

PBXACT

Customisable & Flexible IP-PBX



 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, fewer 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, Zapier Apps, 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.

Internationalisation

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 customisations, and centralised endpoint configurations all from one place.

Many Products in One

PBXact is more than just an IP-PBX. When coupled with Sangoma IP deskphones, 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 centre, auto-dealership or retail sector.

POWERFUL UNIFIED COMMUNICATION PLATFORM

What is PBXact?

Powered by FreePBX and Asterisk, PBXact is a fully-featured UC platform delivering productivity and collaboration tools that enable users to work from the office or remotely. Businesses can easily add on extra features to their deployment, a-la-carte, such as enhanced contact centre functionality.

PBXact is a flexible and modular system, making it the perfect choice for advanced deployments where the installation environment requires complex configuration and customisation.



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.

- » 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 specialised equipment



Virtualised

PBXact offers the option of virtualisation for organisations 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

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



Desktop Softphone

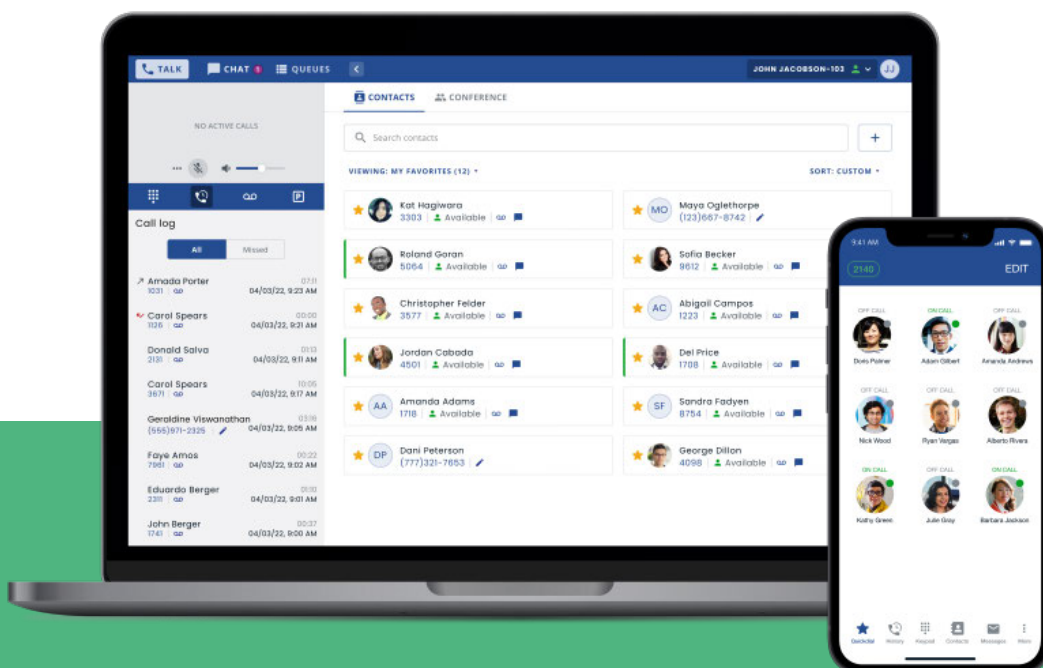
- » Improve workplace engagement with contact integration
- » Boost collaboration with one-to-one chat and team chat rooms
- » Coworkers can make and receive phone calls, and SMS messages using their work extension
- » User presence control delivers efficient communication
- » Visual voicemail lets employees 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.



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.



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.



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).



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.



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.



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.



Contact Centre / Call Queues

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

POWERFUL REPORTING TO BOOST SUCCESS

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.



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.

ModulesBasic ModeDashboardUCP

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

Table 1Remove Table

Report Type:Ans. Call Distribution by Queue

Title:Ans. Call Distribution by Queue

Columns:

Queue

Min. Wait

Min. Talk

Min. Call

Calls

Max. Wait

Max. Talk

Max. Call

% Calls

% Wait

% Talk

% Call

Tot. Wait

Tot. Talk

Tot. Call

Avg. Wait

Avg. Talk

Avg. Call

Table 2Remove Table

Report Type:All Service Level

Title:All Service Level

Columns:

Within

Calls

% Calls

Submit

Reset

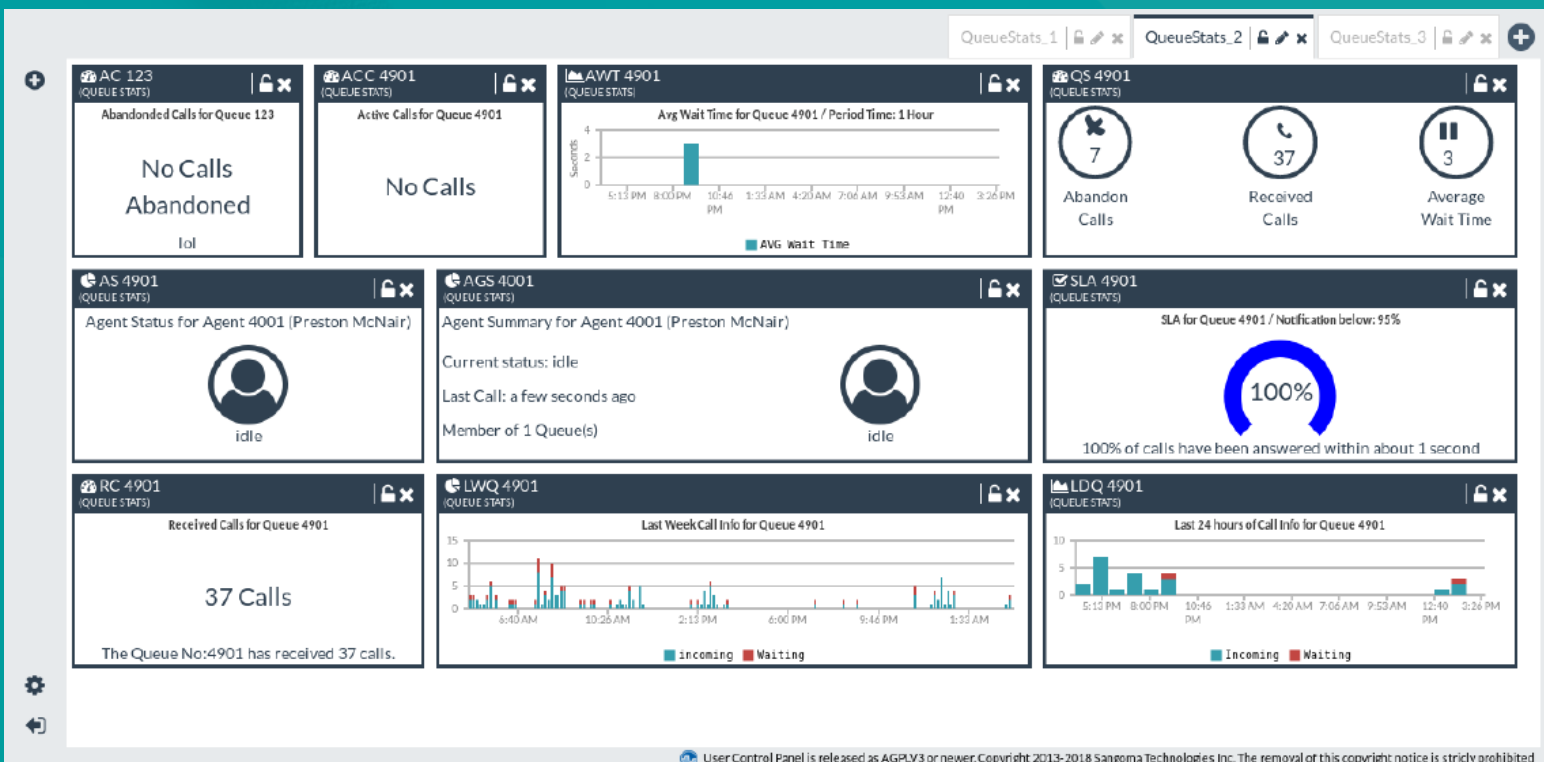
Delete

addTable

THE UCP QUEUE WALLBOARD

Queue Wallboard is a suite of contact centre 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 customisable** and can display as many or as few 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**.

CHOOSE THE PBXACT DEPLOYMENT 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 IP Desk 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 CapEx. You can even add Sangoma Desk 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: <https://pbxact.cloud/>

What's Included in PBXact Cloud?

Service Features

- » Support entitlement and PBX management
- » Unlimited extension-to-extension calling
- » Unlimited local and long distance calling per extension*
- » HD voice (where available)

General Phone System Features

- » Personalised UCP dashboard for every user
- » Desktop softphone for every user
- » Visual voicemail
- » Detailed reporting
- » Mobile softphone clients for calls
- » Conference calling
- » Call queues
- » IVR & auto-attendant

*Subject to terms and conditions



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.

TOTAL CONTROL WITH 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!

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 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. We also offer a quick way to migrate to our Cloud in a few clicks!

INTUITIVE IP PHONES

DESIGNED FOR PBXACT

Sangoma P-Series Phones Provide a Premium User Experience

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
- » HDVoice
- » 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



DECT Phones for Mobility

Designed for environments where wireless mobility is required, Sangoma's DECT phones enable staff to take their calls with them as they move around the workplace. Our DECT phones are the right fit for the manufacturing, retail, security, and construction industries.



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.



PEACE OF MIND

SUPPORT PACKAGES

While driven by the innovation of the FreePBX community, PBXact is a commercial UC system that is officially supported by Sangoma's in-house development and service staff. Its software is tightly controlled by Sangoma engineers, ensuring customers with the best performance available.

Support is offered as Peace of Mind Packages (POMPs), the purchase of which entitles customers to receive software updates and technical service rendered by Sangoma. POMPs are available as Platinum and Gold tiered-contracts, with services provided in accordance to their respective Service Level Agreement.

Stay Up-to-Date with New Software Releases

POMPs enable receiving all standard software upgrades or updates released for PBXact. This includes all admin software, phone applications.

Software Maintenance

Unlimited support for assistance in reporting and resolving a bug is provided if you encounter one in the PBXact software as part of your base POMPs purchase.

Base Coverage

A support representative can help with, for example, setting up or configuring a PBXact system, provisioning phones, or general help on items related to the phone system. Customers interact with the service staff via Sangoma's online ticketing system or telephone.

Sangoma's support services are delivered during regular business hours for all issues to customers with Silver POMPs.

24/7/365 System Outage Support

Sangoma provides a 24/7 emergency response in case of complete system outages to customers with a Platinum POMP plan in place. Customers can leave a message for Sangoma 24 hours a day 365 days a year, identifying themselves with a Pin code unique to each PBX for accessing the after-hours department and have the on-call technician call back to them.

Sangoma's own in-house service team is based in the US, with satellite teams around the world to ensure support around the clock.





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