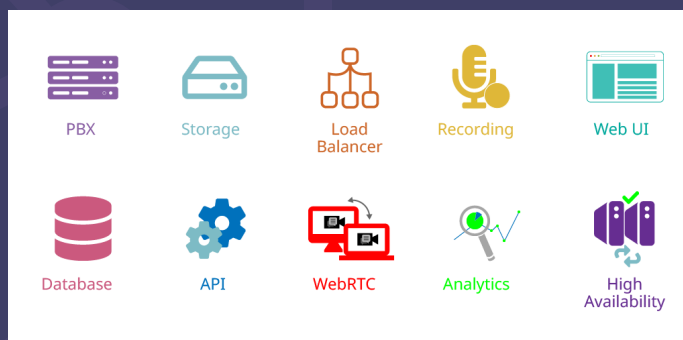# Issabel

Multitenant

PBX Multitenant solutions for service suppliers

- ⊘ Shared installation for multiple enterprises
- ⊘ PBX, recording, analytical, BBDD, WebRTC, API...
- ⊘ It manage DID's, extensions, queues, IVR's, etc.
- ⊘ Simple or scalable architecture
- ⊘ easy to use, goodbye to instructions manuals

PBX	Storage	Load Balancer	Recording	Web UI
Database	API	WebRTC	Analytics	High Availability

Aplicaciones Principales de Issabel Multitenant

Simple management. Companies without limit.

To know more visit website:
www.issabel.com

💼 Service suppliers

System information panel
API for external integrations
Unlimited companies and extensions
Releases available for all suppliers
Calls statistics
CDR list with filters and exportation
Provides users for total control
DID´s management
Company managers an super managers
Extensions limit per company
Call recording control per company

Outgoing calls errors to secondary operator per company
Regional setups
Multi-language interface
Super manager access restriction per port
Call denial to external domains
System with horizontal scalability
Companies and extensions creation and deletion notifications

👥 Company managers

Information panel
Incoming calls setup assistant
Multiple apps: Voice mail, Queue, IVR's
Real time calls status with actions
Exportation of CDR, filters and recording download options
Calls distribution
Customized appearance.

Extensions management
Inbound setup by DID with schedules, holidays calendar...
General purpose boxes with web and email integration
Queue management
Queue and agents statistics
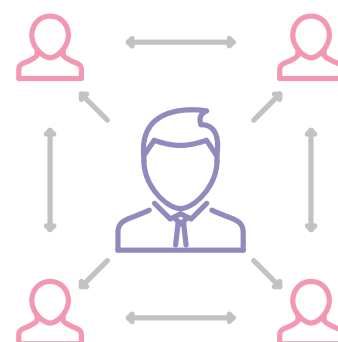Conference rooms
IVR's graphics

management
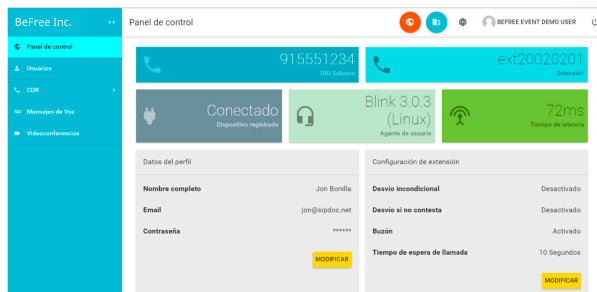Locutions library
Hold on music library
Capture groups management
Click2Call
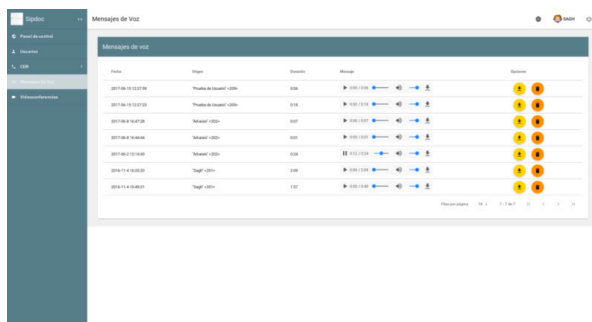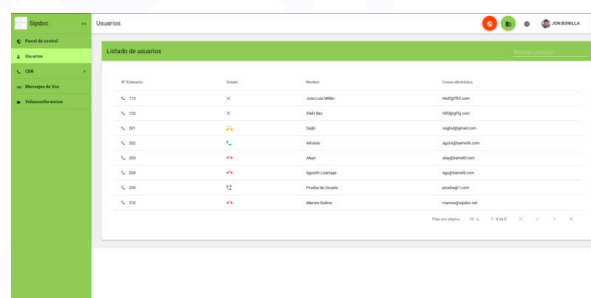Listen to calls in progress

👤 Users

System information panel

User list with real-time status, click2call and call capture

Personal voicemail integrated in the web and in the mail.

Multiple video conference in web browser

And more...

WebPhone SIP over WSS – WebRTC	Click2call in extensions and CDR	Firefox & Chrome Plugin
Missed call notifications	CRM Integrations	Android APK
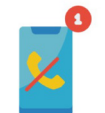
Issabel LLC » www.issabel.com

Module system to personalize the experience of each company.

Dialer
Automatic Dialer module

Homerti CRM
Homerti CRM connection module

Mobile App
PBX mobile application function activation module

Browser Extension
Browser extension functions activation
(Chrome y Firefox)

Pipedrive
Pipedrive connection module

ISP Gestión
ISP Gestión connection module

Dolibarr
Dolibarr connection module

Missed calls
Missed calls module

Web Phone
Phone integrated in the platform

Hubspot
Hubspot conneciton module

Odoo
Odoo connection module

Satisfaction surveys
Satisfaction surveys for queues

ZOHO
ZOHO connection module

Cuerva
Cuerva connection module

DID out
Module to map call code with outgoing DID

DID routing
Module to manage the rules for controlling the flow of DIDs

Holded
Holded connection module

MTS
MTS extensions modules

Microsoft Teams

NEW

🧩 Multitenant Issabel **Architecture**

Simple Node

Multi Node

PBX · Web UI · Recording
Database · API · Analytics
Single node setup

Class 5 Softswitch
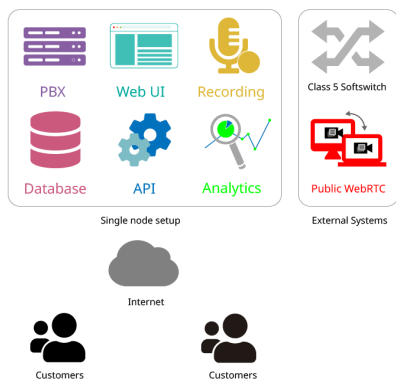Public WebRTC
External Systems

Internet

Customers   Customers

Web UI · Analytics · Multiple PBX · Storage
Database · API · Load Balancer · WebRTC
Multiple node setup

Class 5 Softswitch
Class 5 Softswitch
External Systems

Internet

Customers   Customers
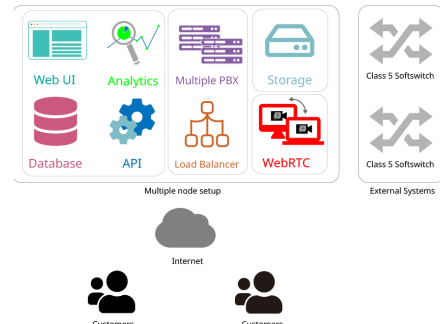
Issabel Multitenant in only one virtual node has all components required.

Recommended up to 1000 extensions and can become one multi-node architecture at any moment.

Multi-node architecture uses several virtual machines to enhance its capacity.

This kind of deployment allow to horizontally scale enabling more PBX nodes and keeping only one management point.

What's New

[Improvement] User-Extension Separation

- In the past a user had 1 SIP extension and 0-1 GSM extensions. You can now have 0-N extensions of any type.

- User preferences like forwarding have been migrated to extension preferences. This way you can control the behavior individually.

[New][Module] Microsoft Teams Extensions (MST)

- **The PBX has an integrated SBC for MST extensions. Users with Teams extensions with the corresponding Microsoft license can use the PBX to make and receive calls.**

- **There is no need to purchase additional licenses on the PBX. MST extensions use the same licenses as other extensions.**

- **MST extensions are treated the same as other extensions. The operation is transparent to the user.**

- **Note: Some configuration is required on the Microsoft side. The PBX will not ask the administrator for Microsoft credentials. This is done for security reasons. The system provides a configuration wizard that will guide the Admin through the entire process. Although this decision makes the initial configuration of the module somewhat more tedious, it is something that only needs to be done once and we believe that the security advantages outweigh the disadvantages of a manual configuration.**

[Improvement] The Webphone allows you to choose the SIP extension to use at all times.

[Upgrade] Kamailio has been updated to version 5.6

[Upgrade] Nodejs has been updated to version 18

[Improvement] Queue Pause Log

- **The pauses in the queue are saved in a record that can be consulted and filtered from the web and from the API.**

[Improvement] The forwarding to destination and mailbox have been unified. The mailbox is treated as another destination.

[Improvement] SBC CDRs can be downloaded in CSV format.

[Improvement] Background processes for web panel

- Some processes have been delegated to background processes to improve panel responsiveness.

[Improvement] Asterisk dialplan refactoring (another one.

- **odbc variables and queries have been renamed for consistency**

- **The dialplan has been refactored into more contexts and files to make it cleaner and more maintainable**

- **Note: Custom patches have to be revised to adapt them to the new policy.**

[Improvement] Users can call any extension of other group companies, not just user extensions.

[New] Implemented the code *67 for anonymous calls.

[New] New UserData field in cdr to store arbitrary information.

[Bugfix] Many bugs have been fixed. Some new ones have been introduced :)

View Changelog

🧩 **New** Module

New Module
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