PBXACT

Customizable & Flexible IP-PBX

Sangoma

ACCESSIBLE TO ALL

Who is Sangoma?

Sangoma is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes.

Sangoma simplifies communications by providing businesses with the industry's most comprehensive cloud-native communications solutions, seamlessly streamlining business processes. Sangoma provides businesses with a complete solution, including cloud software, endpoints, and connectivity – all delivered and supported by Sangoma's expert team. One provider and one contact ease vendor management and save time.

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

PLATFORM

What is PBXact?

Powered by FreePBX and Asterisk, PBXact is a fully-featured UC platform delivering productivity and collaboration tools that enable users to work from the office or remotely. The integrated online portal store lets businesses instantly add on extra features to their deployment, a-la-carte, such as enhanced contact center functionality, from one central location.

PBXact is a flexible and modular system, making it the perfect choice for advanced deployments where the installation environment requires complex configuration and customization.

PB**X**ACT

FLEXIBLE
DEPLOYMENT OPTIONS

PBXact can be deployed in multiple ways, each with the same feature set!

Cloud*

PBXact Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

*Available in Canada and US

» No onsite hardware to maintain and control

» Simplify access to communication tools for sales, support, and agents

» IP phone rentals available

On-Premise

Deploying PBXact on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

» Maintain full control of your solution

» Dedicated hardware appliance backed by Sangoma

» No racks of specialized equipment

Virtualized

PBXact offers the option of virtualization for organizations that already host a virtual environment or seek to do so.

» Use your preferred virtual machine

» Leverage failover for High Availability options

» Save on stand-alone appliance costs

WHY PBXACT?

Saves You Money

Unlike other proprietary systems, PBXact gives you more value for your purchase. With all features included, flexible deployment options, fewer add-on fees, and a simplified pricing model, PBXact is the best value in UC.

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 Salesforce, Zapier Apps, Zoho and other browser-based helpdesk tools.

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 and detail granular information in graphical format, making it quick and easy to know how well your business is helping your customers.

Internationalization

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.

Many Products in One

PBXact is more than just an IP-PBX. When coupled with Sangoma IP deskphones, SIPStation SIP Trunking service, and VoIP Protection software, it's an entire turnkey communication solution for your business, whether it be in the hospitality, contact center, auto-dealership or retail sector.

PBXACT PROVIDES THE POWER TO

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

Sangoma phone

Sangoma talk

Sangoma chat

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

» Queue agent and supervisor features

Mobile Soft Clients

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 and text messaging

» 3 way conference calling

» Blind and assisted transfer

» Favorites and call directory

» Do-Not-Disturb (DND)

» User presence and BLF

» Contact integration

» Individual and group chats

Available on the App Store

Get it on Google play
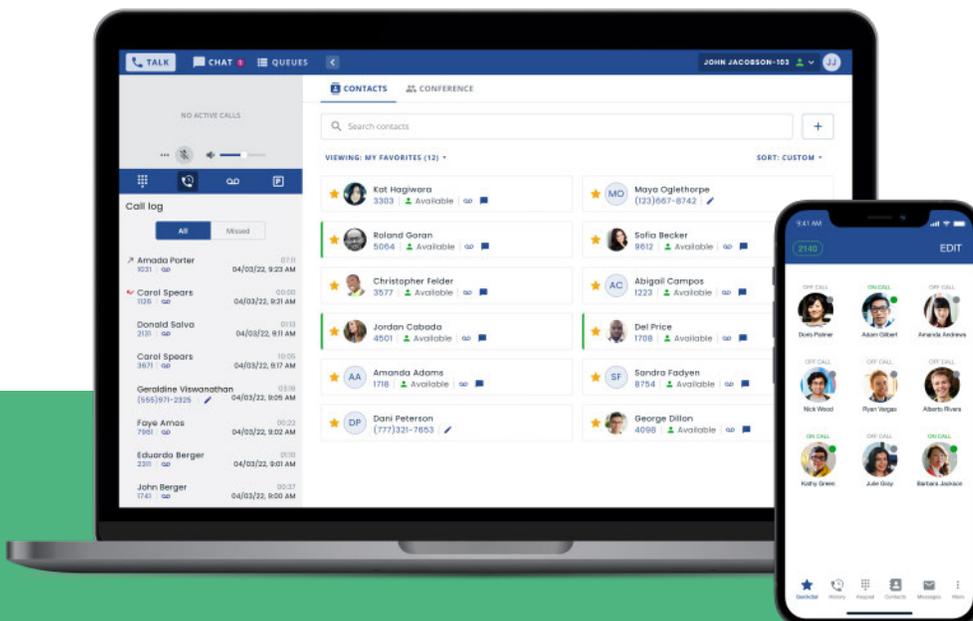
PBXACT
FEATURES

Presence

See who is in the office, on a call, or away from their desk, using the Desktop Softphone, mobile client or Sangoma IP deskphones. 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, 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 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 and mobile app. Employees can use their extension to send/receive SMS and internal text 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 offers big customer service and call processing features to help you boost revenue.

POWERFUL REPORTING TO
BOOST SUCCESS

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 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.

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 few widgets required on individual panels, delivering **the most comfortable working experience**.
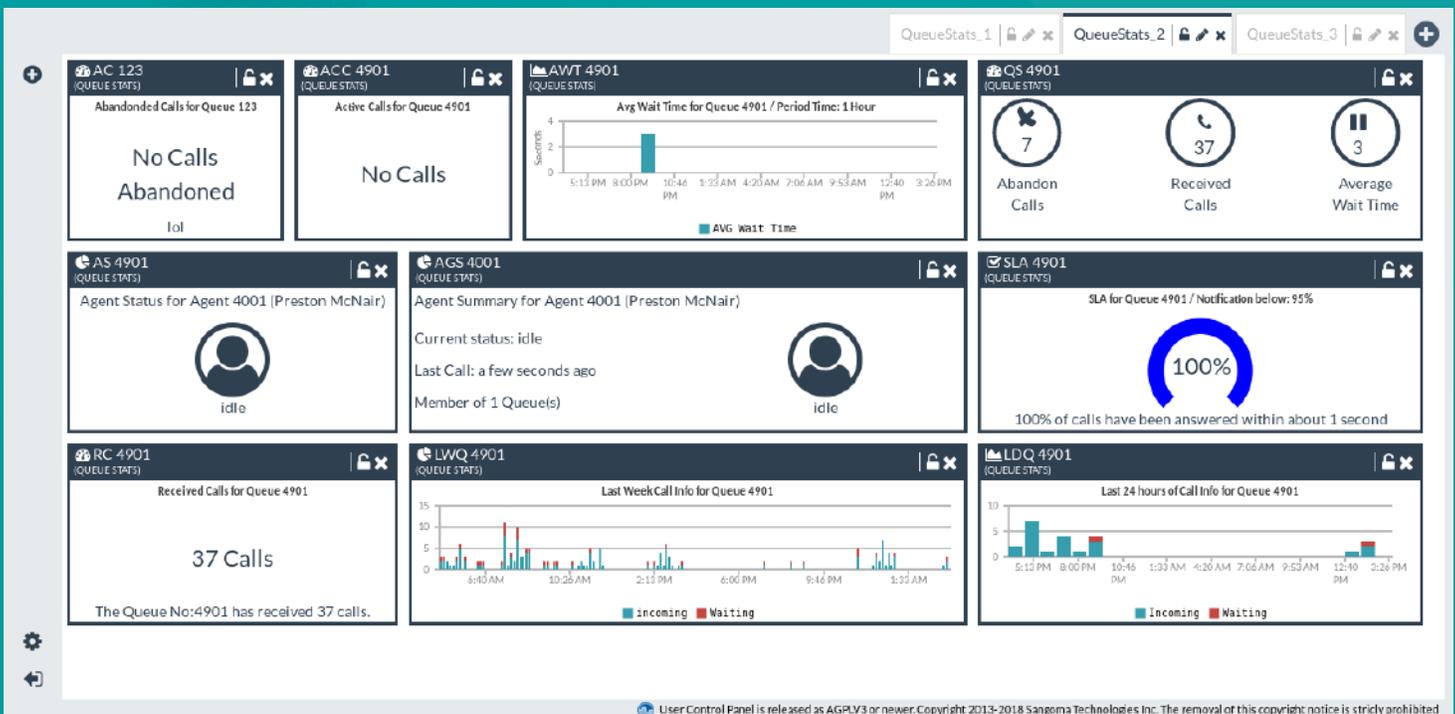
Supervisors can configure Queue Wallboard widgets on a permissions basis, so that they can manage the information displayed about agents and queues to **focus on what's important**.

INTUITIVE IP PHONES DESIGNED FOR PBXACT

Our P-Series Phones Provide a Premium User Experience

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)

» 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	N/A	2 rows of 10 keys
Virtual Pages of **Added Functionality**	N/A	P320: N/A; P325: 20 P330: 10	Up to 20 favorites on screen up to 120 total	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.

Headsets – Wired & Wireless

Our headsets deliver the right communication experience for each user, offering high-quality audio with exceptional noise cancellation and premium comfort. With both wired and wireless options for free roaming, you can stay productive without missing a beat. Our headsets are designed to work with Sangoma's select desk phones, softphones, video conferencing, and collaboration tools.

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 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.

ON-PREMISE APPLIANCES

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

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

PBXact Appliances Feature:

» From 25 to 2000 users

» From 15 to 1500 simultaneous calls

» Gigabit Ethernet

» PCIe slots for PSTN connectivity, using Sangoma telephony cards

Want To Install PBXact on your own hardware or Virtual machine?

If you already have your own hardware or want to install PBXact on a virtual machine, you can purchase just the PBXact Software. It is the exact same software used on our PBXact appliances and is offered with various users options to tailor to your business needs. You can always add more users as your business scales too!

Advanced Recovery (AR)

Ensure reliable communications during catastrophic failure with the Advanced Recovery (AR) module. Pair your PBXact appliance (or software only solution) with a secondary PBXact system and configure replication and automatic failover via the easy-to-use admin GUI module. When your primary system fails, for whatever reason, all your voice services will failover to your secondary system, automatically. The best part about AR is that it supports geographical redundancy, so that your PBXact systems can be in a different room, buildings or cities! Purchase the AR module from the Sangoma Store portal and set up AR in minutes!

Are you using FreePBX and want an easy way to upgrade to PBXact?

Since PBXact is based on FreePBX, we offer a simple way to convert your existing FreePBX deployment to PBXact in one simple step. All you need to do is is purchase the FreePBX-to-PBXact license from the Sangoma Store portal then enter one command on your FreePBX system and within minutes you will have a fully operational PBXact platform, with all your existing configurations intact and ready to go. We also offer a quick way to migrate to our Cloud in a few clicks!

PBXACT SOLUTION

SIP Trunking Designed for PBXact

Sangoma's award winning SIPStation SIP trunking service is tightly integrated with PBXact, delivering premium SIP trunking to your PBXact deployment. The SIPStation self-serve portal is built directly into the admin GUI so that you can sign-up whenever you want and adjust your services as you see fit, without requiring to speak with a sales agent. It also features one-click automatic setup so that you don't need to be a VoIP expert to get VoIP service.

Need a reliable and HIPAA-compliant Fax-over-IP solution?

Designed to address the T.38 fax limitations, FAXStation provides you with the most reliable and secure Fax-over-IP (FoIP) solution on the market. Use your existing analog fax machine and enjoy a true analog fax experience without the high cost of an extra PSTN line. FAXstation is delivered via a small appliance which connects to your analog fax machines on one side, and our FAXstation service on the other. It's also built into the SIPStation portal, making it very easy to sign-up directly from your PBXact admin GUI.

DECT Phones for Mobility

Designed for environments where wireless mobility is required, Sangoma's DECT phones enable staff to take their calls with them as they move around the workplace. Our DECT phones are the right fit for the manufacturing, retail, security, and construction industries.

PEACE OF MIND
SUPPORT PACKAGES

While driven by the innovation of the FreePBX community, PBXact is a commercial UC system that is officially supported by Sangoma's in-house development and service staff. Its software is tightly controlled by Sangoma engineers, ensuring customers with the best performance available.

Support is offered as Peace of Mind Packages (POMPs), the purchase of which entitles customers to receive software updates and technical service rendered by Sangoma. POMPs are available as Platinum and Gold tiered-contracts, with services provided in accordance to their respective Service Level Agreement.

Stay Up-to-Date with New Software Releases

POMPs enable receiving all standard software upgrades or updates released for PBXact. This includes all admin software, phone applications.

Software Maintenance

Unlimited support for assistance in reporting and resolving a bug is provided if you encounter one in the PBXact software as part of your base POMPs purchase.

Base Coverage

A support representative can help with, for example, setting up or configuring a PBXact system, provisioning phones, or general help on items related to the phone system. Customers interact with the service staff via Sangoma's online ticketing system or telephone.

Sangoma's support services are delivered during regular business hours for all issues to customers with Silver POMPs.

24/7/365 System Outage Support

Sangoma provides a 24/7 emergency response in case of complete system outages to customers with a Platinum POMP plan in place. Customers can leave a message for Sangoma 24 hours a day 365 days a year, identifying themselves with a Pin code unique to each PBX for accessing the after-hours department and have the on-call technician call back to them.

Sangoma's own in-house service team is based in the US, with satellite teams around the world to ensure support around the clock.

Sangoma

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