PBXACT CLOUD

The Features you want.
A Price You'll Love.

ACCESSIBLE TO ALL

Who is Sangoma?

Sangoma Technologies is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes, service providers, and OEMs.

Sangoma's offerings include Unified Communication as a Service (UCaaS) and Call Center as a Service (CCaaS) business phone systems, both on-premise and cloud, Communications Platform as a Service (CPaaS), SIP trunking services (TaaS), and telephony hardware which can also be deployed as a service.

Sangoma's products and services are used in leading PBX, IVR, contact center, carrier networks, and data communication applications worldwide.

Sangoma is the primary developer and sponsor of the Asterisk project, the world's most widely used open source communications software, and the FreePBX project, the world's most widely used open source PBX software.

Businesses can achieve enhanced levels of collaboration, productivity, and ROI with Sangoma.

THAT'S RIGHT FOR YOU

The Power of PBXact in the Cloud

Access powerful UC features like mobility, IVRs, queues, conferencing, and tight integration with Sangoma S-Series phones. All features are included with PBXact Cloud, and no additional licensing fees are required.

PBXact Cloud gives you access to an enterprise-grade phone system while completely eliminating costly CapEx. You can even add S-Series phones to your monthly bill with the Phone Rental Program to avoid expending capital in hardware purchases.

PBXact Cloud makes it so easy to get started with no upfront costs, hassle-free installation, and no on-going maintenance.

For more information on PBXact Cloud visit:
North America: cloud.pbxact.com   **United Kingdom:** cloud.pbxact.co.uk

What's Included in PBXact Cloud?

Service Features

» Support entitlement and PBX management

» Unlimited local and long distance calling per extension

» Unlimited extension-to-extension calling

» HD voice (where available)

General Phone System Features

» Personalized UCP dashboard for every user

» Visual voicemail

» Mobile softphone clients for call and chat

» Call queues

» Desktop softphone for every user

» Detailed reporting

» Conference calling

» IVR & auto-attendant

No PBX Hardware

Fully hosted service and we take care of the maintenance.

Reliable

Using the latest data center technology with rigorous back-ups and resiliency.

Multi-Site

A single instance of PBXact Cloud delivers you telephony service across all your sites with seamless user experience.

WHY PBXACT CLOUD?

Remote Worker Friendly

Operate your workforce wherever they are located, on whatever device they are using, while having full access to communication, collaboration, and productivity tools. Desktop and mobile softphones, user dashboards, auto-provisioning IP phones and customer service tools – What else could you ask for! Plus, there is very little setup when transitioning from office to remote working.

Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you are already using such as Salesforce, Zendesk®, Zoho and other browser-based helpdesk tools.

Advanced Call Queues

A robust set of add-on features to help process inbound calls more efficiently while enhancing the customer experience with priority caller and call-back support, amongst many others.

Flexible IVR

Route inbound calls more efficiently and reduce agent call administration time, while providing customer features such as multilingual options, custom music-on-hold to play special announcements, and priority routing.

Powerful Reporting

Advanced call reports can be created ad-hoc or scheduled directly from the web client and detail granular information in graphical format, making it quick and easy to know how well your business is helping your customers.

Global Support

PBXact supports dozens of world-wide languages from sound prompts, IP phone applications to IVR language detection so that your customer get the tailored experience, no matter where your business operates.

Easy to Manage

An intuitive dashboard allows you to manage every aspect of PBXact from anywhere you have Internet access. Advanced call control, extension customizations and centralized endpoint configurations all from one place.

COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE

Desktop Softphone

» Improve workplace engagement and productivity with video conferencing & screen-sharing

» Improve collaboration with One-to-One chat and Team chat rooms

» Coworkers can make and receive phone calls, as well as SMS messages using their work extension

» Presence control delivers efficient communication

» Visual voicemail lets employees take care of their messages quickly

Mobile Softphone

Workers have become more flexible and get their job done whenever and wherever they are. Powerful iOS and Android clients allow users to stay connected while on the go.

» Make or receive video and voice calls using your extension

» SMS

» 3 way conference calling

» Blind and Assisted Transfer

» Favorites and Call directory

» Do-Not-Disturb (DND)

Available on the App Store

Get it on Google play

Looking to Upgrade Your FreePBX or PBXact to the Cloud?

Since PBXact Cloud is based on FreePBX and PBXact software, our technical support team will take care of converting your existing system into PBXact Cloud, with all your existent configuration intact and ready to go!

PBXACT CLOUD
FEATURES

Presence

See who is in the office, on a call, or away from their desk, using the Desktop Softphone, mobile client, S-Series or P-Series IP phones. Call rules update automatically based on an employee's presence.

Recording & Monitoring

Great for training and auditing calls. Managers can easily monitor, whisper, barge, and record calls from the UCP Wallboard dashboard. You can also record calls directly from your S-Series and P-Series phones.

Interactive Voice Response

The extensive built-in IVR allows you to provide information to callers, collect information about the customer's needs, and transfer callers to the appropriate person or department. Multi-language options, custom Music-on-Hold for special announcements and Callback make the IVR even better.

Conferencing

Built-in conferencing allows all of your employees to manage their own conference rooms on-demand, using the UCP dashboard. See who is in the conference call and who is speaking, with the ability to mute or dismiss participants. In addition, easily invite customers to conferences using a pin number.

Collaboration

Collaborating over long distances has never been easier with integrated video calling, screen-sharing, and group chat built into the desktop softphone. The mobile softphone and chat apps allow employees to stay connected while on the go.

CRM Integration

PBXact Cloud offers native integration with Salesforce and Zendesk®, SugarCRM and Zoho, with the ability to integrate nearly any other browser-based CRM. Your sales and service organization will have customer information right at their fingertips when they receive a phone call.

Chat & SMS

Improve employee communication with integrated chat via the desktop softphone and mobile chat app. Employees can use their extension to send/receive SMS messages (Inbound SMS included free-of-charge).

Contact Center / Call Queues

Whether you operate a small or large help desk, sales team or contact center PBXact Cloud offers big customer service and call processing features to help you boost revenue.

ADVANCED CALL QUEUES

Your sales and support agents are there to answer customer calls to help boost your business revenue and keep your customers happy at the same time. When your customers call your business they are placed into queues which eventually connect to your staff. Processing inbound calls as quickly and efficiently as possible is key, and your call queues are the engine for success. With PBXact Cloud Advanced Call Queues, you can:

Choose how you want your inbound callers to reach your agents. Choose to have all agent phones ring at once, randomly, least-rang, and many more.

Create multiple priority-groups so that the caller with the highest priority and earliest arrival time of all the queues is tended to first.

Keep callers' same wait time even when transferred between queues.

Define a set of agents ready to jump in and help for those times when it's really busy.

POWERFUL REPORTING TO
BOOST SUCCESS

Measuring your contact center performance is vital to your bottom line and requires robust reporting. These reports can help pinpoint inefficiencies with your call routing, help understand when peak demand times are, and help decide when to hire more agents and how to organize agents across departments.

PBXact Cloud Queue Reports can provide detailed information on:

» Call distribution by agent, queue, day of the week, or even down to the hour

» Average call time and average hold times

» Service call thresholds

» Reasons why calls are being disconnected (including whether the customer or agent is hanging up first, or if the call was abandoned)

Reporting Criteria & Fields

» Run ad-hoc or scheduled reports

» Display information in HTML, XLS, or Chart format

» Create custom reports using templates to focus on what matters to your business the most
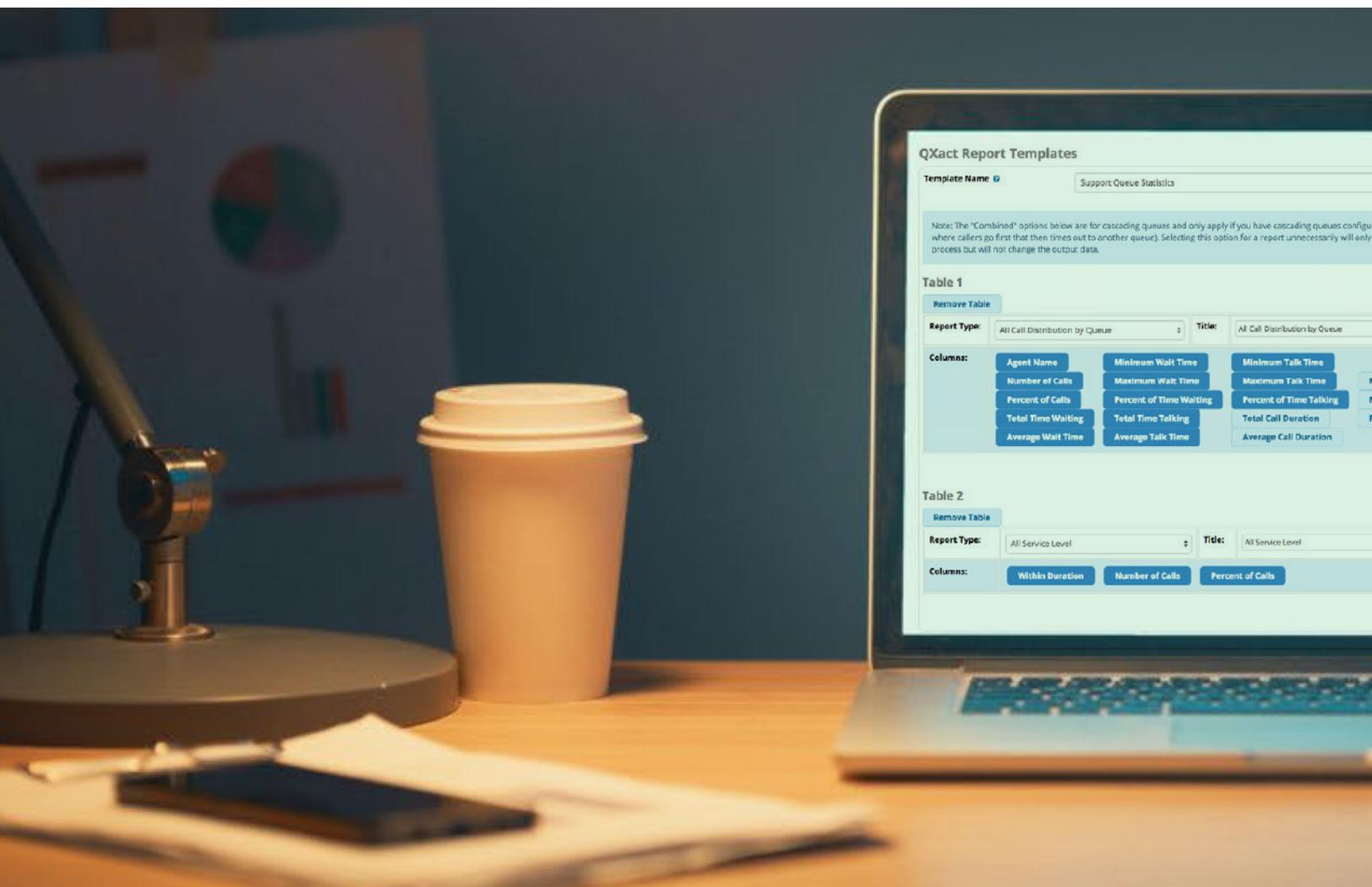
THE UCP QUEUE WALLBOARD

Queue Wallboard is a suite of contact center widgets which display graphical statistics from within the UCP web-based dashboard. It enables supervisors to view a variety of real-time call queue statistics to help manage their on-call sales and support staff performance.

The Queue Wallboard is **very customizable** and can display as many or as little widgets required on individual panels, delivering **the most comfortable working experience**.
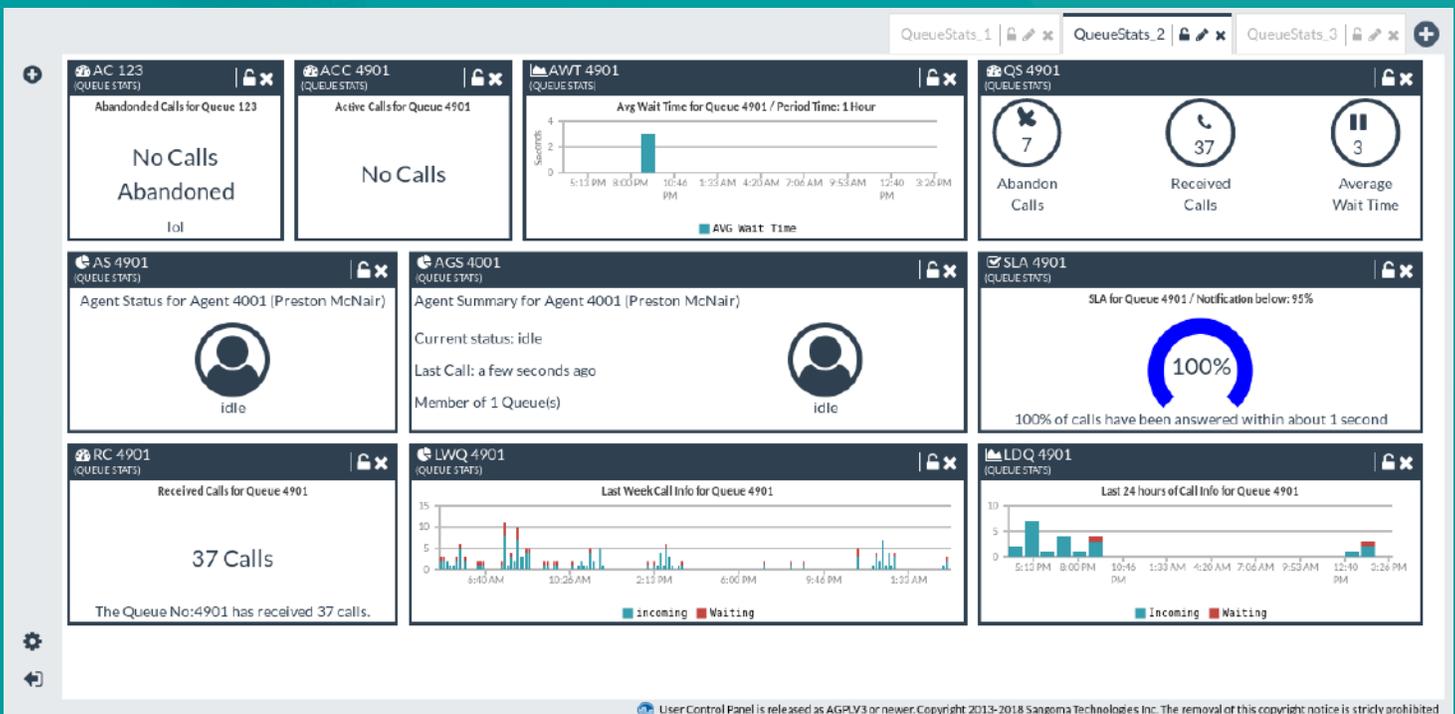
Supervisors can configure Queue Wallboard widgets on a permissions basis, so that they can manage the information displayed about agents and queues to **focus on what's important**.

INTUITIVE IP PHONES DESIGNED FOR PBXACT CLOUD

Sangoma S-Series Phones Are the Only Phones Designed Exclusively for PBXact Cloud

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning—saving you time.

All Models Include:

» Zero-touch auto-provisioning

» HDVoice

» Customizable Busy Lamp Field (BLF) Keys

» Power Over Ethernet (POE)

» Interactive voicemail

» Interactive, real-time status

» Parked calls

» Contacts

» Transfer & conference calls

» Record & monitor calls

» Agent/manager queue

	s206	s305	s406	s505	s705
SIP Accounts	2 SIP Account	2 SIP Accounts	3 SIP Accounts	4 SIP Accounts	6 SIP Accounts
Soft Keys	4 Menu Keys	15 Programmable Keys	25 Programmable Keys	35 Programmable Keys	45 Programmable Keys
Display	128 x 40 Pixel Graphical LCD with Backlight	Backlit 192 x 64 Pixels	Backlit 192 x 64 Pixels	Color 3.5" 480 x 320 Pixels	Color 4.3" 480 x 272 Pixels
Ethernet	2x 10/100 Mbps	2x 10/100 Mbps	2x Gigabit	2x Gigabit	2x Gigabit
Conference Calling	5-way Conference Calling	5-way Conference Calling	5-way Conference Calling	5-way Conference Calling	5-way Conference Calling
VPN Client	Yes	Yes	Yes	Yes	Yes
Expansion Module	Not Compatible	Not Compatible	Not Compatible	Yes (Supports up to 6)	Yes (Supports up to 6)
Wi-Fi	No	No	No	No	Yes
Bluetooth	No	No	No	No	Yes

Expand Functionality with the EXP100

For receptionists or those in the education, real estate and hospitality industry, the Sangoma EXP100 sidecar adds 40 more programmable buttons to the S505 and S705 with the option for even more by daisy-chaining up to 6 modules.

Roam Free with Wireless Headsets

The only headsets designed to work with PBXact. Whether you want to be productive away from your S-Series phone or need USB connectivity for use with the PBXact Desktop Softphone, our H10 and H20 models will suit your every need.

PBXact Cloud Works With Your Existing Environment

Integrate your Salesforce or Zendesk CRMs so that you can collect data while delivering the best customer service at the same time.

SANG✳MA

www.sangoma.com

North America

+1 877 344 4861

Toll Free

+1 256 428 6000

Central / South America

MX +52 5541708598

Europe / Africa

UK +44 1344 269220

Asia / Middle East

IN +91 226 7866707