PBXACT
CLOUD

The Features you want.
A Price You'll Love.

MAKING GREAT COMMUNICATIONS
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.

Sangoma's cloud-based Services include Unified Communication (UCaaS) business communications, Meetings as a Service (MaaS), Communications Platform as a Service (CPaaS), Trunking as a Service (TaaS), Fax as a Service (FaaS), Device as a Service (DaaS), and Access Control as a Service (ACaaS).

In addition, Sangoma offers a full line of communications Products, including premise-based UC systems, a full line of desk phones and headsets, and a complete connectivity suite (gateways/SBCs/telephony cards).

Sangoma's products and services are used in leading UC, PBX, IVR, contact center, carrier networks, office productivity, and data communication applications worldwide.

Sangoma is also the primary developer and sponsor of Asterisk and FreePBX, the world's two most widely used open-source communication software projects.

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 costly 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 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 calls

» Call queues

» Desktop softphone for every user

» Detailed reporting

» Conference calling

» 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.

WHY PBXACT CLOUD?

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 CRMs like Salesforce or SugarCRM, and other browser-based systems or apps.

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, 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.

Secure Communications

In addition to external cloud security, the system counts with a built-in VPN server, responsive firewall, SSL and encryption, Multi-Factor Authentication for admin access, and others.

COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE

Sangoma phone

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

Sangoma talk

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)

» User Presence and BLF

» Contact Integration

Available on the App Store

Get it on Google play
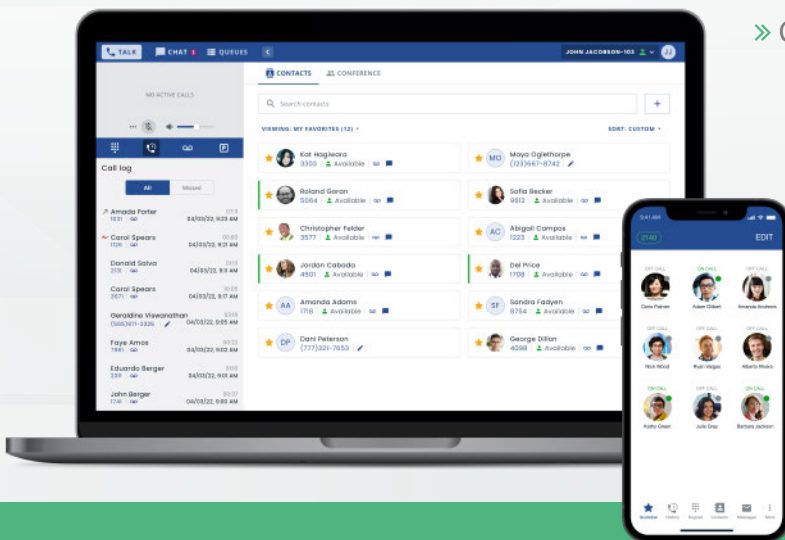
Easily Migrate Your On-Prem System to PBXact Cloud

Bring your existing configuration to a new Cloud system, intact and ready to go! Take advantage of our step by step wizard to quickly migrate your FreePBX or PBXact on premises to PBXact Cloud without requiring assistance from our technical support team.

PBXACT CLOUD
FEATURES

Presence

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

Recording

Many companies must record and archive calls for customer satisfaction, employee evaluation and training, security, and legal compliance reasons. In PBXact Cloud, all calls can be selectively recorded, and are displayed in a recordings report.

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.

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.

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.

CRM Integration

PBXact Cloud 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.

Chat & SMS

Improve employee communication with integrated chat via the desktop softphone. Employees can use their extension to send/receive SMS messages (Inbound SMS included free-of-charge).

Contact Center / Call Queues

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

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 Cloud 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.

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. Advanced reporting features are available with the Call Center Bundle Add-on.

PBXact Cloud Queue Reports can provide detailed information on:

» Interactive, real-time status

» 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, and have them sent via email automatically at predefined intervals

» Download information in CSV, JSON, XML, TXT, SQL, or XLS formats

» Create custom reports using templates to focus on what matters to your business the most
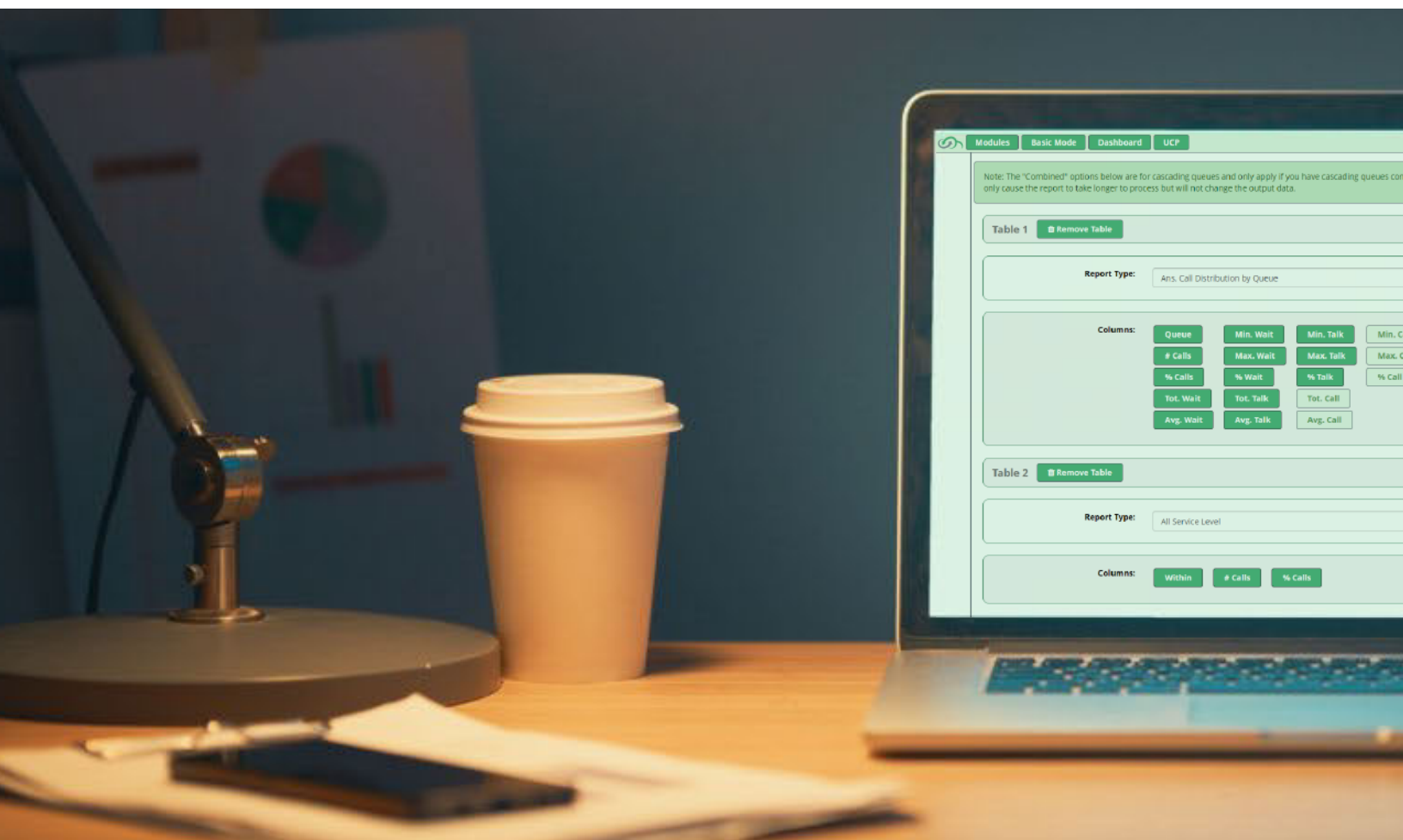
THE UCP QUEUE WALLBOARD

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.

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 CLOUD

Sangoma P-Series Phones Are the Latest Desk Phones Designed for PBXact Cloud

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 presence

» Parked calls

» Contacts

» Call transfer

» Conferencing

» Record calls

» Call queues

	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	N/A
Programmable Keys (for Speed Dial/BLF or more SIP accounts)	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	2 rows of 10 keys
Virtual Pages of Added Functionality	N/A	P320: N/A; P325: 20 P330: 10	Up to 20 features/ favorites on screen, with scrolling to 100	20 keys & 3 pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth & Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

Expand Functionality with the PM200

For users who need to track and dispatch high volumes of calls, the Sangoma PM200 attendant console adds 40 more programmable buttons to make life easier by complementing the main phone display. You have the option for even more buttons by daisy-chaining up to 6 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.

Maximize Productivity with Wired Headsets

Ideal from the office to the home office and wherever business takes you. Designed to work with Sangoma's softphones and collaboration tools, simply plug into a free USB port on your workstation and enjoy high-quality audio with exceptional noise cancellation and premium comfort.

ROBUST SECURITY & AUTOMATION BY
SANGOMA CLOUD SERVICES

Sangoma Cloud Services provides a high level of security and automation to ease the burden on the IT staff and shield your communications with a robust layer of security.

Security Automation

Configures and optimizes security rules by default.

Automated & Protected Backups

Sangoma operations backs-up nightly each PBXact instance for disaster recovery purposes.

Toll Fraud Protection

SIP Trunking is included and managed to eliminate fraud risk to the end customer.

E911 Compliance

E911 is automatically set up by PBXact portal, according to Kari's Law and Ray Baum's Act.

External Firewall

To prevent attacks and hacking attempts.

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