



Switchvox[®] for Education

Sangoma's award-winning Switchvox UC system has been providing robust and easy-to-use features to schools for years.



Sangoma

School systems are presented with unique communications challenges, such as student safety, parental relations, and general student management. These issues must be addressed when evaluating a new phone system.

Switchvox is a full UC solution that includes sophisticated call routing, mobility features, and the ability to integrate with other education-specific software.

Technology Advances in Learning

Teaching at all levels, has changed dramatically with the advancements in technology from learning materials, internet-based learning, management systems, software solutions, through to the hardware that students use (including laptops and tablets).

A modern UC system can help manage the unique communication issues educational institutions face. But the adoption of a new telecommunications system often takes longer than the integration of other technology solutions. The decision to delay updating a communications system is often mandated by budget and a lack of adequate IT resources. Because of this, schools find themselves cutting corners — but it doesn't have to be that way. Sometimes, it's simply a matter of finding the right UC solution at the right price!

Switchvox is a fully-featured UC platform and includes built-in contact centre features designed to facilitate these teaching methods; as well improve operations, and saving costs.



Flexible Working

Unlike other proprietary systems, Switchvox uses the same software for cloud, on-premise and virtual deployment; so staff can communicate how they want, at school, college or remotely – all with a single app for multi-channel communication across different devices.



Collaboration

Communication is an integral part of schools and they need an affordable, easy-to-use technology that enables it. Switchvox is more than a basic school phone system that simply answers calls. It helps connect teachers, staff members, and parents.

Sangoma's award-winning Switchvox UC system has been providing robust and easy-to-use features to schools for years. It's available at a cost that fits within most budgets and can be implemented with limited or no in-house IT staff. Switchvox goes a long way in providing solutions for educational establishments most common problems:

Affordability

Switchvox has been named the best value in UC. Minimal upfront costs combined with industry low annual costs mean Switchvox can save a school 40-60% compared to other proprietary phone vendors. Switchvox has an "All Features Included" pricing model. This all-inclusive pricing strategy ensures that you don't have to start sacrificing features to meet your school's budget.

Ease of Use

Education professionals should be doing what they are best at -educating our children and not having to learn complex legacy phone systems. Additionally, IT, faculty staff and students come and go and with them goes the knowledge of the existing systems.

This makes an easy-to-use phone system a must. With its incredibly intuitive web-based graphical user interface (GUI) and simple, but powerful, handsets and mobile applications, Switchvox meets this challenge making it easy for staff to get up and running quickly without taking time away from the classroom.

Safety

There is a need for a more proactive approach to student and teacher safety within schools, and this includes implementing better communications tools.

Switchvox can be an integral part of your school's safety processes as it can broadcast emergency alerts and messages over a paging system via the display on desktop phones and directly to parents' (or emergency contacts) phones. The mobility features ensure you can readily communicate with staff anywhere, anytime and turn them into a mobile taskforce during an emergency.

Switchvox for the Teacher

Switchvox includes many features that can make a teacher's job easier, whether it's in the classroom or working from home.

The job of the teacher is complex, and rarely ends when the last student leaves the classroom. Whether it's managing the relationships with parents or juggling a workload of grading papers and planning classes, inevitably, a teacher must take work home.

- ⦿ Switchvox mobility features, available on Android and iOS, allow teachers to have the same connectivity at home that they have in the classroom. Teachers can access their voicemail from anywhere; move calls from their desk to mobile phones; and can call parents using a school phone number instead of a personal number.
- ⦿ Switchvox provides each user with personalised call rules. This gives teachers the flexibility to set which of their phones ring, in what order and at what time of day. They can also manage their presence and let everyone in the school know where they are or what their class is doing or set a specific status like do not disturb, test in progress.
- ⦿ Switchvox provides an easy way for teachers to communicate with parents with dedicated conference rooms; integration with Microsoft Outlook or Gmail enables teachers to dial directly from their contacts list or from an email. They can change their presence, see their last calls and voicemails, and much more, all from the Email interface.
- ⦿ It is also easy to keep records using the Call Recording feature, which allows teachers to record important calls with a simple click of a button.



Switchvox for the Administrator

Switchvox makes it easier to juggle communications tasks that come with managing a school.

- ⦿ Know exactly which parent is calling and have an idea of the reason for the call with Sangoma's Extend API. This feature allows Switchvox to be easily integrated into the school's student management system. Using the Extend API, you can create "popup" messages for incoming calls that display important student details and notes.
- ⦿ The Switchboard, a web-based call dashboard, increases worker efficiency by allowing secretaries and front office staff to click-to-dial, drag and drop a transfer, instant message, and see every teacher's presence.
- ⦿ Create custom greetings and messaging with Switchvox IVR to enhance your school's professional image.
- ⦿ Connect to an existing paging system to extend the value of your investments in other on-site equipment.
- ⦿ Connect multiple buildings, schools, or campuses together to act as one large system. Instant message, see presence, and click-to-dial staff and faculty from any establishment in your district for easy connectivity.

Switchvox for the IT Staff

Switchvox has an extremely easy-to-use, intuitive, 100% web-based administration portal. IT staff can manage the system from any computer connected to the network.

Simple drop-down menus, input fields and easily accessed manuals make the Switchvox GUI one of the simplest in the industry.

Managing a phone system for a school can be a daunting task, especially when dealing with older analogue and key systems. Switchvox takes away all of that frustration:

- ⦿ The admin interface is intuitive, very easy-to-use and requires zero scripting or coding. It's simple drop-down menus and fields to input information and easily accessed manuals make Switchvox GUI one of the simplest in the industry.
- ⦿ Known for its interoperability with all types of equipment, you can easily integrate Switchvox into your existing network.
- ⦿ Need a slow rollout? Switchvox can integrate with older systems to ease the transition.
- ⦿ Moves, adds, and changes to extensions and IVRs are under the complete control of the admin and are very simple. Stay on top of any potential issues by running detailed reports on call volume and usage. Each feature in Switchvox is permissions-based and included in your purchase, so it is simple to create a permissions structure for staff.
- ⦿ Don't want someone to be able to record calls? Just uncheck a box. Need to add a feature? Don't worry about requesting funds from accounting because every feature is included!



UC is changing the way schools communicate and it's time for your school to take advantage of all the incredible benefits. Switchvox has all the tools that you would expect from a modern phone system and more with advanced UC features for every member of your organisation. Switchvox provides the affordability, ease of use, and safety features that are now a necessity for any size school. It's time to change the way your staff and faculty communicate in a way that only Switchvox can. Take the next step and see Switchvox for yourself!



www.sangoma.co.uk