



VxCloud Onsite IP-PBX

VxCloud Business Edition IP-PBX provides the business class PBX features required by today's demanding communications needs. In addition to the standard features the IP-PBX system also includes comprehensive enhanced services, telephony applications, system administration, end user applications, customization, reliability, and setup and configuration features in a truly scalable manner.

We have proven to customers that an onsite IP-PBX systems can provide enterprise class telephony including unified communication such as integrated software phones, call centre features, billing and legal call recordings.

VxCloud IP-PBX systems supports VoIP and traditional PSTN telephony technologies allowing for legacy integrations. Some of the manufacturers supported are: Aastra, Alcatel, Grandstream, Cisco, Cisco SPA, Denwa, Htek, Panasonic, Linksys, Obihai, Polycom, Sipura, Snom, Yealink, etc.

VoIP and PRI – BRI connectivity and configurations are provided that allows the client to still use the current PSTN connections but have integration with VoIP (SIP) connections for cheaper PSTN calls services.

Fax over IP is included as part of the desktop soft phone and the IP-PBX to support FAX over IP. One of the interesting features of the onsite IP-PBX is option to set up a FAX cover page that will be sent out whenever users send faxes using the desktop softphone.

One of the special features of the VxCloud IP-PBX is the Voice switch capabilities that allows incoming call trunks to be managed and routed. The Onsite IP-PBX is a good solution to provide cost effective integration with Skype for Business.

VxCloud Onsite IP-PBX Features

- **Caller ID for incoming calls**
- **Block caller ID for incoming calls**
- **Call forwarding calls to other numbers and mobile numbers**
- **Follow me allows one incoming number that rings on a set of rules to multiple phone devices**
- **Call hunting for incoming call to ring on multiple devices**
- **Call Hold with as many extensions as required**
- **The transfer of calls is provided**
- **Setup a call conference bridge thus providing call conferencing to more than one conference session if required**
- **Call waiting is provided to hold calls when busy**
- **Do not disturb**
- **Voicemail including pin / password protected**
- **Voicemail options and greeting recordings**
- **Voice to email is the delivery of a wave data file to the mailbox**
- **Setup Pin dialling and virtual extensions**
- **Hunting provided with customization**
- **Setup ring groups and special ring configurations**
- **Multiple levels of IVR and inbound numbers are linked to different IVR's**
- **Setup nested IVR**
- **Configuration of IVR and call routing for day night messages and custom greetings such as holidays and special promotions**
- **Music on Hold, Digital receptionist recordings and custom voice messages can be configured and uploaded**
- **Any customization can be provided for call control including limiting the number of calls outgoing and incoming**
- **Outgoing and incoming call reporting**
- **Billing information system can be provided on request**
- **Extensions can be managed for inter-networking dialling**
- **Full VoIP features are provided for the system including number allocation of numbers 011, 012, 015, 014, 021, 087 and more**
- **Number porting is provided and managed including number forwarding in case of networking failure**
- **VxCloud includes the Cloud IP-PBX soft phone that has plenty to offer. High Quality Voice & Video Calls, Instant Messaging, Voice Conferencing, Files Exchange, Faxing, CRM integrations and much more – delivered in a single application capable of supporting you at any time on any device and platform you are using.**
- **Mobile client that supports iOS and Android**

VxCloud Cloud Hosted IP-PBX Call Centre

- **Queues management**
- **Agent status**
- **Real time statistics**
- **Quality of Service**
- **Instant text messaging**
- **Outlook integration**
- **Dynamic Agent login**
- **Alerts / Threshold**
- **SoftPhone client**
- **CRM integration (On request)**
- **Browser integration (On Request)**
- **Agent assistance**