codix

Be part of the solution

EVENT-DRIVEN ENTERPRISE
MANAGEMENT SYSTEM

iMX

■ iMX Telephony

CANADA USA MEXICO UK MOROCCO SPAIN FRANCE GERMANY BELGIUM TUNISIA
ROMANIA BULGARIA UAE VIETNAM

SILVER | Top 15%
ecovadis
Sustainability Rating
DEC 2025

LRQA
CERTIFIED
ISO 27001

LRQA
CERTIFIED
ISO 9001

iMX Tel is the telephony module integrated into the iMX solution. It is a modern, fully featured dialer offering the following functionalities:

- Possibility to integrate your call center with iMX

- Call automation

- Possibility to have your own IVR

- Prerecorded interactive messages when making phone calls

- Finding the best iMX user for the call

- Scheduling phone meetings

- Making credit card payments by phone

- Answering machine recognition and silence detection

- Activity supervision

- Statistics

- Headset and phone user mode

- Recording and streaming calls

- Organizing calls into campaigns

- Fine-tuning the criteria used for filtering iMX cases

- Call transfers and consultation calls

- Voice mail provision and integration

- And lots of other functions

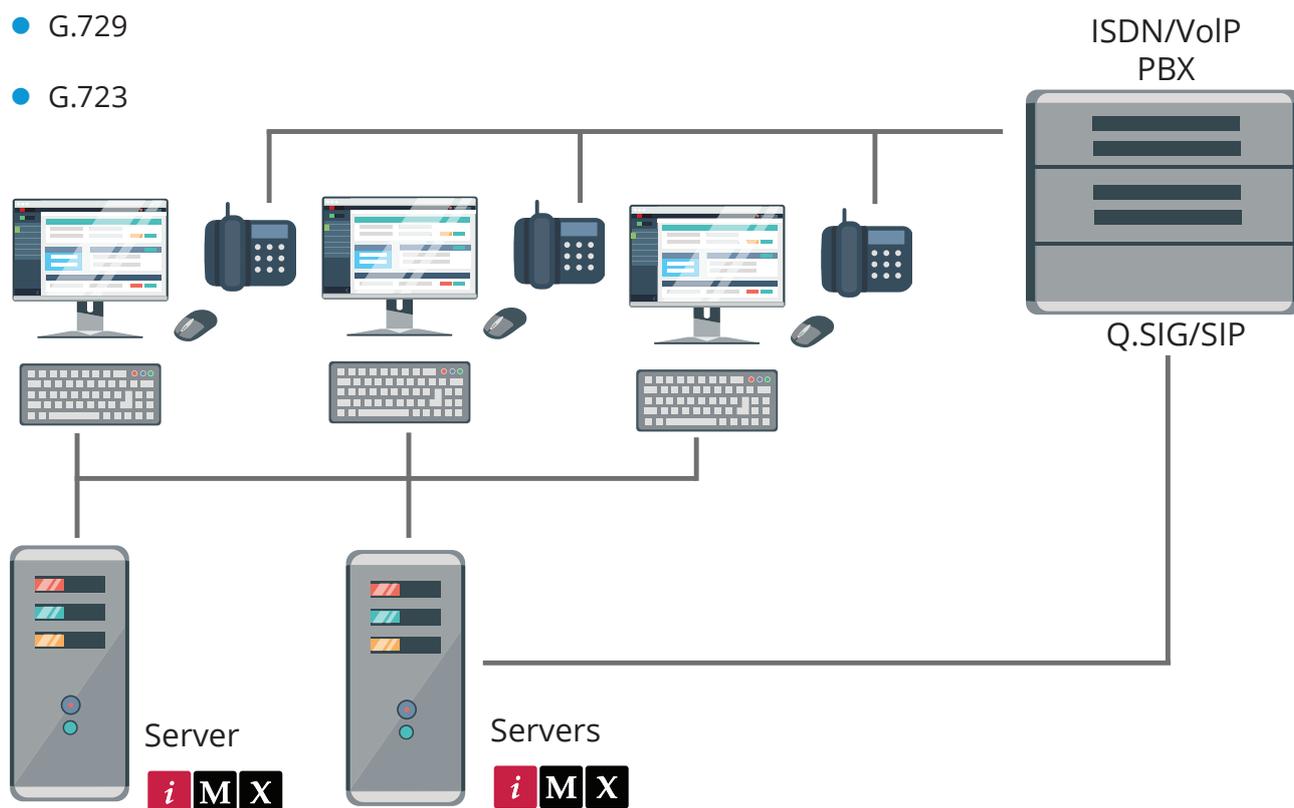## iMX Tel is flexible. It can operate in:

- Hosted architecture

- Distributed architecture

- Mixed (Hosted + Distributed) architecture

It can be deployed worldwide and interconnect call centers in different countries.
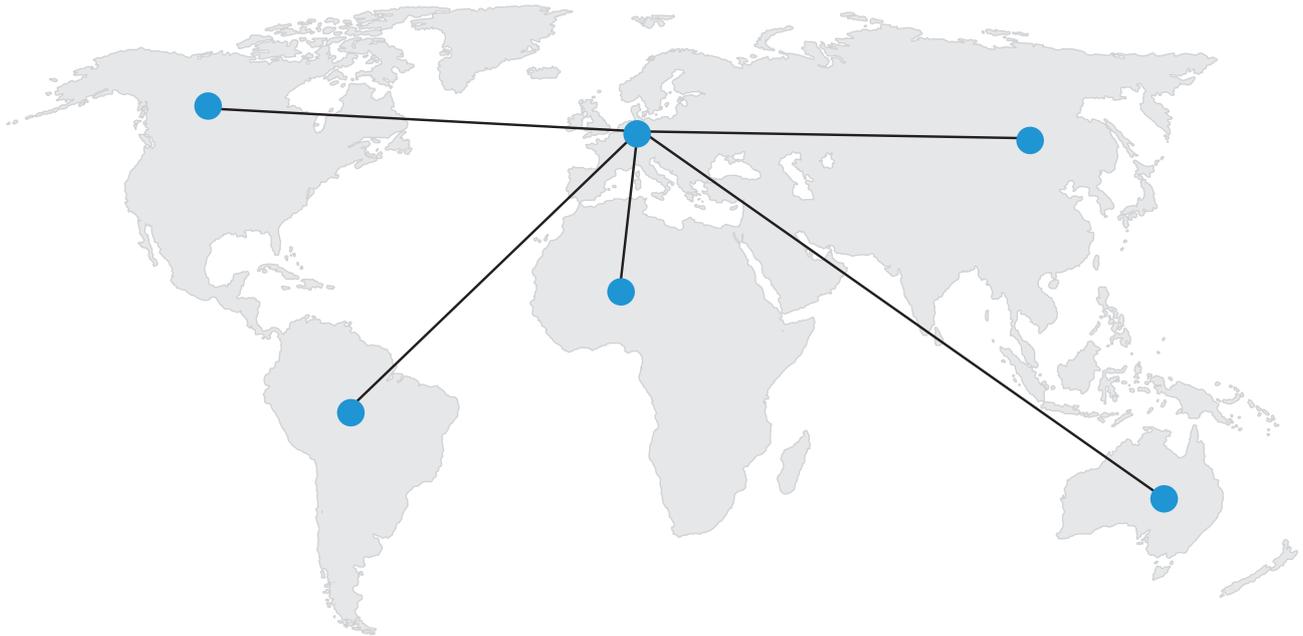
iMX Tel can easily be integrated. It supports:

- ISDN (Q.SIG)
- VoIP (SIP)
- G.722
- G.71
- G.726
- G.729
- G.723

ISDN/VoIP PBX

Q.SIG/SIP

Server

Servers

iMX Tel is based on Dialogic, the world leader in the computer telephony industry.

- Springware
- GlobalCall
- Host Media Processing

iMX Tel is powerful and functionally rich. It can perform:
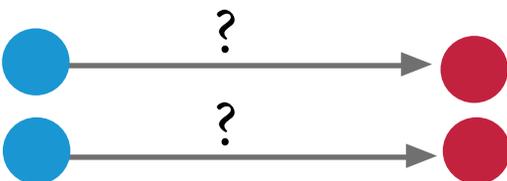
- Automatic calls — one call per agent

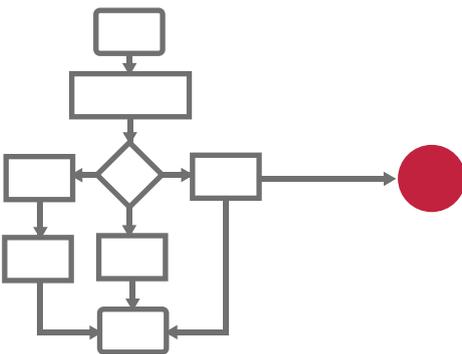- Overdialing calls — more calls than free agents
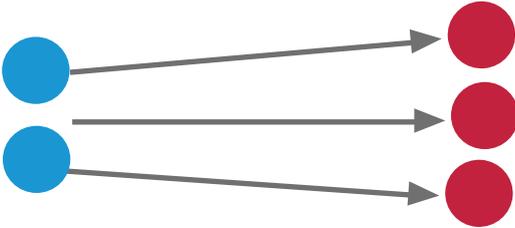
- Predictive calls — estimate when to perform the call
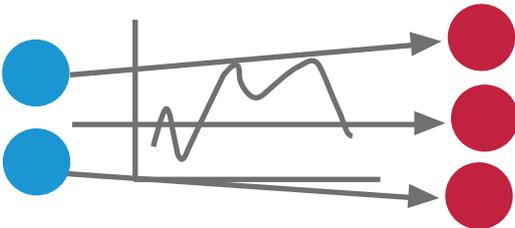
- Preview calls — first preview the case and then optionally call
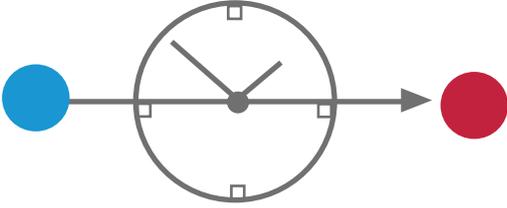
- Push Vocal — dial and play prerecorded messages
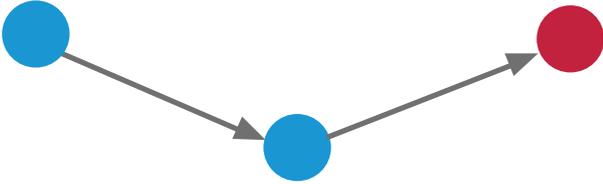
- Push Vocal with IVR — dial and run an IVR schema

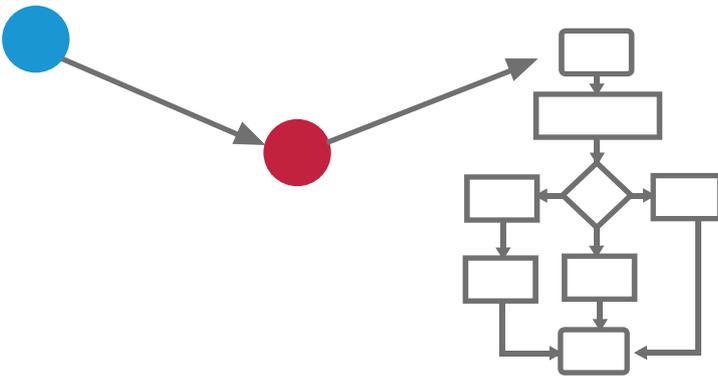- Direct calls — manual call initiation

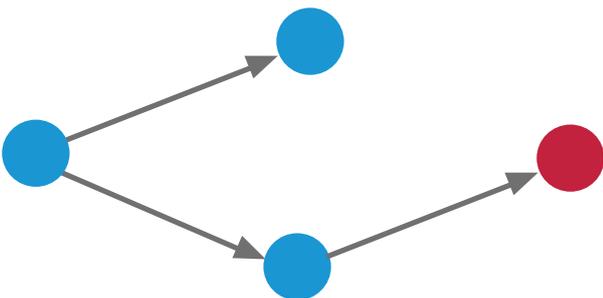- Telephony appointments — schedule a phone meeting
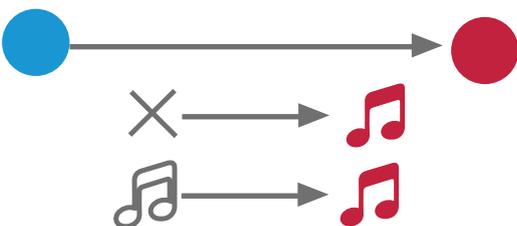
- Call Transfers — transfer the call to another agent

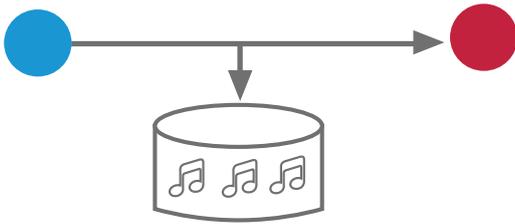- Call Transfers to IVR — transfer the call to an IVR schema

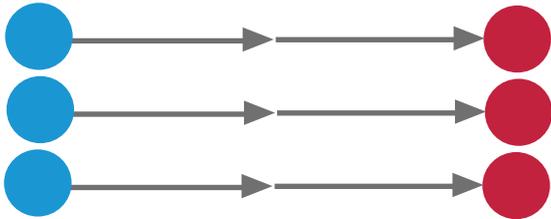- Consultation calls — consult and optionally transfer the call

- Positive Answering Machine Detection — detects whether the person on the other end of the line is a human or an answering machine

- Call Recording — record, store, play and stream calls

- Open line — agent mode optimized for using a headset

- Closed line — agent mode optimized for using a phone

- IVR management with rich function sets — worktime check, online payment, automatic telephony appointment, voice mail, etc.

IVR (Interactive Voice Response) Theme

Working Time

Creation of a Telephony Appointment

Transfer to Voice Mail

Online Payment

Drop the Call
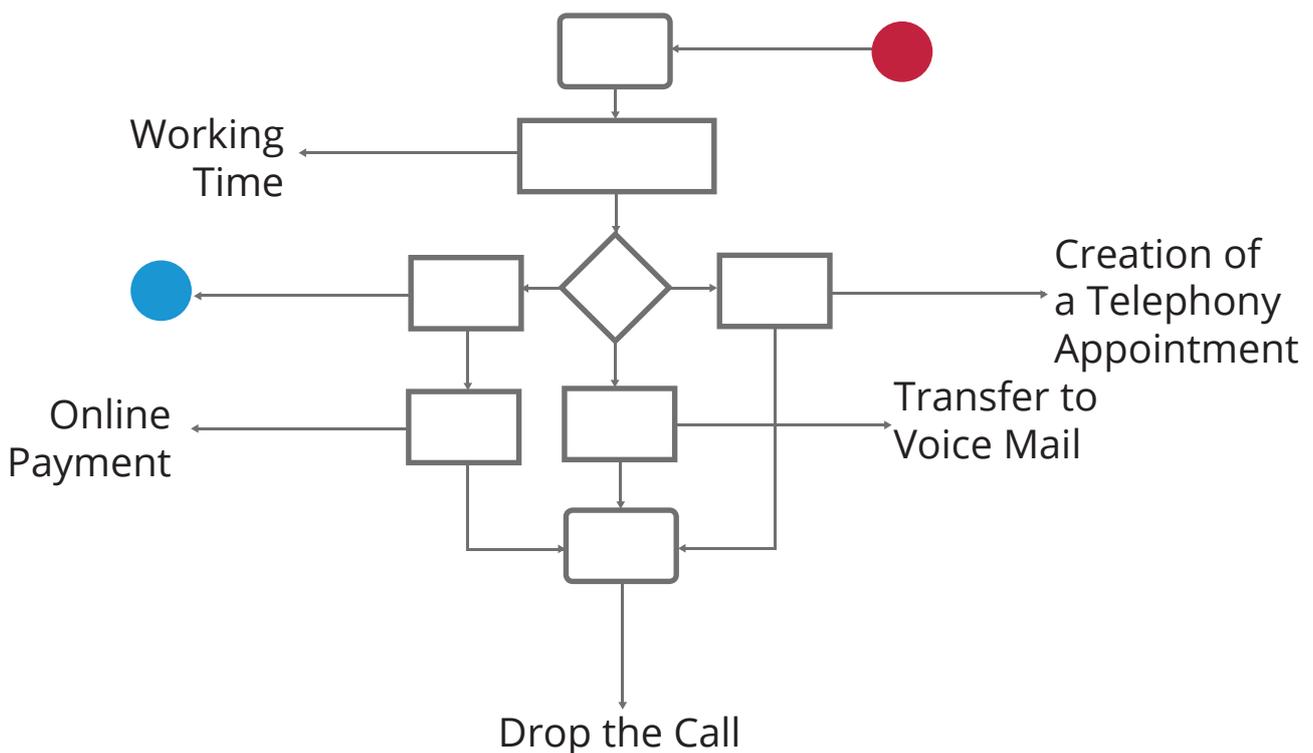
iMX Tel organizes calls into campaigns. A campaign is a set of:

- Rules
- Criteria
- Authorizations
- Parameters

Campaign

How to dial? Automatic, overdialing,incoming, etc. calls	What to dial? Case selected by the database using flexible filters and criteria
Who will receive the call? The user who meets specific criteria	Parameters? Rich set of settings and customizations

Campaign creation allows the user to check many different criteria concerning the case based on the current status of the case, creation date, case balance, variables, presence or absence of information.

codix
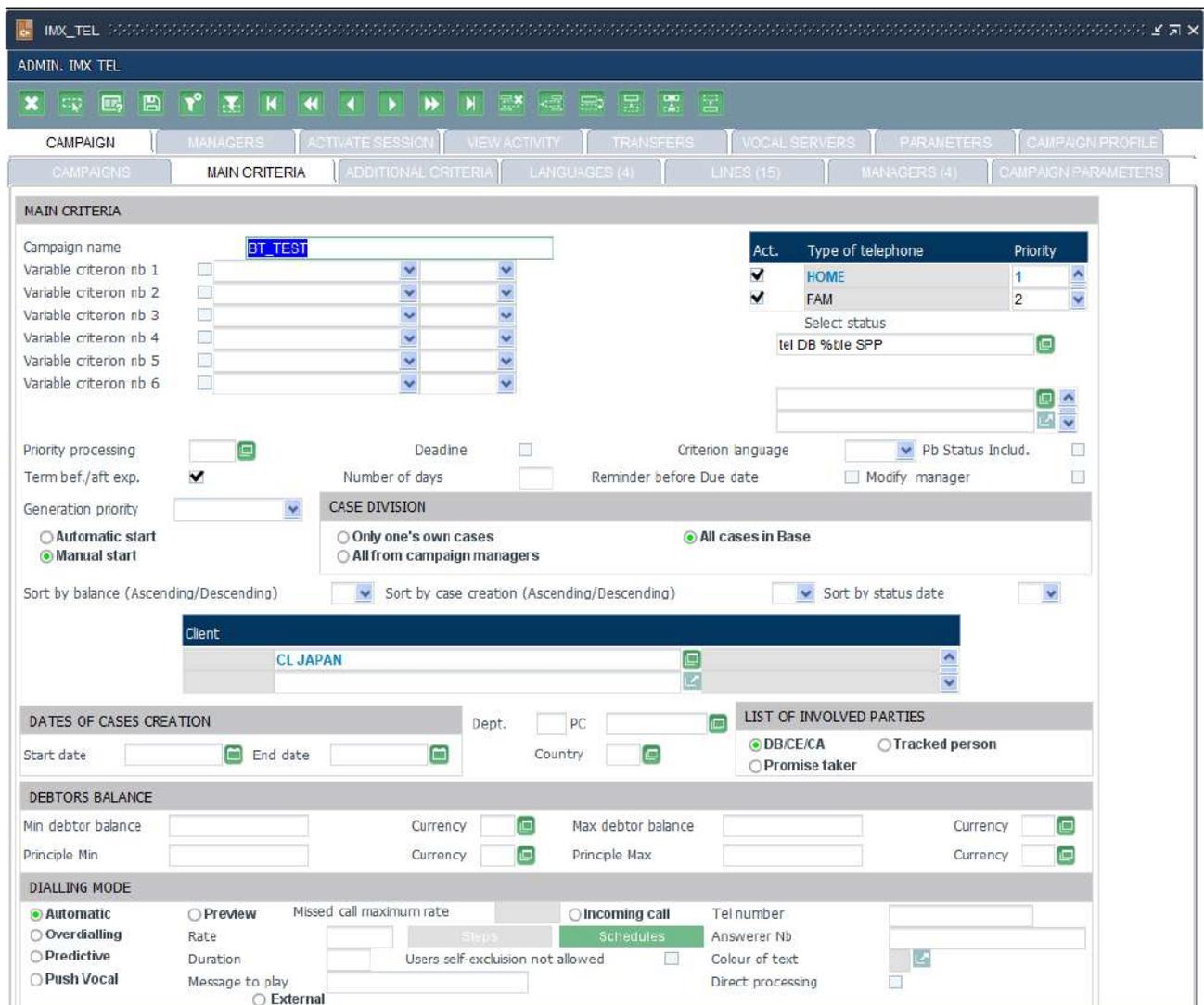
iMX Tel procures many real-time and post factum statistics about incoming and outgoing campaign activity and results: number of calls, rates of the calls processed, recalls, instances when the line is busy, average duration of calls, etc.

iMX Tel provides full visibility and daily statistics concerning call handlers' activity: processed calls, time spent in pause mode, average call duration, etc.

DAILY STATS FOR MANAGER

DAILY STATS FOR MANAGER

ABSIT78-DEU

Case	Telephone number	Call Start	Call duration	Case processing duration	Mode

Cumul. time spent in att_tel with avail. manager ::   Cumul. time spent in break 00:00:00

Call type	Nb of picked up cases	Average call duration	Average duration of case processing	Number of taken commitments	Amount of promises taken	% Commitm.
ALL	0	:	:	0	.00	.00

Info title	Nb of picked up cases	Average call duration	Average duration of case processing	Number of taken commitments	Amount of promises taken	% Commitm.
ALL	0	:	:	0	.00	.00

iMX Tel statistics can be used flexibly by the AD module in different reports:

The iMX Telephony module has so much to offer that a brief document like this can only give a glimpse of the tool's capability. Our application and business experts look forward to the opportunity to present iMX Tel and the iMX solution in greater detail.

Contact

CODIX

200, rue du Vallon
Sophia Antipolis
06560 VALBONNE
FRANCE
Phone: +33 4 89 87 77 77
Fax: +33 4 89 87 77 00
Email: info@codix.eu
sales@codix.eu