

## PBXACT SOFTWARE



### The Unified Communication Solution Designed for Your Own Hardware Platform or Virtual Environment

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.

#### Included PBXact Features

##### Enhanced Modules

PBXact Software includes the follow enhanced modules:

- » Call Recording Reports
- » Class of Service
- » Conference Pro
- » Extension Routing
- » Fax Pro
- » Park Pro
- » Page Pro
- » SysAdmin Pro
- » Voicemail Notify
- » Voicemail Reports
- » XMPP Pro

##### 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!

##### User Control Panel for Personal Administration

UCP provides each user with a web based login to allow easy control of their personal experience from any device. Users can view their call history, view contacts, set their presence and personalize their phone soft-keys like call forwarding, follow me, call waiting and do not disturb.

##### Zulu UC Desktop Integration

Zulu UC Desktop Integration is included with all PBXact Systems, providing users with: a feature-rich softphone for true office mobility including SMS and FAX capabilities, click-to-call from web browsers and screen pops for helpdesk integration.

#### Integration with Sangoma IP Phones

##### Zero Touch Provisioning

Designed specifically for PBXact, Sangoma's line of IP Phones auto-provision themselves out-of-box using our Redirection Service and EndPoint Manager Module.

##### Full Suite of Phone Applications

A suite of applications to control functions and settings directly from the screen of IP phones. No need to remember feature codes! PhoneApps are built-in to Sangoma IP Phones and also offered to 3rd party vendors.

#### Quick Facts

- » Start with a 50 User license bundle and grow to virtually unlimited user licensing with additional user packages available
- » Compatible on most commercially available hardware
- » Virtual Machine compatible
- » All features included for every user
- » Support for virtually unlimited users and calls (limited by your hardware / VM)
- » Mobility and CRM integration
- » Includes desktop and Mobile softphones \* Mobile currently in Beta
- » Maintenance Plans available

## General Features:

- » Unlimited auto-attendant / IVR
- » Flexible time-based call routing
- » Class of Service
- » User management and group creation
- » Fax Pro – unlimited inbound / outbound fax-to-email
- » Hunt / Ring groups with pre-call announcement
- » Music-on-hold
- » Voicemail-to-email
- » Voicemail blasting
- » Directory
- » Customizable announcements
- » Built-in multi-language IVR, voicemail and announcements
- » Multi-language 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
- » Secure communications (SRTP/ TLS)

## Call Features:

- » Unlimited conference bridge and control
- » Follow me / Find me calling
- » HotDesking
- » 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 Blacklist
- » 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
- » Zulu UC Desktop Integration
  - » Desktop softphone (Windows and Mac): call, team chat, fax, SMS, presence
  - » Click-to-Call from browser, email client and CRM
  - » Screen-Pop for helpdesk and CRM
- » Mobile Client
  - » iOS/Android Support
  - » Presence Control
- » CRM Integration
  - » SugarCRM, SuiteCRM, Salesforce, Zoho, ConnectWise
  - » Click-to-call, call history, call recording, screen-pop

## 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

## Licensed Add-ons (Additional Fee):

- » XactView Wallboard – user status view and call control
- » Professional greetings

- » Queue – call center statistics, barging, call-override, advanced call-center reporting
- » EndPoint Manager for non-Sangoma Phones
- » Queue call-back for inbound callers
- » Web Call-back
- » Outbound campaign (Call-center feature)
- » Appointment Reminder
- » Outbound Call Limiting
- » Hotel Property Management

## Protocol & PSTN Support:

- » SIP V1/V2, IAX2
- » ISDN PRI (T1/E1), Analog, BRI with telephony cards (Sold as option)

## Codec Support:

- » ulaw, alaw, gsm, g.722, g.726, slin, ilbc and \*g.729

May impact overall call capacity  
\*PBXact 14 and above

## 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
  - » Storage: 2 x 250GB
- » 500-1200 Users
  - » CPU: Intel Core i7 Quad-Core
  - » Memory: 16GB
  - » Storage: 2 x 500GB
- » 1200 Users and above
  - » CPU: Dual Intel Xeon Six-Core
  - » Memory: 32 GB
  - » Storage: 2 x 1 TB

## About Sangoma

Sangoma Technologies is a trusted unified communications leader, providing globally scalable telephony solution, such as on-premise and cloud-based (or hosted) IP-PBX phone systems, SIP Trunking service, Cloud-based PBX service, voice-over-IP (VoIP) Gateways, session border controllers (SBC) and telephony cards. Sangoma's business telephony products are integrated into much of the world's OEMs, Enterprises, Carriers and service provider networks providing seamless connectivity between traditional infrastructure and new technologies.

## Become a Sangoma Partner

Provide your customers with outstanding VoIP and Unified Communications quality products that deliver industry-leading value. As an Empowered by Sangoma Partner, you'll get the help you need to grow your business and the incentives you want to make it easy to win sales. Discover more at: [Sangoma.com/partner-program](http://Sangoma.com/partner-program)