FOR A NEW PBX	7
2.2 INFRASTRUCTURE REVIEW	7
2.3 BROADBAND SERVICES.....	8
2.4 PBX REQUIREMENTS	8
2.5 VALUE ADDED SERVICES	9
2.6 PRODUCT CONFIGURATOR	9
2.7 CUSTOMER ACCEPTANCE.....	9



Introduction

1 Purpose

This document provides a means for capturing a client onsite current and future Far South Networks (FSN) Gateway or PBX requirements and specifically for the FSN Reseller to evaluate the client need within the FSN PBX/Gateway product set.

This forms the active part of the Reseller PBX/Gateway proposal.

Finally, this document would also require acceptance signoff by the client, as per the validity of the information provided.

2 Introduction

Where a client has a requirement for an FSN PBX/Gateway, an FSN Reseller will utilise the requirement specification document to determine compliance of the FSN PBX/Gateway application against the client documented requirements.

3 Terminology

BRI – Basic Rate ISDN

PRI – Primary Rate ISDN

DDI – Direct Inward Dial

FSN - Far South Networks

SP - Service Provider

POE - Power over Ethernet

Cat3, 5 or 6 - Category of cabling

CCA - Call Centre Analyser

URS - User Requirements Specification

VoIP – Voice over IP

SIP – Session Initiation Protocol

UPS – Uninterruptable Power Supply



4 Reference Documents

Wanderbox: <http://www.farsouthnet.com/wp-content/uploads/2018/09/Wanderbox-datasheet-1.3.pdf>

Wanderbox duo: <http://www.farsouthnet.com/wp-content/uploads/2018/09/Wanderbox-duo-datasheet-1.2.pdf>

Com.X10: <http://www.farsouthnet.com/wp-content/uploads/2018/09/com.X10-datasheet-rev3.pdf>

Com.X20: <http://www.farsouthnet.com/wp-content/uploads/2011/06/Com-X20-datasheet1.1.pdf>

Comma iTA: http://www.farsouthnet.com/wp-content/uploads/2011/06/comma-iTA-gen2-datasheet_1.pdf

Atmos: <http://www.farsouthnet.com/wp-content/uploads/2018/07/Atmos-Brochure-Reseller-FSN-Low-Res.pdf>

CCA: <http://www.farsouthnet.com/wp-content/uploads/2011/06/Com.X-Call-Center-Analyser-1.2.pdf>

CCA URS: <http://www.farsouthnet.com/wp-content/uploads/2011/06/FSN-CCA-URS-March2017.pdf>



Client Site Evaluation

1 Site Information for a Gateway

This section captures site specific information.

Specification	Detail
Is there an existing PABX Platform?	
Would you require a Gateway to reduce call costs?	(or list other benefits required!)
Please list your current Service Provider?	(Attach a bill if available)

2.1 Existing PBX System Information

The below information will assist in building the FSN Gateway

Specification	Detail
PBX Make	
PBX Model	
Number of PRI Trunks	
Number of BRI Trunks	
Number of VoIP Trunks	(SIP)
Number of Analogue Trunks	
List the main number and the DID range?	(e.g. +27-21-700 8260, DDI 8260 to 8279)
Number of Concurrent Calls (VoIP)?	
Would you like Standard or Compliant call recording?	



2 Site information for a New PBX

2.2 Infrastructure review

The section below captures details of the customer's existing telephony infrastructure?

Specification	Detail
Which type of cabling is in place, Cat 3, 5 or 6?	
Do you require POE switch/s?	
Is there a UPS in place?	
Do you require a Gigabit or 100Mbps LAN	(GbE / 100Mbps)
Do you have a server rack? How many slots are available / free?	
Do you have WiFi? If so, list type of equipment installed?	
Number of Analogue Trunks	
Number of PRI Trunks (list Main number and DDI range)?	
Number of BRI Trunks (list Main number and DDI range)?	
Number of SIP Trunks (list Main number and DDI range)?	
Number of Fax machines to be connected to the PBX (list the fax numbers)	
Number of Concurrent Calls (VoIP)	
Would you like Standard or Compliant call recording?	(Standard / Compliant)



2.3 Broadband Services

The section below captures details of the customer’s existing broadband service?

Specification	Detail
Do you have ADSL? If so, please provide the bandwidth of the link?	
Do you currently have fibre? If so, please provide the bandwidth of the link?	
Do you have LTE? If so, please provide the service details?	
Do you have a Point-to-Point radio link? If so, please provide service details?	

2.4 PBX Requirements

The below information will assist in building the FSN PBX.

Specification	Detail
Number of Receptionists	
Number of Users (extensions)	
Number of Analogue handsets	
Number of Basic IP handsets	
Number of Executive IP handsets	
Number of DECT IP handsets (auto handover or not)	
Number of Conference phones	
Number of Headsets	
Number of Mobility service apps (refer to Wanderweb Talk)	
List any specific PBX features or functionality not captured above?	



(e.g.: IVR, Conference, queues, parking lots, ... etc)

2.5 Value Added Services

Specification	Detail
Do you require Compliant Call Recording? (FICA, FAIS, POPI, GDPR)	(Yes / No)
What recording storage capacity is required (1,000hrs, 5,000 hrs, 10,000hrs)	
Does the switchboard operator require a soft operator panel via the PC (full license)	(Yes / No)
Do you require a Call Centre Solution?	(Yes / No) – If yes, complete a separate CCA URS document!

2.6 Product Configurator

The purpose of the Product Configurator is to be able to input the above information and assist you in building a Far South Networks PBX or Gateway.

The URL below will direct you to the Product Configurator:

<https://farsouthnet.co.za/product-configurator/index.html>

2.7 Customer Acceptance

This document would also require acceptance signoff by the client, as per the validity of the information provided.

Customer Name:

Date:

Customer Signature: