Genesys®

Genesys 405 IP Phone

Cost-Effective with Optimized Functionality and Voice Quality

The 405 IP phone is a cost-effective, feature-rich enterprise IP phone. Tightly integrated with the Genesys SIP contact center, the Genesys 405 delivers fully featured, business class voice communications for customer service professionals. This IP phone provides features contact center agents need to handle customer calls smoothly and productively.

Its flexibility and design make it suitable for demanding enterprise and contact center deployments. The 405 includes two lines supporting two concurrent calls per line, a graphical multilingual LCD display, and four programmable soft keys.

Key Features

- ACD synchronization and "hot desking"—Enable agents to initiate sign-in and sign-out and report additional agent states directly from the 405 IP Phone using soft keys.
- Business continuity support—Enables simultaneous registration with multiple Genesys SIP Servers in Business Continuity Mode. This safeguards customer service operation without disruption, even during network failure and nature disaster.
- Agent desktop integration—APIs enable Genesys applications to control phones and calls.
- Auto-answer with beep alert—The Genesys SIP Server can set to the phone to answer incoming calls automatically with a beep alert.
- Voice quality monitoring—Use the phone as a probe for voice quality monitoring using AudioCodes Session Experience Manager (SEM).

Designed for Simplicity and Easy Deployment

The phone is automatically provisioned by methods including DHCP and redirection through the Genesys Feature Server's Device Management and AudioCodes Element Management System (EMS).

Genesys SIP Contact Centers

The Genesys 405 IP Phone provides voice communications for contact center agents. Combining high voice quality with compact and robust enclosure design and headset integration, the Genesys 405 offers key features to support world class contact center operations, including tight integration with the Genesys SIP Server.

Media Processing

- Narrowband Voice Coders G.711u/a, G729A/B, G723.1
- Additional Media Features: Acoustic echo cancelation (AEC)—multiple path, wideband acoustic echo cancellation, packet loss concealment, silence suppression, voice activation detection, adaptive jitter buffer

Protocol Support

- VoIP and Signaling: SIP - RFC 3261, SDP - RFC 2327, SIP over TCP/UDP/TLS, DNS_SRV (redundancy), digest authentication, PRACK, Early Media, SIP Subscribe notify, message waiting indication
- Data Protocols: IPv4, TCP, UDP, ICMP, ARP, RTP, SRTP*, RTCP-XR, 802.1x, Static IP/DHCP IP Assignment, IEEE 802.1p/Q, QoS/ToS, HTTP/HTTPS/ DHCP, NTP, FTP/TFTP, CDP/LLDP VLAN Configuration, LDAP

KEY FEATURES

- Power over Ethernet (PoE)
- Multiple language support
- Failover and high availability (DNS, SIP proxy, dual registration)
- Auto-provisioning (DHCP and redirect through Genesys Feature Server Device Management)
- Support agent log-in and log-out from the phone
- Allow agents to set the status: Ready and Not-Ready from the phone
- Business continuity support with Genesys SIP contact center
- Full SIP protocol supporting tight interoperability with Genesys SIP Server
- Supplementary calling features (including 3-way conference)
- Full Duplex HD speakerphone and headset connectivity
- Security (VLAN discovery, 802.1x, TLS, SRTP)

Figure: Genesys 405 IP Phone

TELEPHONY FEATURES

- Supplementary features include call waiting, call hold, call transfer, 3-way conference, hot line, do not disturb, proactive mute, speed dial, dial plan, call waiting reminder ring, call logs, auto answer, call pickup
- Signaling capabilities include caller ID, MWI, DTMF Relay–RFC2833, DTMF via SIP INFO, configurable call progress tones

About Genesys

Genesys, creator of the world's #1 Customer Experience Platform, empowers organizations to build exceptional customer relationships with personalized, omnichannel experiences across all journeys in the customer lifecycle. For over 25 years, we have put the customer at the center of all we do, and today, we continue to passionately believe that great customer experience drives great business outcomes. Trusted by over 4,700 customers in 120 countries, Genesys orchestrates over 25 billion interactions per year in the cloud and on premises.

Visit us at www.genesys.com or call us at +1.888.436.3797.

- Security: 802.1x, HTTPS, SIP over TLS and SRTP, configuration file encryption, PC port disable option
- Web server for configuration and management, configuration update via FTP, TFTP, HTTP, HTTPS, DHCP options (66,67,160,12,60,77), port mirroring, mass deployment provisioning with TR-069 and TR-104 (client), provision URL via SIP SUBSCRIBE and NOTIFY

General Specifications

- Language Support: English (default), Spanish, Italian, Portuguese, German, Russian, Ukrainian, Polish, Chinese, Japanese, French, Hebrew
- Telephone Interface: RJ-9 Headset Jack
- Network Interface: 2 LAN RJ-45 10/100 Base-T for PC and LAN connectivity
- Power Requirements: +12V DC, 1A Power adapter AC 100V-240V and/or Integrated Power over Ethernet – IEEE 802.3af
- Storage/Operation Temperature: -20° to +70°C/0° to +40°C
- Approvals, Safety and Country Certifications: FCC Part 15 Class B, ICES-003 Class B, EN55022 Class B, EN61000-3-2, EN61000-3-3, UL-60950-1, EN60950-1, IEC-60950-1 (CB), CE mark, cTUVus, Australia A-Tick, AS/NZS60950-1 and AS/ASIF S004, Brazil Anatel, Japan VCCI Class B