



# PBX Systems for IP Telephony

*By Allan Sulkin*

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This work explains telephone switching systems and how the technology is evolving to accommodate voice-over-IP traffic. Unlike data networks, telephone networks are proprietary. They're purchased as complete systems and are hard if not impossible to modify. Allan Sulkin explains how to acquire, deploy and maintain a system with all the features needed to support essential new applications, and how to get optimal performance from the system you have.

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## **PBX Systems for IP Telephony** By Allan Sulkin Bibliography

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## Editorial Review

From the Back Cover

### Calling all--

- \* telecom managers
- \* datacom managers with voice responsibilities
- \* Call Center managers
- \* VoIP implementers
- \* network integrators
- \* product and service developers
- \* industry analysts

*"Clear and precise analysis and discussion of PBX system design and capabilities. Allan Sulkin has a unique ability to explain complex systems in easily understandable terms."* -- Joe Licata, President, Siemens Enterprise Networks

*"A welcome addition to the bookshelf for anyone interested in the evolving IP-PBX system. Voice and data communications managers alike will greatly benefit from this text."* -- Michael Thurk, Avaya, Group Vice President - Systems

*"Allan Sulkin's solid expertise and critical insight has been a valuable resource for the telecommunications community for over 20 years. He is uniquely qualified to articulate the very complex subject of PBX and IP telephony."* -- Kanji Suzuki, former EVP of NEC America and current president and CEO of NEC Infrontia, Inc.

The most efficient (and economical) ways to bring enterprise communication systems into the Digital Age are in this guide, written by the foremost analyst in the market space. In *PBX Systems for IP Telephony*, Allan Sulkin--consultant and advisor to Avaya, Siemens, Cisco, NEC, Alcatel and other world-class companies--evaluates technologies, markets, and best practices for enterprise voice systems, messaging, and customer contact centers.

The heart and brains of your communications network, the PBX (Private Branch Exchange) can be the vital link--or the missing link--that interfaces businesses and their customers. This guide, from the recognized expert in telephony systems, provides answers. Whether you need to IP-enable a PBX system for a small business, make complex choices for the advanced call center, or gain the expertise to integrate a variety of communication systems into a state-of-the-art foundation for your e-business vision, *PBX Systems for IP Telephony* should be your first choice. Here's why:

- \* No one knows PBX systems and markets better than the author, and no one is better at explaining them
- \* This comprehensive resource supplies nuts-and-bolts information on costs, performance, risks, and other real-world considerations difficult to research
- \* You get insights into the potential strengths and weaknesses of next-generation PBX systems
- \* You'll consult the consultant to the system designers for practical advice on systems that fit your needs and your future
- \* There's no more business-aware or user-friendly guide anywhere to converging your voice systems with your IP-based data systems

**When it comes to the PBX, the question often seems to be "Who's job is it anyway?" With this guidebook, you'll be ready to take the responsibility--and get the credit.**

About the Author

**Allan Sulkin** is the founder of the TEQConsult Group, which advises enterprise communications providers on product development for customer premises . He is widely acknowledged as the foremost expert in PBX (private branch exchange) and ACD (automatic call distribution) communications systems today. His clients include Cisco, Lucent, Siemens, and Nortel. Sulkin is also a columnist and seminar leader for Business Communications Review. His company has its offices in Hackensack, New Jersey.

## **Users Review**

**From reader reviews:**

**Carolyn Fletcher:**

Do you have favorite book? Should you have, what is your favorite's book? Reserve is very important thing for us to be aware of everything in the world. Each book has different aim as well as goal; it means that publication has different type. Some people really feel enjoy to spend their time to read a book. They are really reading whatever they consider because their hobby is definitely reading a book. Think about the person who don't like reading through a book? Sometime, man feel need book if they found difficult problem or even exercise. Well, probably you will need this PBX Systems for IP Telephony.

**Linda Gabriel:**

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