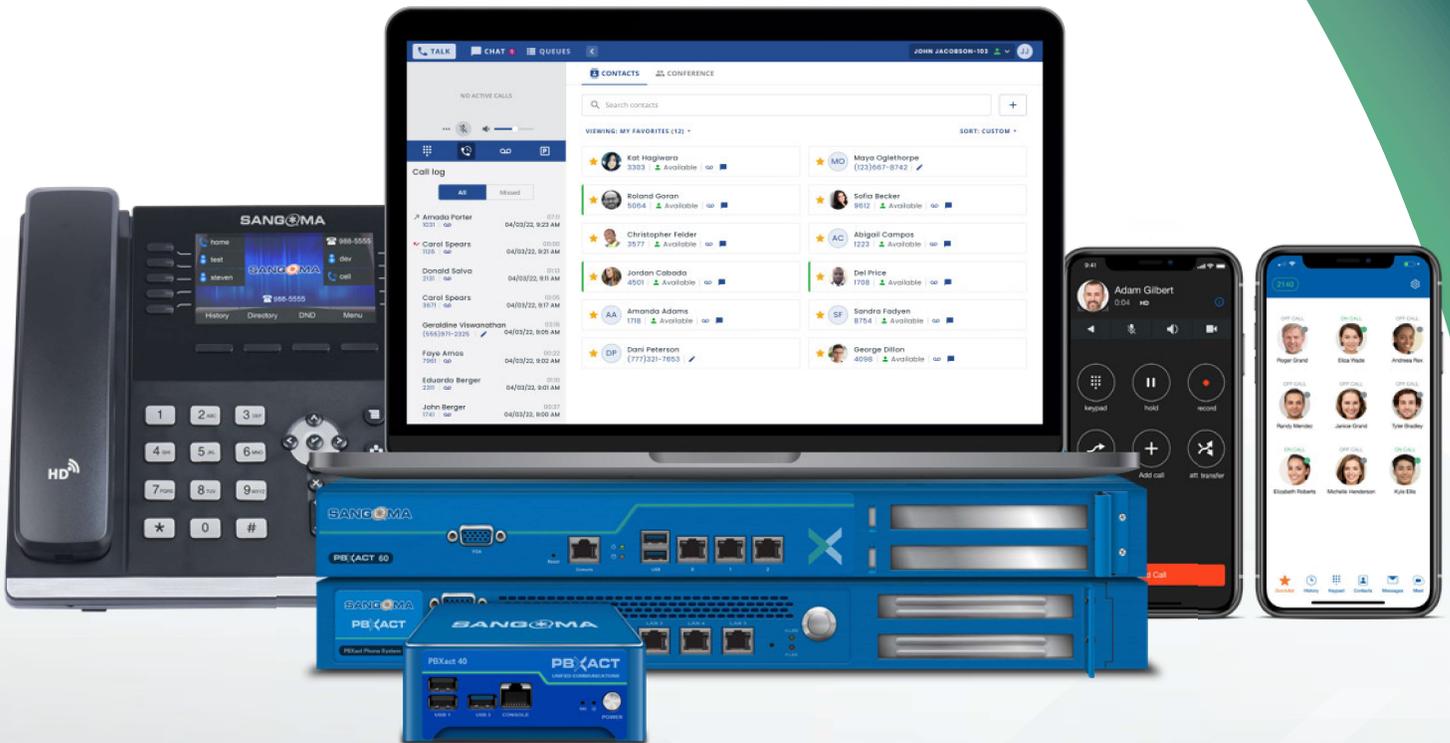


Sangoma



PBXACT

CUSTOMIZABLE AND FLEXIBLE IP-PBX

MAKING GREAT COMMUNICATIONS

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

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 as a Service (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.



WHY PBXACT?

Saves You Money

Unlike other proprietary systems, PBXact gives you more value for your purchase. With all features included, flexible deployment options, less add-on fees, and a simplified pricing model, PBXact is the best value in UC.

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.

Many Products in One

PBXact is more than just an IP-PBX. When coupled with Sangoma S-Series IP phones, SIPStation SIP Trunking service and VoIP Protection software it's an entire turnkey communication solution for your business, whether it be in the hospitality, contact center, auto-dealership or retail sector.

PBXACT PROVIDES THE POWER TO COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE



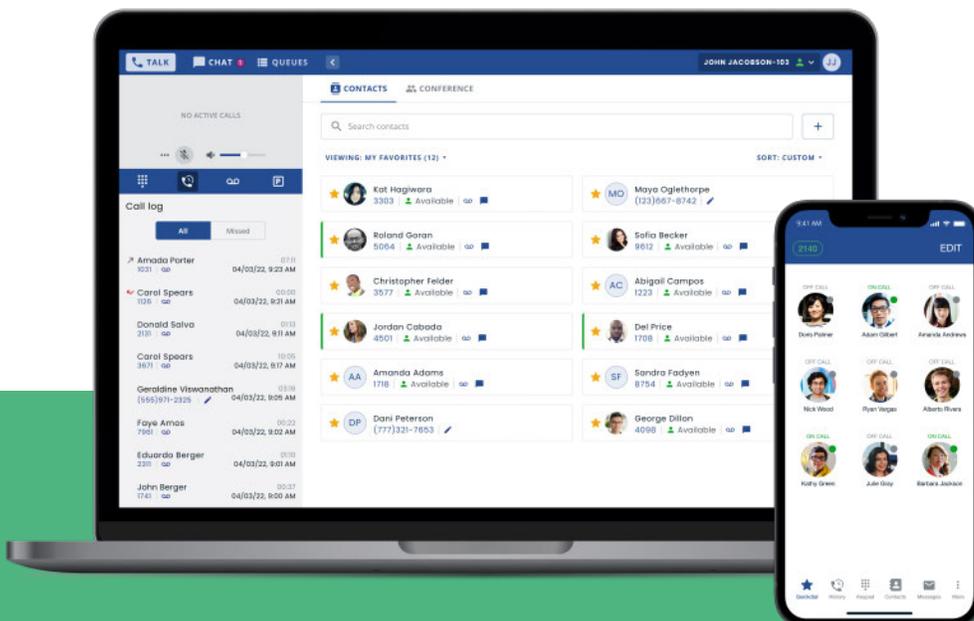
Desktop Softphone

- » Improve workplace engagement with contact integration
- » Boost collaboration with one-to-one chat and team chat rooms
- » Coworkers can make and receive phone calls, and SMS messages using their work extension
- » User presence control delivers efficient communication
- » Visual voicemail lets employees take care of their messages quickly
- » See coworkers status with user presence and BLF
- » Queue agent and supervisor features

Mobile Soft Clients

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 and text messaging
- » 3 way conference calling
- » Blind and assisted transfer
- » Favorites and call directory
- » Do-Not-Disturb (DND)
- » User presence and BLF
- » Contact integration
- » Individual and group chats



FEATURES



Presence

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



Recording

Many companies must record and archive calls for customer satisfaction, employee evaluation and training, security, and legal compliance reasons. In PBXact, all calls can be selectively recorded, and are displayed in a recordings report.



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 your employees to manage their own conference rooms on-demand, using the UCP dashboard or Sangoma Phone Desktop app. 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 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 offers native integration with Salesforce, ConnectWise, SugarCRM, and Zoho, with the ability to integrate nearly any other browser-based CRM and others via GraphQL, APIs, Zapier, or webhooks. Your sales and service teams will have customer information right at their fingertips when receiving a call.



Chat & SMS

Improve employee communication with integrated chat via the desktop softphone and mobile app. Employees can use their extension to send/receive SMS and internal text 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 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 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



Keep callers' same wait time even when transferred between queues



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



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 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

QXact Report Templates

Template Name

Note: The "Combined" options below are for cascading queues and only apply if you have cascading queues configured (where callers go first that then times out to another queue). Selecting this option for a report unnecessarily will only process but will not change the output data.

Table 1

[Remove Table](#)

Report Type: Title:

Columns:

Agent Name	Minimum Wait Time	Minimum Talk Time
Number of Calls	Maximum Wait Time	Maximum Talk Time
Percent of Calls	Percent of Time Waiting	Percent of Time Talking
Total Time Waiting	Total Time Talking	Total Call Duration
Average Wait Time	Average Talk Time	Average Call Duration

Table 2

[Remove Table](#)

Report Type: Title:

Columns:

Within Duration	Number of Calls	Percent of Calls
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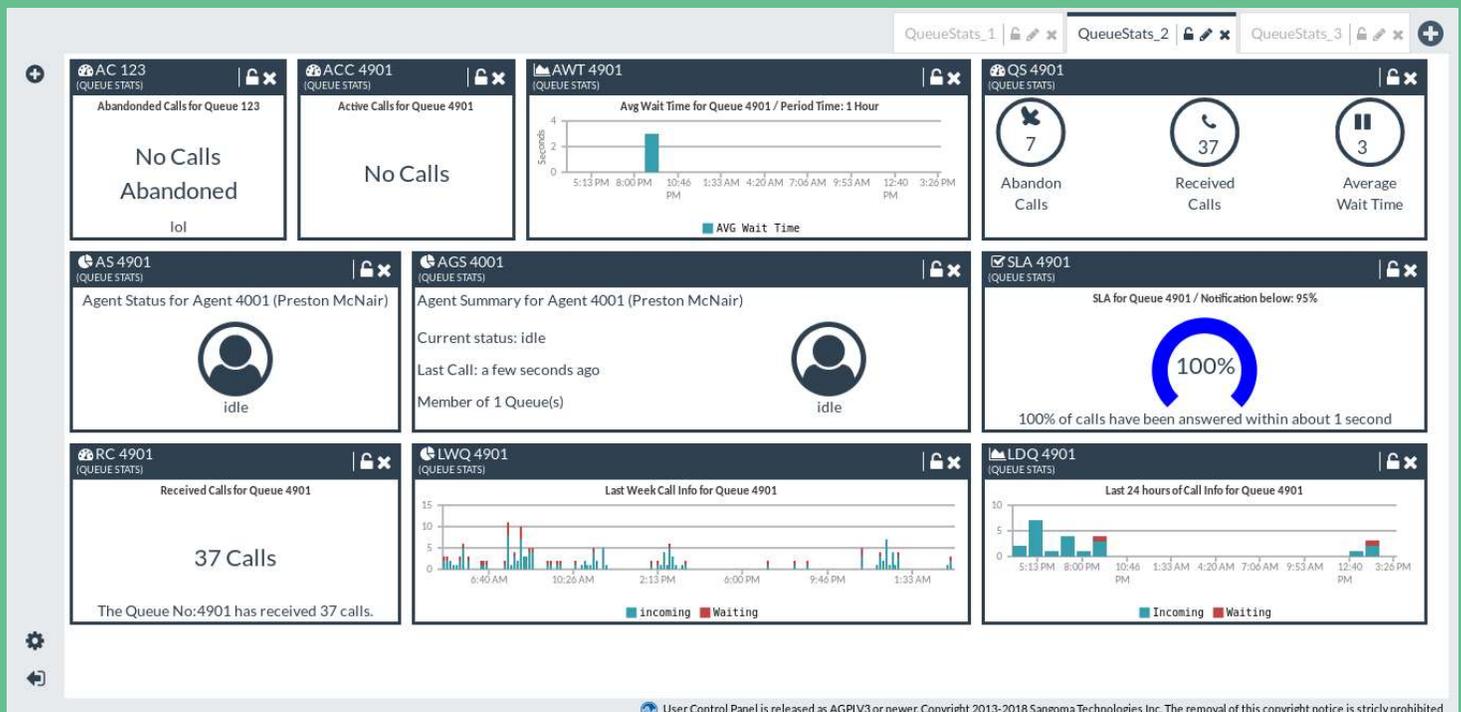
The UCP Queue Wallboard

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.

Queue Wallboard can display widgets detailing:

- the number of active calls in any queue
- the number of calls that have been abandoned
- the SLA percentage (ratio of calls that are handled using pre-defined criteria)
- a complete summary of queue statistics (such as wait time) over a predetermined period of time
- agent status for any agent

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

Our P-Series Phones Provide a Premium User Experience

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)
- » Voicemail
- » Interactive, real-time presence
- » Parked calls
- » Contacts
- » Call transfer
- » Conferencing
- » Record calls
- » Call queues





	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	N/A
Programmable Keys (for Speed Dial/BLF or more SIP accounts)	2	P320: 4; P325: 6 P330: 12	N/A	2 rows of 10 keys
Virtual Pages of Added Functionality	N/A	P320: N/A; P325: 20 P330: 10	Up to 20 favorites on screen up to 120 total	20 keys & 3 pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth & Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

Expand Functionality with the PM200

For users who need to track and dispatch high volumes of calls, the Sangoma PM200 attendant console adds 40 more programmable buttons to make life easier by complementing the main phone display. You have the option for even more buttons by daisy-chaining up to 6 modules.



Headsets – Wired & Wireless

Our headsets deliver the right communication experience for each user, offering high-quality audio with exceptional noise cancellation and premium comfort. With both wired and wireless options for free roaming, you can stay productive without missing a beat. Our headsets are designed to work with Sangoma's select desk phones, softphones, video conferencing, and collaboration tools.

