

Spend Less

with

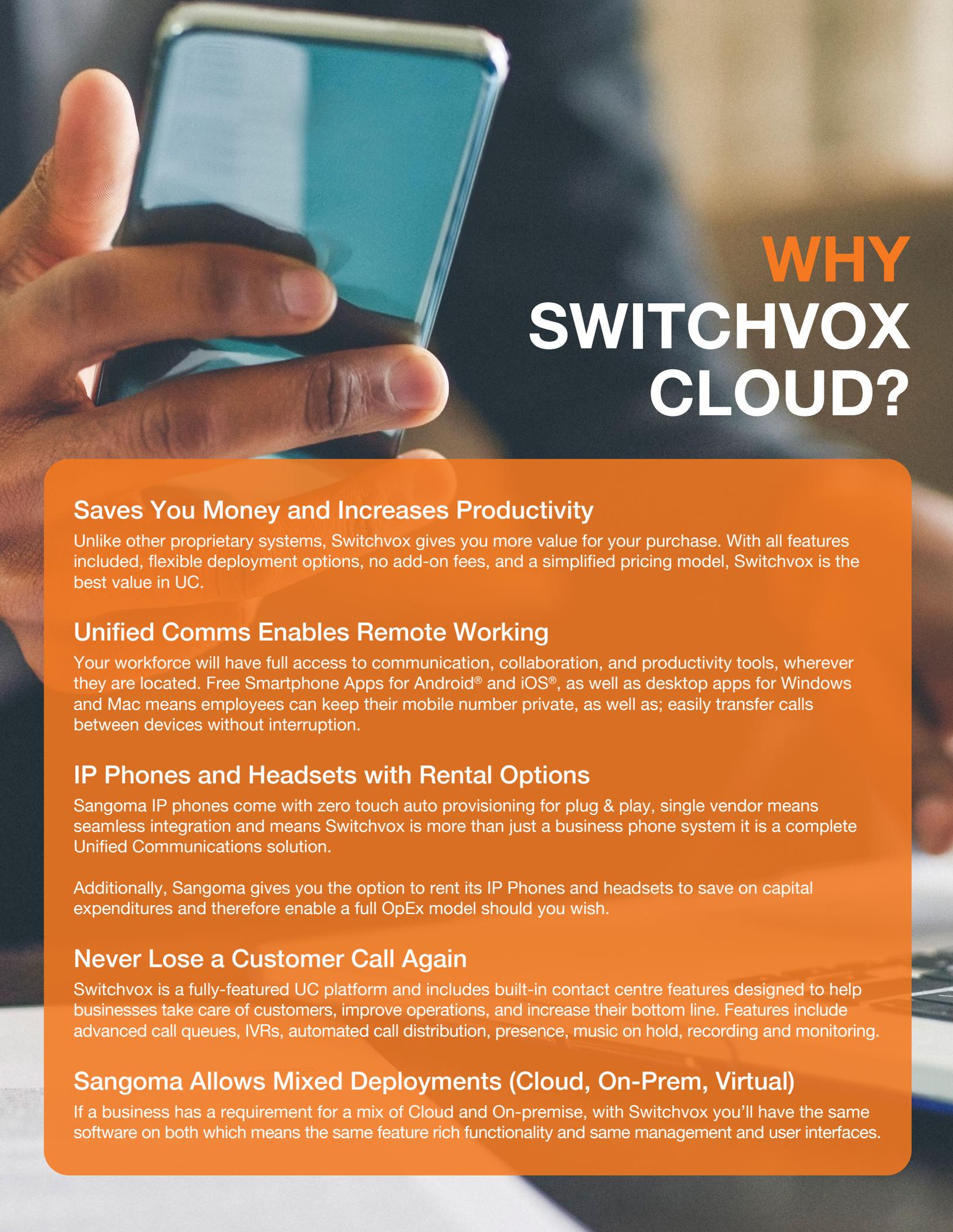


Switchvox<sup>®</sup>

Cloud

The UC features you need.  
A price you'll love.

SANG<sup>®</sup>\*MA



# WHY SWITCHVOX CLOUD?

## **Saves You Money and Increases Productivity**

Unlike other proprietary systems, Switchvox gives you more value for your purchase. With all features included, flexible deployment options, no add-on fees, and a simplified pricing model, Switchvox is the best value in UC.

## **Unified Comms Enables Remote Working**

Your workforce will have full access to communication, collaboration, and productivity tools, wherever they are located. Free Smartphone Apps for Android® and iOS®, as well as desktop apps for Windows and Mac means employees can keep their mobile number private, as well as; easily transfer calls between devices without interruption.

## **IP Phones and Headsets with Rental Options**

Sangoma IP phones come with zero touch auto provisioning for plug & play, single vendor means seamless integration and means Switchvox is more than just a business phone system it is a complete Unified Communications solution.

Additionally, Sangoma gives you the option to rent its IP Phones and headsets to save on capital expenditures and therefore enable a full OpEx model should you wish.

## **Never Lose a Customer Call Again**

Switchvox is a fully-featured UC platform and includes built-in contact centre features designed to help businesses take care of customers, improve operations, and increase their bottom line. Features include advanced call queues, IVRs, automated call distribution, presence, music on hold, recording and monitoring.

## **Sangoma Allows Mixed Deployments (Cloud, On-Prem, Virtual)**

If a business has a requirement for a mix of Cloud and On-premise, with Switchvox you'll have the same software on both which means the same feature rich functionality and same management and user interfaces.

# SWITCHVOX CLOUD IS THE SMARTER CHOICE

## COMMUNICATE WHEREVER, WHENEVER



- » 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

### The Power of Switchvox in the Cloud

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

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

Switchvox Cloud makes it so easy to get started with no upfront costs, hassle-free installation, and no on-going maintenance.

## What's Included in Switchvox Cloud?

### Service Features

- » Bring your existing numbers or choose new ones\*
- » Fully managed and supported by Sangoma
- » Minutes bundle included with every seat\*
- » Rent your phones from the same vendor for one op-ex monthly bill

\*Check for availability in your country.

### Cloud System Features

- » Personalised Switchboard for every user
- » Desktop softphone for every user
- » Visual voicemail
- » Detailed reporting
- » Mobile softphone clients for call and chat
- » Conference calling
- » Call queues
- » IVR & auto-attendant

# ALL FEATURES FOR ONE LOW COST



Automatic Answer  
Automatic Receptionist  
Auto Attendant



Status & Presence  
Automated Call Distribution  
Interactive Voice Response (IVR)



Call-back  
Call Queue Priority  
Call Recording  
Click-to-call



Mobility Featuring Rapid-Transfer  
Multi-Device, Single License  
Music on Hold



Company Directory  
Conference Calling  
Custom Directory



Manager tools: Record, Monitor, Whisper, Barge  
Reporting and CDR Logging  
Simple Point-and-Click Interface



Dial-By-Name Directory  
Real-Time Call Interaction (Switchboard)



UC Applications for Mobile & Desktop  
And Much More ...

The screenshot displays the Sangoma Switchboard web interface. It features a top navigation bar with the 'Switchboard' logo and a search bar. The main content area is divided into several panels:

- Call Log Table:** A table with columns for Member Name, Login, Caller, and Duration. It lists recent calls, such as Douglas Bryant calling Elizabeth Morales.
- Contacts and Tags:** A list of contacts with their member IDs and caller information.
- My Calls:** A detailed view of a specific call, showing options like Hold, Transfer, Voicemail, Park, Record, and End.
- Queue Management:** A section for monitoring call queues, including a 'Monitor' button and a table for queue statistics.
- Right Sidebar:** A list of all contacts with search and filter options.
- Bottom Chat:** A chat window showing a conversation with 'Robert Mauk'.

## Exceptional Customer Service – Never Lose a Customer Call Again

Sangoma's unique Switchboard is a browser-based real-time call manager. View current calls, quickly find contacts, monitor staff, manage call centre features, transfer calls, create conference calls, and more - all from the comfort of your favourite web browser.

## INTUITIVE IP PHONES

# DESIGNED FOR SWITCHVOX CLOUD

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



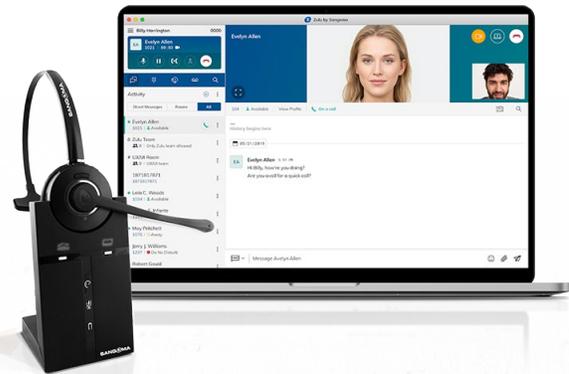
Choose whether to purchase the phones outright or add them to your monthly bill with the Phone Rental Program.

### 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 D-Series phone or need USB connectivity for use with the Switchvox Desktop Softphone, our H10 and H20 models will suit your every need.



# Why Sangoma is Preferred by Companies

As a leading voice and Unified Communications (UC) solution provider Sangoma offers our customers superior, overall solutions when considering the combined value of our pricing, features, quality, and support. This enables businesses to communicate and connect better with their customers through a high-quality solution with a low total cost of ownership.

With Sangoma, businesses of all sizes can find affordable cloud and on-premise UC systems with advanced functionality. We are a leader in enterprise-grade, value-based communications, delivering industry-leading quality at price points that maximize customers' return on investment.

Sangoma's global footprint extends to over 2 million customers using our products and services, with service providers in over 150 countries.



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