



# Switchvox Cloud

The UC features you need.  
A price you'll love.



- ✓ Switchvox Cloud is the optimal solution for delivering the best customer service
- ✓ No onsite hardware to maintain and control
- ✓ Simplify access to communication tools for sales, support, and agents
- ✓ IP phone rentals available



## Saves You Money and Increases Productivity

Unlike other proprietary systems, Switchvox gives more value for money. With all features included, flexible deployment options, no add-on fees, and a simplified pricing model, Switchvox is the best value in UC.

## Unified Comms Enables Remote Working

Your workforce have full access to communication, collaboration, and productivity tools, wherever they are. Free smartphone and desktop app allows employees to keep their mobile number private, as well as easily transfer calls between devices without interruption.

## IP Phones and Headsets with Rental Options

Sangoma phones come with zero touch auto provisioning for plug & play, single vendor means seamless integration. Phones and headsets are available to rent, which saves on capital expenditure enabling a full OpEx model should you wish.

## Never Lose a Customer Call Again

Switchvox is a fully-featured UC platform and includes built-in contact centre features designed to help businesses take care of customers, improve operations, and increase their bottom line. Features include advanced call queues, IVRs, automated call distribution, presence, music on hold, recording & monitoring.

## Sangoma Allows Mixed Deployments (Cloud, On-Prem, Virtual)

If a business has a requirement for a mix of Cloud and On-premise, with Switchvox its the same software which means the same feature rich functionality and same management and user interfaces.

# Switchvox Cloud is the Smarter Choice

## Communicate Wherever, Whenever

### The Power of Switchvox in the Cloud

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

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

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

### What's Included in Switchvox Cloud?

#### Service Features

- Bring your existing numbers or choose new ones
- Fully managed and supported by Sangoma
- Minutes bundle included with every seat\*
- Rent your phones from the same vendor for one op-ex monthly bill

*\*Check for availability in your country.*

#### Switchvox as a Service

- Utilise existing trunking, but still get the full benefits of Hosted Switchvox
- Easily keep existing numbers, no need to port and deal with the admin to move
- Handsets and headsets as a Service

#### Cloud System Features

**Superior UC functionality and contact centre capabilities, included free for every user!**

- Personalised Switchboard for every user
- Desktop softphone for every user
- Visual voicemail
- Detailed reporting
- Mobile softphone clients for call and chat
- Conference calling
- Call queues
- IVR & auto-attendant

# All Features For One Low Cost



Automatic Answer  
Automatic Receptionist  
Auto Attendant



Status & Presence  
Automated Call Distribution  
Interactive Voice Response (IVR)



Call-back  
Call Queue Priority  
Call Recording  
Click-to-call



Mobility Featuring Rapid-Transfer  
Multi-Device, Single License  
Music on Hold



Company Directory  
Conference Calling  
Custom Directory



Manager tools: Record, Monitor, Whisper,  
Barge Reporting and CDR Logging  
Simple Point-and-Click Interface



Dial-By-Name Directory  
Real-Time Call Interaction



UC Applications for Mobile & Desktop  
And Much More ...

The screenshot displays the Sangoma Switchboard web interface. It features a top navigation bar with the 'Switchboard' logo and a search bar. The main content area is divided into several panels:

- Call Log:** A table listing recent calls with columns for Member Name, Login, Caller, and Duration.
 

MEMBER NAME	LOGIN	CALLER	DURATION
1 Douglas Bryant	1100	Elizabeth Morales	1300 0:18
2 Barbara Grantham	1300	-	-
3 Elizabeth Morales	3100	Subzoom, Inc.	800-555-0149 0:19
4 Charles Steck	3200	-	-
5 Robert Ward	3300	-	-
6 Steven Holley	1100	-	-
- Contacts and Tags:** A list of contacts with columns for Member, Caller, and Duration.
 

MEMBER	CALLER	DURATION
Barbara Grantham	1200	-
Elizabeth Morales	1300	Douglas Bryant 1100 0:19
Kay Austin	1800	-
Willie Meraz	1900	-
Michael Munoz	1600	-
Douglas Bryant	1100	Elizabeth Morales 1300 0:18
Raymond Robinson	1400	-
Justin King	1500	-
David Taylor	1220	-
Helen Rauch	1110	-
Intercom: User	1700	-
- My Calls:** A panel for the active call with Elizabeth Morales (1300), showing options like HOLD, TRANSFER, VOICEMAIL, PARK, RECORD, and END.
- Google Maps:** A map showing the location of the caller or contact.
- All Contacts:** A list of all contacts with search and filter options.
- Monitoring Tools:** A section for 'Monitor', 'Record', and 'Whisper' with a table for call statistics.
 

QUEUE	WAITING CALLS	MEMBERS	PAST CALLS	AVG
Sales Support	0	5	11	2 0 0:21
Barbara Grantham			3	0
- Chat:** A chat window at the bottom showing a conversation with Robert Mauk.

## Exceptional Customer Service – Never Lose a Customer Call Again

Sangoma's unique Switchboard is a browser-based real-time call manager. View current calls, quickly find contacts, monitor staff, manage call centre features, transfer calls, create conference calls, and more - all from the comfort of your favourite web browser.

# Intuitive IP Phones

## Designed for Switchvox Cloud

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



### All Models Include:

- › Full-color display screen
- › HD Voice
- › Customisable 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

## All Inclusive Pricing

All telephony features are included in one monthly cost, for every user. There are no hidden costs - such as mobile and desktop clients, Switchboard, informal call centre functionality and hot desking.

**PLUS EVERY USER GETS A FREE SANGOMA IP DESKPHONE!**

*“Switchvox Cloud has transformed our communication with its powerful Switchboard, offering real-time visibility for receptionists, managers, and call centres. It includes mobility, softphones, call recording, and video conferencing—all with no hidden fees. Its customisability ensures tailored call handling, making it an invaluable business tool.”*

*— HR Professional*



For over 40 years, Sangoma has been a pioneer and global leader in business communications. We've been recognised for 10 consecutive years as a leader in Gartner's UCaaS Magic Quadrant. We are the leading developer and sponsor of Asterisk and FreePBX, the world's two largest open-source communications systems.

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