PBXACT

CUSTOMIZABLE AND FLEXIBLE IP-PBX

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 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.

PLATFORM

SMBs, Enterprise and Contact Centers

PBXact, based on the open-source FreePBX IP-PBX, is a fully-featured UC platform delivering productivity and collaboration tools enabling users to work flexibly from the office or remote. The integrated online portal store lets businesses instantly add on extra features to their deployment, a-la-carte, such as enhanced contact center functionality, from one central location.

PBXact's open-source nature makes it the perfect choice for advanced deployments where the installation environment requires complex configuration and customization.

PBXACT

FLEXIBLE DEPLOYMENT OPTIONS

PBXact can be deployed in multiple ways, each with the same feature set.

Cloud*

PBXact Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

*Available in Canada, US, and UK

- No onsite hardware to maintain and control
- Simplify access to communication tools for sales, support, and agents
- IP phone rentals available

On-Premise

Deploying PBXact on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

- Maintain full control of your solution
- Dedicated hardware appliance backed by Sangoma
- No racks of specialized equipment

Virtualized

PBXact offers the option of virtualization for organizations that already host a virtual environment or seek to do so.

- Use your preferred virtual machine
- Leverage failover for High Availability options
- Save on stand-alone appliance costs

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 & 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

*Requires active SIPStation SIP trunking subscription

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)

GET IT ON Google Play

Download on the App Store
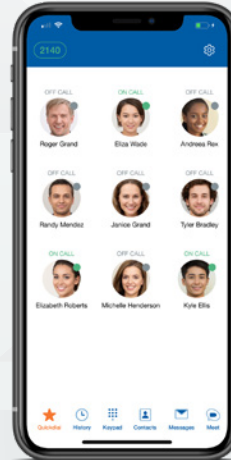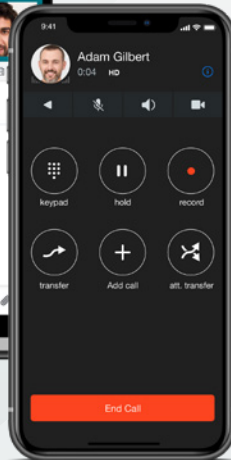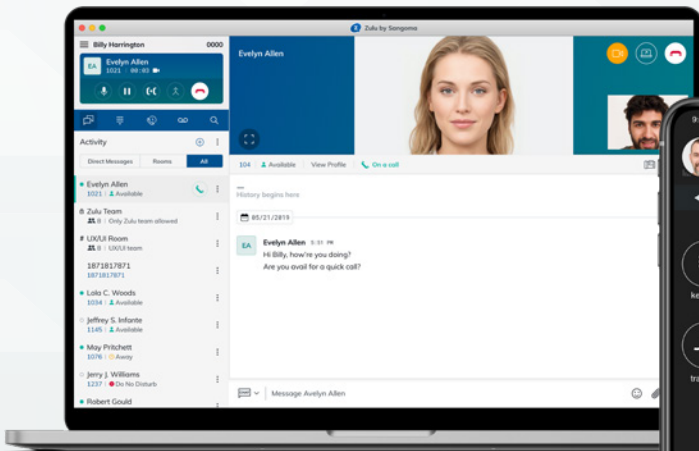
PBXACT ↑ freePBX

Are You Using FreePBX and want an easy way to Upgrade to PBXact?

Since PBXact is based on FreePBX, we offer a simple way to convert your existing FreePBX deployment to PBXact in one simple step. All you need to do is is purchase the FreePBX-to-PBXact license from the Sangoma Store portal then enter one command on your FreePBX system and within minutes you will have a fully operational PBXact platform, with all your existing configurations intact and ready to go!

PBXACT**FEATURES**

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

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.

Chat and SMS
Improve employee communication with integrated chat. Employees can use their extension to send/receive SMS messages (requires SIPStation or SIPDepot SIP trunks).

Customer Relationship Management (CRM) Integration
PBXact offers native integration with Salesforce, 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.

Interactive Voice Response (IVR)
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.

Recording and 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 phone.

Integrated SIP Trunking and Fax Support
Setup the award-winning SIPStation SIP Trunking and FaxStation reliable fax service directly from the PBXact admin dashboard, delivering rich VoIP.

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 allows employees to stay connected while on the go.

Advanced Recovery
Guarantee service during catastrophic failure where your communications automatically fails over onto a secondary system if the primary fails.

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 ⓘ   Support Queue Statistics

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 c process but will not change the output data.

Table 1

Remove Table

| Report Type: | All Call Distribution by Queue | Title: | All Call Distribution by Queue |

Columns:

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

Table 2

Remove Table

| Report Type: | All Service Level | Title: | All Service Level |

Columns:

| Within Duration | Number of Calls | Percent of Calls |

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.**
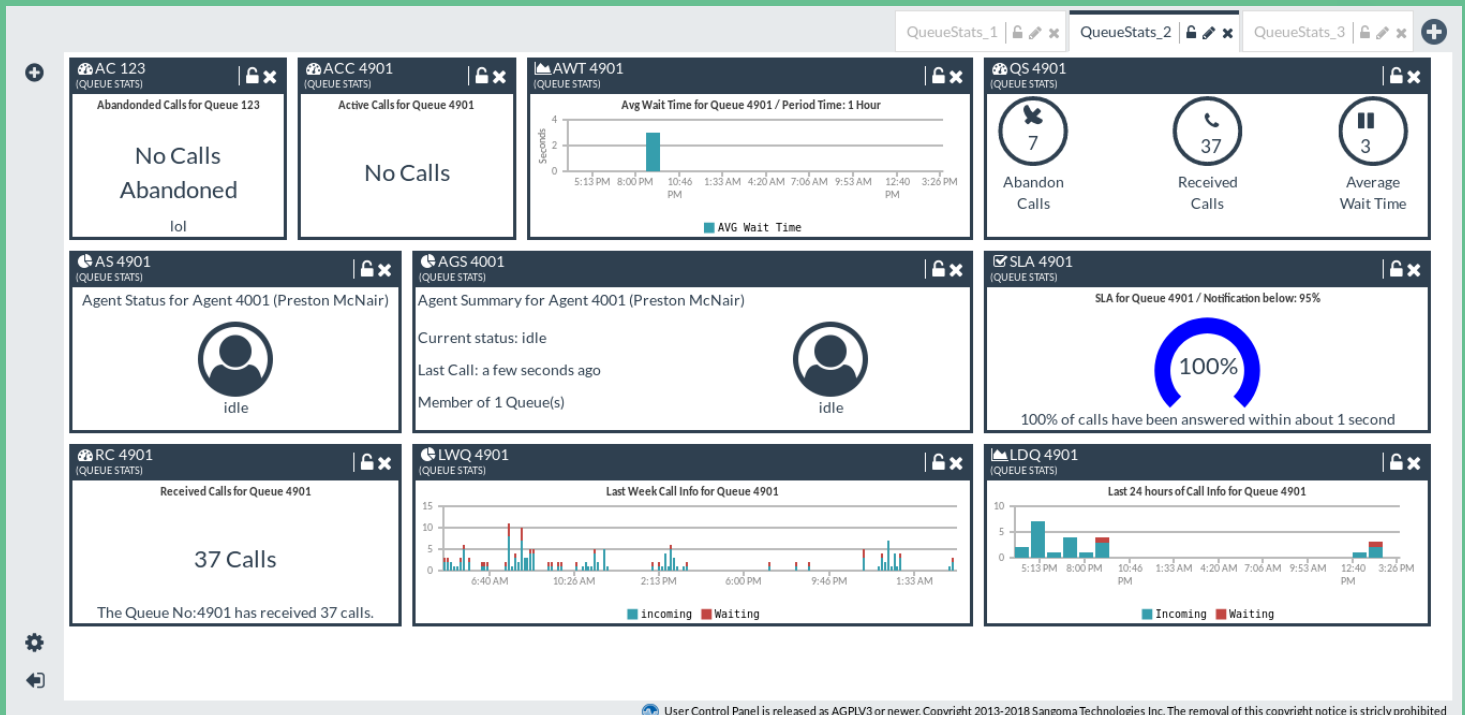
Supervisors can configure Queue Wallboard widgets on a permissions basis, so that they can manage the information displayed about agents and queues to **focus on what's important.**

INTUITIVE IP PHONES DESIGNED FOR PBXACT

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

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

| IP Phones	s206	s305	s406	s505	s705
SIP Accounts	2 SIP Account	2 SIP Account	3 SIP Account	4 SIP Account	6 SIP Account
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 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.
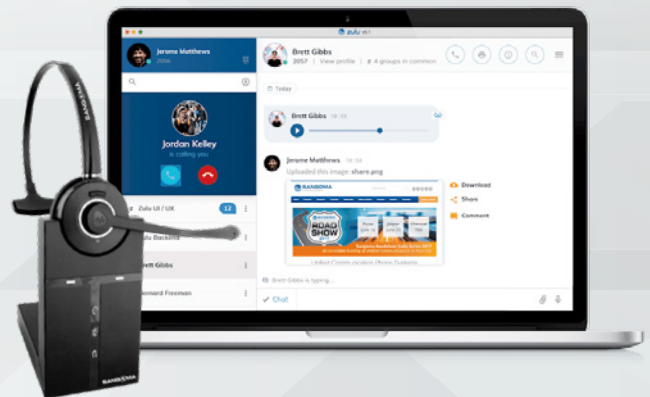
PBXact Works With Your Existing Environment

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

THAT IS 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?

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 centre 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

Sangoma IP-phones are the perfect complement to PBXact Cloud.

Sangoma phones are uniquely designed to have the tightest integration with PBXact Cloud with our award-winning Phone Apps and Zero Touch Provisioning applications, making them a true "plug and play" IP phone option for your PBXact Cloud Service; and allowing you to easily access advanced applications directly from your desk phone.

PBXACT ON-PREMISE APPLIANCES

Deploying PBXact on-premise ensures your system administrator has direct control over the phone system, including updates and any additional integration that may be needed.

PBXact appliances feature a 1U or smaller footprint and can automatically connect to Sangoma gateways, session border controllers, IP phones, and SIP trunking services.

PBXact Appliances Feature:

- From 25 to 2000 users
- From 15 to 1500 simultaneous calls
- Gigabit Ethernet
- PCIe slots for PSTN connectivity, using Sangoma telephony cards

Want To Install PBXact on your own hardware or Virtual machine?

If you already have your own hardware or want to install PBXact on a virtual machine, you can purchase just the PBXact Software. It is the exact same software used on our PBXact appliances and is offered with various users options to tailor to your business needs. You can always add more users as your business scales too!

Advanced Recovery (AR)

Ensure reliable communications during catastrophic failure with the Advanced Recovery (AR) module. Pair your PBXact appliance (or software only solution) with a secondary PBXact system and configure replication and automatic failover via the easy-to-use admin GUI module. When your primary system fails, for whatever reason, all your voice services will failover to your secondary system, automatically.

The best part about AR is that it supports geographical redundancy, so that your PBXact systems can be in a different room, buildings or cities! Purchase the AR module from the Sangoma Store portal and set up AR in minutes!

Stay Up-to-Date with All New Software Releases

The Platinum subscription plan from Sangoma gives PBXact On-Premise customers access to all the latest software releases. It also provides 24/7 technical support from Sangoma's own in-house service team based in the US, with satellite teams around the world to ensure professional support around the clock.

COMPLETE YOUR

PBXACT SOLUTION

SIP Trunking Designed for PBXact

Sangoma's award winning SIPStation SIP trunking service is tightly integrated with PBXact, delivering premium SIP trunking to your PBXact deployment. It's so tightly integrated that the SIPStation self-serve portal is built directly into the admin GUI so that you can sign-up whenever you want and adjust your services as you see fit, without requiring to speak with a sales agent. It also features one-click automatic setup so that you don't need to be a VoIP expert to get VoIP service.

Need a reliable and secure fax-over-IP solution?

Designed to address the T.38 fax limitations, FAXStation provides you with the most reliable and secure Fax-over-IP (FoIP) solution on the market. Use your existing analog fax machine and enjoy a true analog fax experience without the high cost of an extra PSTN line. FAXstation is delivered via a small appliance which connects to your analog fax machines on one side, and our FAXstation service on the other. It's also built into the SIPStation portal, making it very easy to sign-up directly from your PBXact admin GUI.

DECT Phones for Your Tough Jobs

Durable, secure DECT phones perfect for the manufacturing, retail, and construction industries, as well as any business with active staff who need an IP phone to carry around.

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