



PBXact Cloud

PBXact Cloud is a cloud-based telephony service for businesses requiring a flexible, maintenance-free, phone system for their office, with advanced features for mobility and collaboration. Since PBXact Cloud is a completely hosted telephony service, all the hardware, IT infrastructure and maintenance is taken care of by Sangoma.

Service Features:

- » Unlimited local and long distance calling
*Canada and USA (lower 48 States)
- » Self-Service online portal with integrated service, billing and Cloud PBX configuration & Management
- » PBX Quick Configuration Wizard
- » No-contract month-to-month
- » Number porting
- » Local Number support
- » Toll Free Number Support
- » e911
- » Sangoma IP phone purchasing options
- » Third party phone support
- » FAXStation Service - Reliable fax option
- » Unlimited extension to extension calling

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 & 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 & 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
 - > 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
- » Sangoma IP Phone Apps

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



Capitalize on PBXact Cloud from Sangoma

PBXact Cloud is designed for small-to-medium businesses looking for a feature-rich phone service for their office(s), with built-in productivity and collaboration features, accessible from anywhere, on any device. Integrated advanced features provides callers with a great experience, from a professional greeting, automatic routing based on time-of-day and also options to be called back if their phone lines are tied up.



QUICK ACTIVATION

Go to <https://cloud.pbxact.com>, activate service and start making phone calls. No waiting for emails or login confirmations



EASY PROVISIONING

The built-in Quick Wizard and Simplified Dashboard gets customers up and running right away. No hassle, no fuss, minimal maintenance.



GO CLOUD OR ON-PREMISE WITH EASE

The same PBX solution is also offered on-premise with an identical feature-set. No extra training for you or your customers if they decide to switch deployments.



CONTRACT OR NO CONTRACT

Customers can choose which option is better suited for their company or more comfortable with.

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. Incentives include:

- » The Best Products & Services at the Best Value
- » Exceptional Margins to Grow Your Business with Us
- » Priority Support for Fastest Possible Response Time
- » Dedicated Staff at Your Side
- » Empowered Training Opportunities
- » Access to an Exclusive Online Portal of Information



“ Sangoma invested in us as a customer and put top priority on resolving an issue even when it turns out it wasn't their fault— this is truly the hallmark of a supplier that is committed to quality on every level. ”

Jeff Valentine, Fidelity

Empowered by Sangoma Certified Application Partner (Global)



About Sangoma

Sangoma Technologies Corporation, is a trusted leader in delivering globally scalable Voice-Over-IP telephony systems, both on-site and cloud-based.

As the communication landscape evolves and businesses invest in new strategies to provide effective communications, Sangoma Technologies is your trusted partner; delivering Unified Communications solutions for SMBs, Enterprises, OEMs, Carriers, and service providers.

Sangoma's globally scalable offerings include both on-site and cloud-based business communication systems, SIP trunking, IP Phones, Gateways, Session Border Controllers and Telecom Interface Cards. Together, these provide seamless connectivity between traditional infrastructure and new technologies. Businesses can achieve enhanced levels of collaboration, productivity and ROI by partnering with Sangoma.

Founded in 1984, Sangoma Technologies Corporation is publicly traded on the TSX Venture Exchange (TSX VENTURE: STC).

100 Renfrew Drive, Suite 100, Markham ON L3R 9R6 Canada
☎ +1 905 474 1990 or 1 800 388 2475 (toll free in N. America) ✉ sales@sangoma.com

Sangoma.com © 2017 Sangoma Technologies Proprietary - Every effort has been made to ensure accuracy of this document. Due to ongoing improvements and revisions, Sangoma reserves the right to make changes without notice.

