Sangoma

The Complete UC Business Phone System Your Way

Switchvox Brochure

WHY SWITCHVOX?

Reduce Costs and Increase Productivity

Unlike other proprietary systems, Switchvox gives you more value with ALL features included for every user; flexible deployment options - on premise, virtualised, cloud, or a combination; and a simplified pricing model makes Switchvox the best value in UC.

Easy to Manage

An intuitive point-and-click interface allows you to manage every aspect of Switchvox from anywhere you have Internet access. Empower your employees to manage their own status and voicemail boxes. You can easily view the "who, what, when, and where" of your business calls using Switchvox's extensive features directly from any of your Switchvox clients.

Remote Worker Friendly

Your workforce will have full access to communication, collaboration, and productivity tools, wherever they are located.

Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you are already using such as Microsoft Teams and Outlook, Salesforce, Zendesk, and web browsers.

Built on Open Source

Sangoma is the primary developer and sponsor of the Asterisk project, the world's most widely used open source communications software. Switchvox is built on Asterisk.

Single Vendor Solution

Sangoma offers everything you need for a complete UC solution - the most advanced IP Phones & headsets; Session Border Controllers to secure your voice network; Vega VoIP gateways as well as telephony cards and video conferencing with Sangoma Meet.

SWITCHVOX IS THE SMARTER CHOICE FOR
YOUR NEXT COMMS SYSTEM

With Switchvox, customers can save up to 70% in telephony costs and service charges.

Deploy Switchvox How You Want

Switchvox can be deployed in multiple ways, each with the same all-inclusive feature set and the same webUI. Simply choose the deployment method that is right for your organisation to get the most out of your communications system.

If you are looking for a hands-off unified communications system that doesn't require IT staff and fits into an OpEx spending model, choose Switchvox Cloud. Or if you want to bring your own SIP trunks, then choose Switchvox as a Service.

If you prefer complete control, or you must have on premise deployment for compliance such as client data has to be kept locally, a larger user capacity and a CapEx spending model, then Switchvox on a dedicated server is the way to go. If you are already running your business in a virtual environment, Switchvox software will easily fit into your existing infrastructure.

Cloud
- Switchvox Cloud is the optimal solution for delivering the best customer service
- No onsite hardware to maintain and control
- Simplify access to communication tools for sales, support, and agents
- IP phone rentals available

On-Premise
- Maintain full control of your solution
- Dedicated appliance hardware backed by Sangoma
- No racks of specialised equipment

As a Service
- All the benefits of a hosted UC solution with YOUR choice of SIP trunking
- Don't get penalised for terminating current SIP trunking contracts early

Virtualised
- Choose your own virtualised environment with VMware and Hyper-V
- Leverage failover for HA options and save on stand-alone appliance costs

Switchvox Works With Your Existing Environment

Built in integration with Salesforce and Zendesk; powerful, open APIs allows easy integration with all business systems and 3rd party applications. Integrate Microsoft Environments to enable click-to-dial from MS Outlook and MS Teams; add Switchvox advanced telephony and contact centre capabilities to Microsoft Teams.

SWITCHVOX PROVIDES THE POWER TO

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

Switchvox Desktop Software

Improve workplace engagement & productivity with video conferencing & screen-sharing

Improve collaboration with One-to-One chat and Team chat rooms

Coworkers can make and receive phone calls, using their work extension

Presence control delivers efficient communication

Visual voicemail lets employees take care of their messages quickly

Switchvox Mobile Software

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/Receive calls using your extension

3 way conferencing

Call recording

Send/receive chat messages with colleagues using the chat app and the Desktop Softphone

Available on the **App Store**

Get it on **Google play**

SWITCHVOX
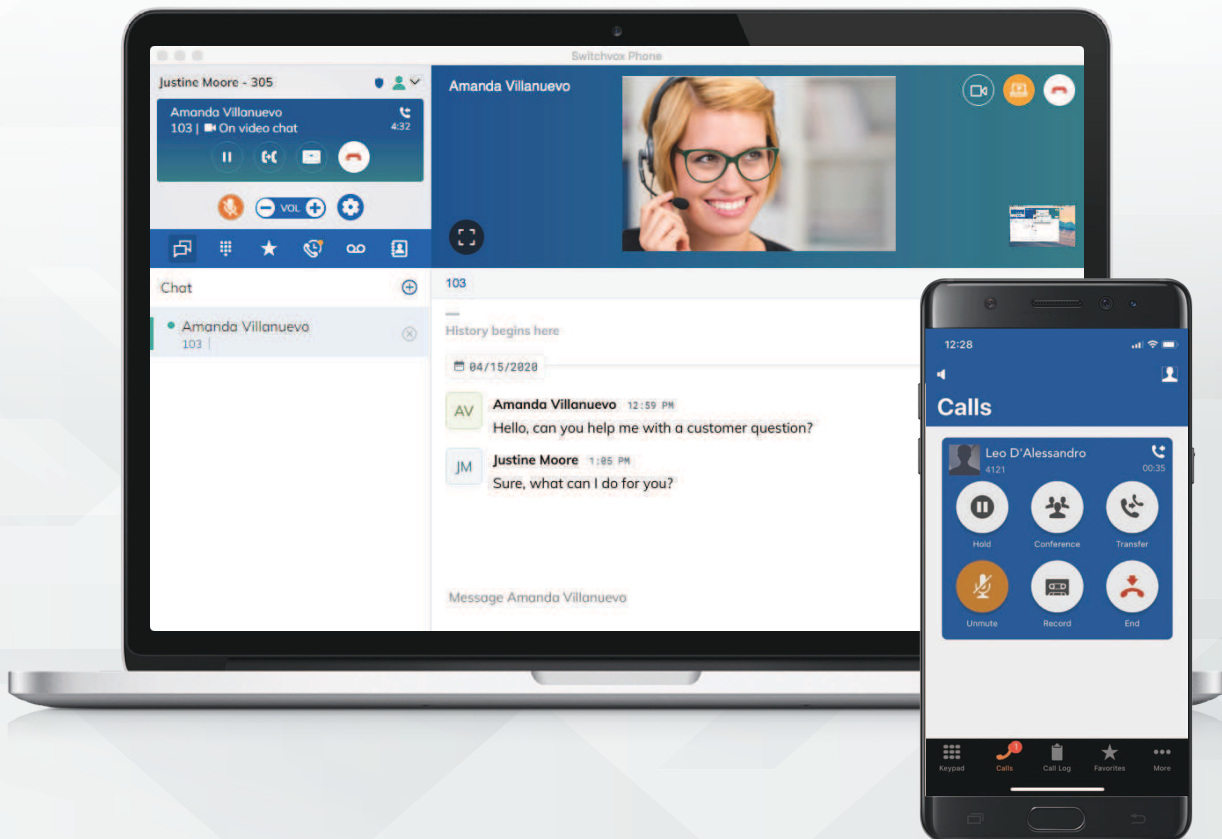
FEATURES

Presence

See who is in the office, on a call, or away from their desk, using the Switchboard, desktop & mobile clients, or D-Series IP phones. Call rules update automatically based on an employee's presence.

Instant Messaging

Improve employee communication with integrated chat via the desktop softphone and mobile app.

Recording & Monitoring

Great for training and auditing calls. Managers can easily monitor, whisper, barge, and record calls from the Switchboard. You can also record calls directly from your D-Series phone.

Unified Messaging

With voicemail delivered to your inbox or desktop & mobile clients, you can stay connected wherever you are.

Reporting & Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.

Collaboration

Collaborating over long distances has never been easier with integrated video calling, screen-sharing, and group chat built into the desktop softphone. Mobile softphone and chat apps allow employees to stay connected while on the go.

Multi-language

All major European languages are supported for administrators, operators and end-users.

Real-time Interaction

Switchvox's Switchboard has click-to-call, transfer, and many other features that make it easier than ever to communicate intuitively.

Contact Centre / Call Queues (Automated Call Distribution)

Not just for the contact center, Switchvox brings powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.

CRM Integration

Switchvox offers native integration with Salesforce and Zendesk®, with the ability to integrate nearly any other CRM via the Switchvox Extend API. Your sales and service organization will have customer information right at their fingertips when they receive a phone call.

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 all of your employees to manage their own conference rooms on-demand. Use the Switchboard widget or your D80 phone to 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.

SWITCHVOX SWITCHBOARD PUTS YOUR ENTIRE COMMUNICATIONS SYSTEM IN A USER FRIENDLY DASHBOARD

Call control, collaboration, contact center features, and training tools – all-in-one, user-customisable web-based interface, accessible from anywhere in the world. Users can easily access time-saving features, such as click-to-dial, call history, real-time call statistics, and more right from the Switchboard web interface with the flexibility of working from the office or remote. All you need is a workstation with internet access to have full control and connectivity.

Switchvox provides all of these advanced features and more in every system for every user – without any additional licensing costs!

NEVER LOSE A CUSTOMER CALL AGAIN

Happy Customers Stay Loyal

As Switchvox is a fully-featured unified communications platform it includes built-in contact centre features designed to help businesses take care of customers, improve operations, and increase their bottom line.

Complete Call Control

Easily queue and redirect calls

Music on hold - Control your on-hold messaging and tone with music and advertising messaging provide callers with estimated wait-time and wait-position announcements

Callback when available

Allow inbound callers to hang up without losing their position in the queue

Built-in queue priority (allow certain types of calls to be prioritised)

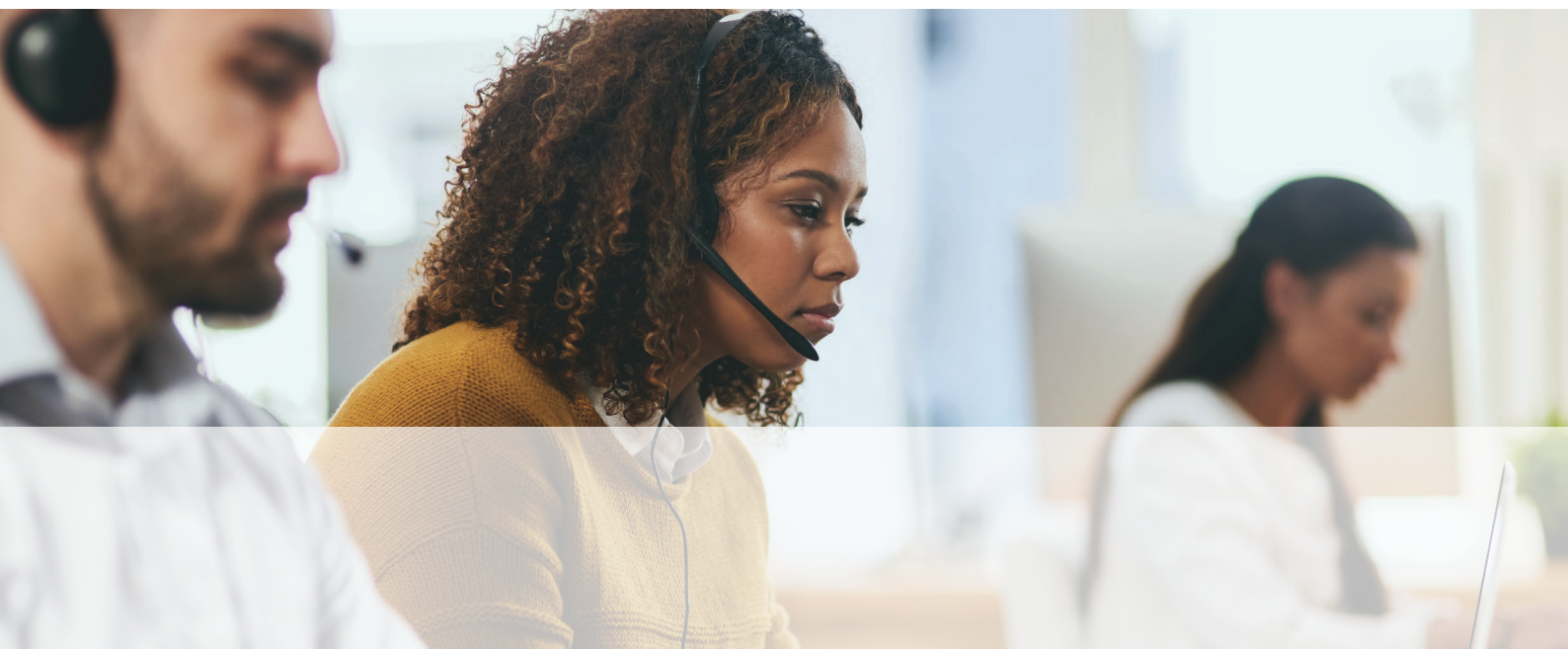Routing rules (such as time of day routing or department routing)

Employees Can Manage Calls from Different Physical Locations

Create Call Rules (mark yourself out or busy)

Easily transfer calls so a customer is not made to call another number

Status and Presence – means customers aren't left hanging

Call Recording to enable compliance with company policies

Interactive Voice Response (IVRs)

IVRs, often called auto attendants, help to present a consistent message while quickly sorting calls to their ideal destination. Users determine what greetings callers will hear, what options they have, and where their call gets routed.

Inbound Call Management

With visibility into call queues, permitted users can see who is handling calls and who is available to take calls, increasing productivity. Managers can view call activity and monitor employee phone activity.

USE SWITCHBOARD'S CUSTOMISABLE WIDGETS TO HELP YOU MONITOR AND CONTROL REAL-TIME CALL PERFORMANCE

Call Manipulation

Real Time Visibility

Recording & Monitoring


Wallboards
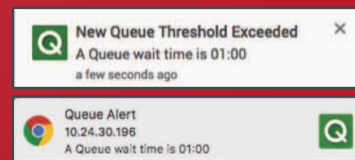
Alerts

Powerful Reporting

Measuring your sales, support and, services call performance is vital to your bottom line and is done using reports. They can help pin-point inefficiencies with your call routing, manage SIP trunk charges, and help understand when peak demand times are and when to bring in more help.

Run ad-hoc or scheduled reports easily

Simply choose your breakdown, report fields, and date range

Once finalized choose HTML, XLS, or Chart format

Schedule:

Reports to run monthly to validate your marketing spend on specific phone numbers you are using for advertising and promotions

Monthly reports to measure if your inbound sales calls are trending up or down

Report to predict how you will need to staff based on the peaks and valleys of your business

Report to validate if your service level agreements are being met to ensure customer satisfaction remains high
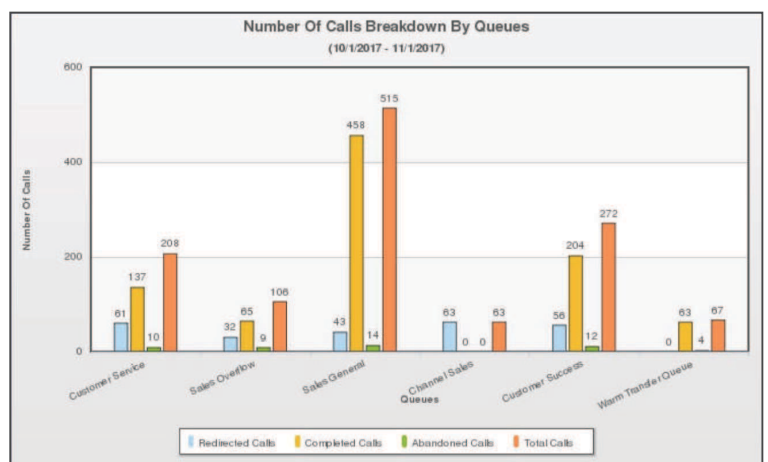
DESIGNED FOR SWITCHVOX

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning—saving you time.

All Models Include:

- Full-color display screen
- HDVoice
- Customizable 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

Roam Free with Wireless Headsets

The only headsets designed to work with Switchvox. Whether you want to be productive away from your P-Series phone or need USB connectivity for use with the Switchvox Desktop Softphone, our H10 and H20 models will suit your every need.

CHOOSE THE SWITCHVOX SOLUTION
THAT'S RIGHT FOR YOU

The Power of Switchvox in the Cloud

Access powerful UC features like mobility, IVRs, queues, conferencing, and tight integration with Sangoma P-Series phones. All features are included with Switchvox Cloud and as a Service, and no additional licensing fees are required.

Hosted Switchvox gives you access to an enterprise-grade phone system while completely eliminating costly CapEx. You can even add P-Series phones to your monthly bill with the Phone Rental Program to avoid expending capital in hardware purchases.

What's Included in Switchvox Cloud?

Service Features

⊙ Bring your existing numbers or choose new ones*

⊙ Minutes bundle included with every seat*

   *Check for availability in your country.

⊙ Fully managed and supported by Sangoma

⊙ Rent your phones from the same vendor for one op-ex monthly bill

Benefits of Switchvox as a Service

⊙ Utilise existing trunking, but still get the full benefits of Hosted Switchvox

⊙ Handsets and headsets as a Service

⊙ Easily keep existing numbers, no need to port and deal with the admin to move

General Phone System Features

Superior UC functionality and contact centre capabilities, included free for every user!

⊙ Personalised Switchboard for every user

⊙ Visual voicemail

⊙ Mobile softphone clients for call and chat

⊙ Call queues

⊙ Desktop softphone for every user

⊙ Detailed reporting

⊙ Conference calling

⊙ IVR & auto-attendant

TOTAL CONTROL WITH SWITCHVOX ON-PREMISE APPLIANCES

Deploying Switchvox on-premise ensures your system administrator has direct control over the phone system, including updates and any additional integration that may be needed.

Switchvox appliances feature a 1U or smaller footprint and can automatically connect to Sangoma gateways, session border controllers, IP phones, and SIP trunking services.

	Switchvox E510	Switchvox E525	Switchvox E535	Switchvox E545
Phones	150	400	700	1000
Concurrent Calls	50	100	200	200
Storage	SSD	SSD	SSD	Mirrored SSD
Internal Dell Remote Access Controller (iDRAC)	No	No	iDRAC8 Enterprise	iDRAC8 Enterprise

Go Virtual with Switchvox VM

Switchvox can also be deployed in a virtual environment using the power, scalability, and disaster recovery tools available with VMware or Hyper-V. Virtualization eliminates the need for a dedicated PBX server appliance and provides a phone system that is able to meet the needs of an enterprise at a fraction of the cost.

Stay Up-to-Date with All New Software Releases

The Platinum subscription plan from Sangoma gives Switchvox On-Premise customers access to all the latest software releases. It also provides 24/7 technical support from Sangoma's own in-house service team based in the US, with satellite teams around the world to ensure professional support around the clock.

Microsoft Hyper-V

vmware READY

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