Saint iT
iPBX
PLATFORM

PUT YOUR BUSINESS IN SAFE HANDS WITH **US**

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iPBX
A business hosted telephony platform

We have been at the cutting edge of internet telephony for more than a decade, quietly developing and delivering super reliable technologies, applications and features, including iPBX, our hosted telephony platform.

The iPBX platform has been created specifically as a complete business telephony service, ideal for organisations of all sizes, from sole traders to multi-site deployments.

It's easy to put iPBX, our hosted telephony platform, at the heart of your unified communications packages. It delivers everything you need from a premium hosted telephony platform - *except the premium price.*

FEATURES

The Solution is packed with clever features to help your customers make the most of their telephone communications. They can easily configure preferences both for individual phones and for their phone network through the web portal. They can also set many of the most common features direct from the handsets.

Headline feature	Description	Silver	Gold
Privacy	Call ID Blocking	Yes	Yes
	Block anonymous calls	Yes	Yes
	Block anonymous divert	Yes	Yes
	Block anonymous reject	Yes	Yes
	Block anonymous divert to voice mail	Yes	Yes
Do Not Disturb	DND	Yes	Yes
	Place caller on hold	Yes	Yes
Call transfer	Call transfer attended	Yes	Yes
	Call transfer unattended		
	Call transfer blind	Yes	Yes
Call Divert	CD Always	Yes	Yes
	CD Busy	Yes	Yes
	CD No answer	Yes	Yes

Headline feature	Description	Silver	Gold
Call Forwarding	CF Always	Yes	Yes
	CF Busy	Yes	Yes
	CF No answer	Yes	Yes
	CF Sequential	Yes	Yes
	CF Parallel	Yes	Yes
	CF Overflow PSTN, AA, CQ,VM.	Yes	Yes
Extension Dialling	Short code dialling	Yes	Yes
Last Caller	Last caller	Yes	Yes
	Spoken call history	Yes	Yes
	Call return	Yes	Yes
	Call redial	Yes	Yes
Click 2 Talk	Click 2 Talk	Yes	Yes
	Clipboard dialling	Yes	Yes
Music on hold	Music on hold	Yes	Yes
	Music on hold selective	Yes	Yes
Call Pick Up	Call Pick up	Yes	Yes
	Group Pick up	Yes	Yes
	Call Pick up directed	Yes	Yes
Call Park	Call Park	Yes	Yes
	Call Unpark Bay	Yes	Yes
Network failure	Network failure user	Yes	Yes
	Network failure company	Yes	Yes
Call Waiting	Call Waiting	Yes	Yes
Mobile Twining	Mobile to desk phone	Yes	Yes

Headline feature	Description	Silver	Gold
Busy Lamp Field	Busy lamp field	Yes	Yes
	Line Monitoring	Yes	Yes
Voice mail	User	Yes	Yes
	Group	Yes	Yes
	VM to email	Yes	Yes
	Directed VM	Yes	Yes
	VM to SMS	Yes	Yes
Fax	Mobile to desk phone	Yes	Yes
Call Group	HG Pick up	Yes	Yes
	HG Forwarding	Yes	Yes
	HG Reporting	Yes	Yes
	HG Sequential	Yes	Yes
	HG Simultaneous	Yes	Yes
Address Book	User	Yes	Yes
	Shared	Yes	Yes
	Company	Yes	Yes
LDAP	Company directory	Yes	Yes
Event Diary	Diary to email	Yes	Yes
Reporting & KPI	User	Yes	Yes
	Group	Yes	Yes
	Company	Yes	Yes
Call History	Calls made	Yes	Yes
	Calls received	Yes	Yes
	Calls Missed	Yes	Yes
	Call search	Yes	

Headline feature	Description	Silver	Gold
Time based routing	Time based routing	Yes	Yes
	Multiple calendar/schedule	Yes	Yes
	Call management planner	Yes	Yes
Call Barring policies	User	Yes	Yes
	Company	Yes	Yes
CLI Presentation option	CLI selection on outbound calls	Yes	Yes
3-way Call	3 Way Call	Yes	Yes
Call Queues	Call Queueing	No	Yes
Call Recording	Call recording	No	Yes
Auto Attendant	Auto attendant	No	Yes
Extension Mobility	Hot Desking (Cisco 7800 & 8800 Series only)	Yes	Yes
Web-Portal access	User	Yes	Yes
	Administrator	Yes	Yes
Wallboards	Call Overview	Optional	Optional
	Inbounds calls		
	Outbound calls		
	Agents Inbounds calls		
	Queued calls		
Softphone	PC, Mobile app	Optional	Optional
Video call	Polycom, Yealink, Panasonic (check for Supported handsets)	No	Yes
Conference Bridge	Conferencing facility	Optional	Optional
Reception Console	Licenced per con current user	Optional	Optional
Diagnostic	Phone Status	Yes	Yes
	System Diagnostic	Yes	Yes

Headline feature	Description	Silver	Gold
Phone Buddy	Presence and Pop up screen.	Yes	Yes
	Presence status and Away when Idle	Yes	Yes
	Directory with Company, private and external contacts	Yes	Yes
	IM service	Yes	Yes
	Calls and Presence status	Yes	Yes
	SMS	Yes	Yes
	Send alerts to your contacts	Yes	Yes
	Email	Yes	Yes
	Call Divert	Yes	Yes
	Call Forward	Yes	Yes
	Web portal access	Yes	Yes
	Call history	Yes	Yes
	VM retrieval and playback, Callback	Yes	Yes
	Faxes	Yes	Yes
	Call recording retrieval, download and storage	No	Yes
	Clipboard Dialling	Yes	Yes
	Click to dial	Yes	Yes
	Skype For Business	Yes	Yes
	CTI Integration: Salesforce, Sage Act, Outlook, Zoho	Yes	Yes
Phone Buddy Enhanced	Presence based integration across devices (Ringing, On a Call, DND)	Optional	Optional
	Call Control Telephony (Answer, On Hold, Transfer)	Optional	Optional
Miscellaneous	Pin Protected Outbound dialling	Yes	Yes
	Outbound calling using alias	Yes	Yes
	Broadcast call (Yealink)	Yes	Yes
	Broadcast call (Cisco)	Yes	Yes

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THE SOFT APPLICATIONS

Phone Buddy puts the power of the iPBX phone system on your desktop, laptop and smart devices.

Phone Buddy (The iPBX desktop application) shows screen popups when new calls, voicemails and messages arrive and can provide full Windows soft phone functionality to make and take calls from your PC.

- **Messages and alerts, with popups when they arrive**
- **Instant message and Presence**
- **Easy access to telephone directories with options to call, email or chat**
- **Integration with Salesforce, Zoho and other external CRM systems**

On Windows PC's and laptops the floating dashboard allows you to keep Phone Buddy on screen, positioned where you want it, update your presence status quickly, access directories, view history, make calls and set up diverts.

GET IT ON **Google Play**

Available on the **App Store**

Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and instructions, and up to 125 individual menus and sub-menus.

Time-based Routing

Time-based Routing enables businesses to configure individual phones and voicemail messages for different times of the day or week. The schedule will automatically route inbound calls in specific ways for particular periods, eg. lunchtimes, weekends or holidays.

Mobile Softphone

The iPBX mobile softphone is available for android and iOS devices. The App allows you to use your smartphone as a company phone extension. This enables you to keep in touch with your colleagues and contacts, wherever you are.

Call Recording

Call Recording allows companies to record calls on all or specific company phones. For each phone number, you may choose to record all calls or a specified percentage of calls, and whether you want to record just external or both internal and external calls.

Call Queues

Call Queues hold incoming calls when there are no free operators available. With iPBX you can create up to 50 call queues and choose different music for different queues. The automatic reporting module generates two Call Queue reports, which can be viewed, downloaded and / or printed.

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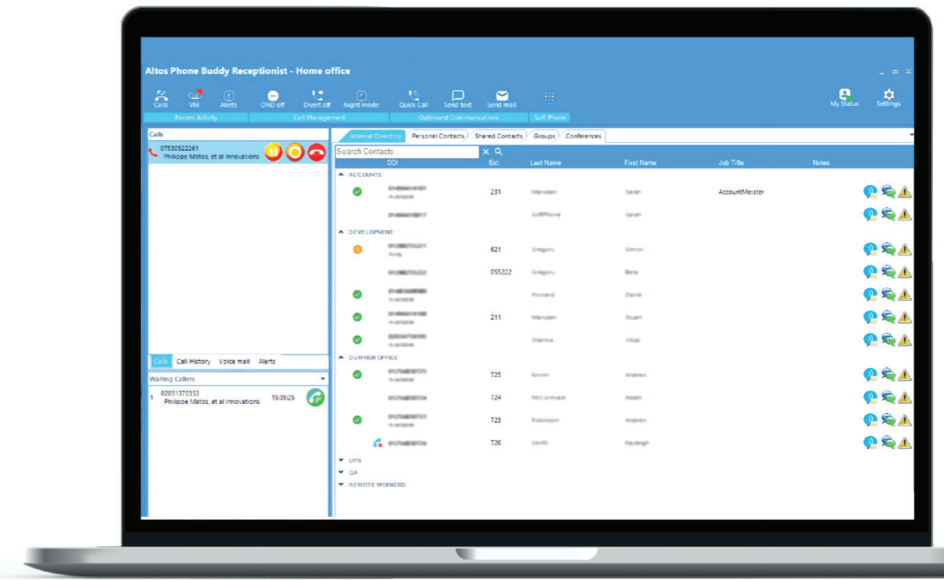
WALLBOARDS & **REPORTING SOFTWARE**

View performance statistics from your desktop or mobile device with Wallboards.

Wallboards provide an essential insight into your call activity and help you manage the system even when you are away from the office.

The wallboards display call statistics across a group of phones, allowing Call Group members to monitor activity and respond to performance issues. Statistics can be displayed on any web-enabled and connected device.

Wallboards provide teams with a view of how they are performing, the number of callers in the queue and past activity, which can highlight when additional members may be required to login to cater for busy times.

Inbound Calls
Answered calls, lost calls, queued calls and ring duration by group or individual users.

Outbound Calls
Average duration and maximum duration by group or individual users.

Queued Calls
Average queue time, maximum queue time, queue limit breaches, timeouts, callers in queue.

THE **iPBX PORTAL**

The iPBX portal allows users to oversee their account and set security levels. The customer portal allows end-users to set their corporate and individual system preferences.

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