

It's more than a  
**phone system.**

It's a better way to  
**communicate.**



  
**Switchvox**<sup>®</sup>

# MAKING GREAT COMMUNICATIONS

## ACCESSIBLE TO ALL

### Who is Sangoma?

Sangoma Technologies is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes, service providers, and OEMs.

Sangoma's offerings include Unified Communication as a Service (UCaaS) and Call Center as a Service (CCaaS) business phone systems, both on-premise and cloud, Communications Platform as a Service (CPaaS), SIP trunking services (TaaS), and telephony hardware which can also be deployed as a service.

Sangoma's products and services are used in leading PBX, IVR, contact center, carrier networks, and data communication applications worldwide.

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

Businesses can achieve enhanced levels of collaboration, productivity, and ROI with Sangoma.



# SWITCHVOX IS THE SMARTER CHOICE FOR **YOUR NEXT PHONE SYSTEM**

## Deploy Switchvox How You want

Switchvox can be deployed in multiple ways, each with the same all-inclusive feature set.



### Cloud

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

\*Available in the lower 48 US states only



### On-Premise

#### Hardware Appliances

- » Maintain full control of your solution
- » Dedicated appliance hardware backed by Sangoma
- » No racks of specialized equipment

#### Virtualized

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



# WHY SWITCHVOX?

## Saves You Money

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

## Remote Worker Friendly

Operate your workforce wherever they are located, while having full access to communication, collaboration, and productivity tools. 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 Microsoft Teams and Outlook, Salesforce, Zendesk, and web browsers.

## 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, which can be accessed directly from any of your Switchvox clients.

## Many Products in One

Switchvox is more than just a business phone system. When coupled with Sangoma D-Series phones and softphones, it is a complete Unified Communications solution. The system combines the power of many features into one, such as a conference bridge, chat/instant messaging server, video calling, advanced call queues, and Interactive Voice Response. Consolidate some of your office activities and save more money in the process.

# SWITCHVOX PROVIDES THE POWER TO **COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE**

## Switchvox Desktop Softphone

- » Enhance employee engagement and productivity with video conferencing integration from Sangoma Meet
- » Collaborate more effectively with chat groups and rooms for team discussions
- » SMS text message clients using your work extension\*
- » Initiate 3-way conference calling with a click of a button
- » Enjoy essentials such as presence control, visual voicemail and contacts

## Switchvox Mobile Softphone

- » Take your work extension with you, whether on the road or working remote
- » Audio and video calls using your work extension
- » 3-way conferencing
- » Call recording
- » Chat with colleagues using the dedicated chat app



\*Included with Switchvox Cloud/Requires active SIPstation trunking subscription for on-premise Switchvox systems



Mobile Softphone

Mobile Chat App

# 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-customizable 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!**



## 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.

### Chat & SMS (Instant Messaging)

Improve employee communication with integrated chat via the desktop softphone and mobile chat app. Employees can use their extension to send/receive SMS messages (requires SIPStation Retail or Wholesale SIP trunks).

### 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.

### 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.

### 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.

### 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 Center / 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.

### Fax

FAXStation is a reliable and secure Fax over IP solution, providing a true analog fax experience without the high cost of an extra PSTN line.

### 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.

# CUSTOMER SERVICE

## FEATURES YOU NEED

### Efficiency Call Processing

Your sales and support staff are there to answer customers' 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 to all this, and your call queues are the engine for success.

With Switchvox Queues you can:



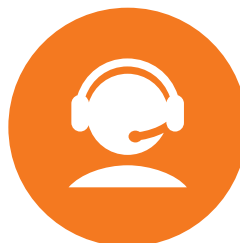
Choose how you want your inbound callers to reach your agents – have all agent phones ring at once, randomly, least-rang, and many more



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





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

Queue Calls Waiting - Sales			
CALLER	PHONE	WAIT	ASSIGNMENT
1	Frank Mangarelli	619-555-2501	0:04 Normal
2	Joey Grand	973-555-6517	0:04 Normal

Queue Member Activity - Sales			
MEMBER NAME	LOGIN	CALLER	120 Laura Jackson
1	Laura Jackson	120	Laurie Smith

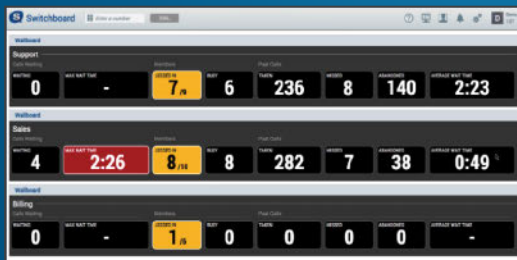
Call Manipulation

Queue Member Activity - Sales			
MEMBER NAME	LOGIN	CALLER	DURATION
1	Laura Jackson	120	Laurie Smith
2	Sara Tramel	121	-
3	Elwood Monroe	122	Allen Hart
4	Joe Jackson	123	Bill White
5	Adam Cole	124	Jack Horowitz
6	Daniel Zetticci	125	-
7	Brian Hassan	126	Paula Diaz
8	Chris Larsson	127	Michelle Graff
9	Denis Griffin	128	-
10	George Ketilsson	129	Katie McKay

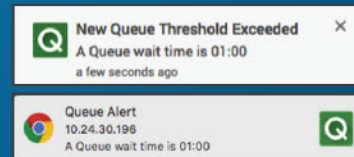
Real Time Visibility

3	Elwood Monroe	122	Monitor
4	Joe Jackson	123	Record
5	Adam Cole	124	Whisper
6	Daniel Zetticci	125	Barge
7	Brian Hassan	126	-
8	Chris Larsson	127	-
9	Denis Griffin	128	-
10	George Ketilsson	129	James Coleman

Recording & Monitoring



Wallboards



Alerts

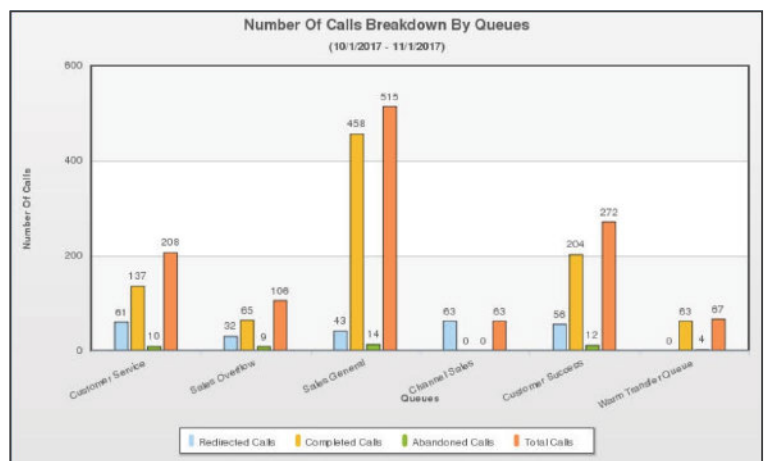
## Powerful Reporting

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:

- » DID 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



# INTUITIVE IP PHONES DESIGNED FOR SWITCHVOX

## Sangoma D-Series Phones Are the Only Phones Designed Exclusively 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





	<b>D60</b> Entry-level	<b>D62</b> Entry-level	<b>D65</b> Mid-level	<b>D80</b> Executive-level
<b>Line Registrations</b>	2	2	6	6
<b>Feature Keys</b>	4	4	4	Touchscreen
<b>Rapid Dial / Busy Lamp Field Keys</b>	Up to 1 Key 1 Contact	Up to 1 Key 1 Contact	Up to 5 Keys 100 Contacts	Up to 20 On-screen, Scrolling to 100 Contacts
<b>Ethernet LAN and PC Port</b>	10/100Base-T	10/100/1000Base-T (Gigabit)	10/100/1000Base-T (Gigabit)	10/100/1000Base-T (Gigabit)
<b>Built-in Bluetooth</b>	No	No	Yes	Yes
<b>Main Display</b>	4.3 Inch, Color	4.3 Inch, Color	4.3 Inch, Color	High-definition 7.0 Inch, Color, Capacitive Touch
<b>Power over Ethernet (PoE)</b>	Yes	Yes	Yes	Yes
<b>Advanced Phone Applications</b>	Yes	Yes	Yes	Yes
<b>Expansion Module</b>	No	No	Available	No

## Expand Functionality with the EXP150

For receptionists or those in the education, real estate and hospitality industry, the Sangoma EXP150 sidecar adds 40 more programmable buttons to the D65 with the option for even more by daisy-chaining modules.



## 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.



## Switchvox Works With Your Existing Environment

Integrate your Salesforce or Zendesk CRMs so that you can collect data while delivering the best customer service at the same time.

Integrate your Microsoft environment to enable click-to-dial from MS Outlook and MS Teams. Plus, screen pops from MS Outlook enable efficient communication with your customers.

# 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 D-Series phones. All features are included with Switchvox Cloud, and no additional licensing fees are required.

With prices starting at \$12.99 per user/month, Switchvox Cloud is the best value for your complete hosted UC solution.

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.

For more information and to try Switchvox Cloud completely risk-free for 30 days, visit <https://www.sangoma.com/business-phone-systems/hosted-pbx/>.

## What's Included in Switchvox Cloud?

### Service Features

- » Dedicated local number (DID) per extension
- » Unlimited extension-to-extension calling
- » Unlimited local and long distance calling per extension
- » SMS text messaging
- » Sangoma Connect Mobile
- » HD voice (where available)

### General Phone System Features

- » Personalized 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

\*Available in the lower 48 US states only

## 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
<b>Phones</b>	150	400	700	1000
<b>Concurrent Calls</b>	50	100	200	200
<b>Storage</b>	SSD	SSD	SSD	Mirrored SSD
<b>Internal Dell Remote Access Controller (iDRAC)</b>	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.

# COMPLETE YOUR SWITCHVOX SOLUTION

## SIP Trunking Designed for Switchvox

Sangoma's SIPStation Retail and VI Communication Services SIP trunking deliver premium SIP trunking, designed for Switchvox, for the retail and wholesale markets, respectively.



## Rugged DECT Phones for Your Tough Jobs

Durable, secure DECT phones perfect for the manufacturing, retail, and construction industries, as well as any business with active staff who need an IP phone to carry around.





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