PBXact Software is a unified communication platform designed to be installed on your own hardware or virtualized environment. It offers the same great features as Sangoma’s on-premise PBXact appliances with added deployment flexibility, allowing you to save on hardware costs or create a completely virtualized environment. PBXact Software offers unlimited user and call capacity, only limited by the hardware/VM you choose.

Quick-Start Installation Wizard
The quick-start Installation Wizard for PBXact makes it incredibly easy to get your PBX set up with basic configuration in just a few minutes!

Integrated SIPStation™ SIP Trunking
Sign-up with the award winning SIPStation service directly from the administration GUI and automatically configure within seconds. Look no further for VoIP Service without needing technical knowledge for setup.

Zero-Touch Provisioning
Out-of-box automatic configuration with Sangoma’s IP Desk phones, from anywhere in the world. The EndPoint Manager Tool within the administration GUI enables centralized control of every phone’s configuration and firmware.

Integration With Your Existing Tools
Built-in click-to-dial and screen-pop for web-based Customer Relationship Management (CRM) tools.

Mobility & Remote Worker Friendly
Desktop and mobile apps deliver HD voice calling, parking conferencing, SMS/MMS*, and group chat, ideal for sales, support or contact center staff.

Quick Facts
- Start with as many users as you need and grow to virtually unlimited user licenses
- Includes softphone clients for desktop and mobile
- Integration to CRM and other 3rd-party Apps
- Compatible on most commercially available hardware
- Virtual Machine compatible
- Support for virtually unlimited calls and users (limited by your hardware/VM
- Maintenance Plans available

Powerful Features From Your Desk Phone
Users can now control complicated features directly from their Sangoma IP Desk Phones right out-of-the-box. There’s no need to memorize hard to remember feature codes!

Flexible Deployment
PBXact is available on certified Sangoma appliances, as software for your own hardware and virtual machines, as a cloud service, and as a service (Saas) for partners to offer to their customers.

Web-based User Control Panel
User Control Panel (UCP) lets every user manage their own calls settings, conference call rooms, voicemail, and contact center features via customizable widgets.

Advanced Recovery
Avoid catastrophic failure with the Advanced Recovery module which delivers automatic failover to a secondary PBXact system.

*SIPStation service subscription required
Technical Specifications

General Features
- Unlimited auto-attendant / IVR
- Flexible time-based call routing
- Class of Service
- User management and group creation
- Fax Pro: unlimited in/outbound fax-to-email
- Hunt/Ring groups with pre-call announcement
- Music-on-hold
- Voicemail-to-email & Voicemail blasting
- Directory / Contact management
- Customizable announcements
- Built-in multi-language IVR, voicemail and announcements
- Multilingual admin GUI and end user device support (UCP and IP phones)
- Calling queues (ACD/IVR)
- Built-in calendar used for call-based routing (Holiday and office hours routing)
- Enhanced timezone support
- Call Recording Reports
- Call logging interface
- Multi-Factor Authentication (MFA)
- Secure communications (SRTP/TLS/VPN)

Call Features
- Unlimited conference bridge & control
- Find me/ Follow me calling
- Hot Desking
- Intercom
- Enhanced Paging (Page Pro): Valet style, scheduled with custom recording
- Call Parking / Call Pickup
- Caller-ID
- Do-not-disturb
- Call Forward
- Call Waiting
- Call History and CDR
- Speed Dial
- Caller ID Blocklist and Allowlist
- Multi-parking lot (Park Pro)

Unified Communications

End User Control Panel (Dashboard)
- Conference rooms
- Voicemail control
- WebRTC phone with chat
- IP Phone programmable button customization (EPM for UCP)
- Fax dashboard
- Call forwarding, call-waiting, DND and Follow-me control
- Presence

VoIP Protocol Support
- SIP / IAX

Softphone Integration

Desktop Softphone (Windows & Mac)
- Group chat, file-transfer, fax, SMS, presence

Mobile
- Voice calls, voicemail, unattended transfer, push notifications, presence control
- iOS/Android Support

CRM Integration
- Click-to-Call and Screen-pop and call history for SugarCRM, SuiteCRM, SalesForce, Zoho, ConnectWise, and other apps using custom webhooks

Codec Support

Software
- ulaw, alaw, gsm, g.722, g.726, slin, ilbc, g.729 and opus

Minimum Requirements

1-100 Users
- CPU: Intel Celeron Quad-Core
- Memory: 2-4 GB RAM
- Storage: 120 GB (250 GB above 75 users)

100-500 Users
- CPU: Intel Core i5
- Memory: 4-8 GB RAM
- Storage: 2 x 250 GB

500-1200 Users
- CPU: Intel Core i7 Quad-Core
- Memory: 16 GB RAM
- Storage: 2 x 500 GB

1200 Users and above
- CPU: Dual Intel Xeon Six-Core
- Memory: 32 GB RAM
- Storage: 2 x 1 TB

Licensed Add-ons (Additional Fee)
- Advanced Recovery: Automatic failover
- Call Accounting for Billing
- Queue Wallboard: Billing dashboards
- Queue: call center statistics, advanced call-center reporting
- EndPoint Manager for non-Sangoma IP Phones
- Queue call-back for inbound callers
- Web Call-back
- Outbound campaign (Call-center feature)
- Appointment Reminder
- Outbound Call Limiting
- Hotel Property Management
- Oracle Connector for Hospitality

Call Accounting for Billing

Telephone Features
- Built-in Auto-Provisioning with redirect service (included with Sangoma IP Phones)
- EndPoint Manager: centralized tool for IP phone provisioning for customization and configuration (Included with Sangoma IP Phones)

Call-Center Features (Built-in)
- Call Queuing (ACD)
- Advanced Ring Strategies
- Caller Announcement
- Agent wrap-up time
- Max Queue callers
- CRM Integration
- Call Recording

Codec Support

Software
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