



## ► **The PBXact PBX**

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With the PBXact business telephone system, you get all the standard features of a traditional PBX, with a set of unique features that enables your business to step into the future.

### **The result?**

Cost savings, efficiencies, streamlined organization communication, and automation.

All for about half the cost of a traditional business PBX and all customized to suit your unique business needs.

## ► **Features**

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### **Unlimited Extensions**

Each employee can have their own extension, regardless of how many incoming telephone lines you have. Physical phone lines can then be shared by multiple employees, resulting in cost savings for your business.

**Custom Interactive Voice Response (IVR)** Auto Attendants allow you to direct your customers to various parts of your organizations through easy to use push button menus. You can even have different menus for different times of the day, such as open hours or closed hours.

### **Company Name Directory**

Empowers your customers to find people in your organization easily and connect directly to their extension.

### **Outlook Integration**

Allows you to point-and-click contacts to make phone calls.

### **Voicemail to email**

Receive your voicemail messages in your email box and play them over your computer speakers.

### **XactView**

Gives key people a one-screen view of your entire organization on their computer monitor and allows them to see who is available, transfer calls to extensions, transfer calls to cell phones, and secretly monitor live calls and record phone calls on-the-fly for quality assurance.

### ***Blast Groups***

Allows groups of people in your organization to be grouped together to form customer service teams.

### ***Find-Me-Follow-Me***

Allows you to simultaneously ring desk extensions, cell phones, and other phones. Imagine the freedom of being able to accept phone calls anywhere and everywhere.

### ***Support for numerous types of incoming phone lines***

such as analog voice lines, T1s, PRIs, and VoIP-based carriers. PRI and VoIP based services allow you to have multiple DIDs (Direct-Inward-Dial) numbers that you can utilize to give employees direct numbers without the cost of having direct lines for each employee.

### ***Telecommuter Support***

Allows remote employees to make phone calls through your PBX over the Internet from anywhere.

### ***Soft-Phone Support***

With PBXact, you can have a phone on the computer screen. With a simple computer headset, you can make and receive calls as if you had a handset phone on your desk. Great for customer service teams to reduce the cost of handset hardware or on-the-go employees with laptop computers.

### ***Paging and Intercom***

Support for group paging through your telephone handsets or integration through your overhead paging system. Two-way intercom between phones.

### ***Multiple conference bridges***

Allow groups of people to communicate in one group setting from anywhere.

### ***Link multiple office branches***

Reduce phone bills by using the power of the Internet or your dedicated point-to-point or frame relay network. Make inter-office phone calls without per-minute charges.

### ***Automatic remote backup***

Your PBX is automatically backed up on a central server every night. If something goes wrong, we can have you up and running with a previous configuration in a matter of hours.

### ***Plus all the standard features...***

Caller-ID, call forward, call forward busy, call forward no answer, call waiting, call pickup, do not disturb, call tracing, and much more.

### ***Magic Button...***

The Magic Button is a novel approach to communication in your business. Using only the power of your voice and the power of our speech recognition engine, you can call people in your organization by their name, as well as perform other tasks previously requiring multiple key presses and remembering star codes. Other tasks include: intercom, paging, voicemail groups, call forwarding, do-not-disturb, and even setting your away status which other people in your organization can then ask for. Just push the Magic Button and say it.

### ***Status...***

The Status feature is one of the most useful feature to know where everyone in your company is at all times. It allows you to set your status to things like out of office or in a meeting. All users then have the ability to see who is available and who is not available in the office. Users can also be notified through a page when a user changes their status from being away to being back in the office and then to be automatically connected with that user.

### ***Day/Night Control...***

The Day/Night Mode button is used when your organization has the feature setup to handle incoming calls differently during business hours versus non business hours. It gives you the ability to toggle between Day and Night mode and gives you a visual of what mode your phone system is currently in.



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