

Spectrum Prism®

Spectrum Prism® is a telephony server that connects the Spectrum system to the complete range of telephone services like DID, ISDN, and T1. Spectrum Prism® was designed with an open-ended architecture and a fully digital backbone, which means it offers you improved reliability with more features.

Spectrum Prism® is optionally equipped with revenue-generating features that extend the services that you can provide to your clients, such as a voice mail system and IVR (Interactive Voice Response).

The screenshot displays the Spectrum Prism software interface. The main window, titled "Activity Display", shows a table of call activity for 27 ports (000 to 026). The table columns are Port, Type, Status, To, Time, Caller Number, and Called Number. The status of each port is listed, with some showing call details like time and numbers. To the right of the table is a summary section with the Spectrum Prism logo and call statistics: 10 Total Calls, 0 Ringing, 2 Holding, 2 Outbound, and 6 Connected (In). Below this are fields for "Calls Received" (2870) and "Calls Placed" (384). An "Events" section is also visible. Overlaid on the bottom right is the "Outdial Group Properties" dialog box, which includes settings for Dial Group (R), Outdial Prefix and Suffix, Busy Action (Busy Tone, Play Message, Use Alternate, Camp On Ring), ACD Algorithm (Sequential Ascending, Sequential Descending, Circular Clockwise, Circular Counterclockwise, Longest Idle), Dialout Number (Use DID #, Use Dial String), Local Dial Tone (checked), and Dial Times (Comma time, DTMF On, DTMF Off).

Port	Type	Status	To	Time	Caller Number	Called Number
000 : ISDN		Idle				
001 : ISDN	In	Patched	39	1:24:23 PM	1116	
002 : ISDN	In	Answered	56	1:27:02 PM	1143	
003 : ISDN	In	Answered	65	1:26:09 PM	3960	
004 : ISDN		Idle				
005 : ISDN		Idle				
006 : ISDN	In	Answered	66	1:26:59 PM	9306	
007 : ISDN	In	Answered	61	1:26:50 PM	8475	
008 : ISDN	In	Holding		1:26:56 PM	8427	
009 : ISDN	In	Holding		1:26:57 PM	1129	
010 : ISDN	In	Answered	54	1:26:57 PM	8402	
011 : ISDN		Idle				
012 : ISDN		Idle				
013 : ISDN		Idle				
014 : ISDN		Idle				
015 : ISDN		Idle				
016 : ISDN		Idle				
017 : ISDN		Idle				
018 : ISDN		Idle				
019 : ISDN		Idle				
020 : ISDN		Idle				
021 : ISDN		Idle				
022 : ISDN		Idle				
023 : ISDN		Idle				
024 : ISDN		Idle				
025 : ISDN		Idle				
026 : ISDN		Idle				

Spectrum Prism® gives you:

- Superior audio quality and faster call set-up
- Routing flexibility to any outgoing signaling format or device
- Real-time monitoring and activity logs
- Powerful call routing features by station, client group or skill level