

PBXACT

Contact Center Features



Deliver Exceptional
Customer Service at
an Affordable Price

SANGMA



Boost Revenue with Great **CUSTOMER SERVICE**

Businesses that receive inbound sales or support phone calls can use contact center features to keep their customers and potential customers happy. These features focus on delivering the best customer experience while others focus on efficient call flow.

The PBXact business phone system is a fully-featured Unified Communications (UC) platform which includes advanced built-in contact center features designed to help small to medium-sized businesses take care of their customers, improve their operations, and, ultimately, increase their bottom line.



PBXact Contact Center **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.

- 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 for Your Customer Service Solution

Add Features as you Grow

Add a-la-cart features as you need them. PBXact comes with many contact center features built-in, with optional add-ons to help improve the customer experience and your call routing.

Work-From-Home Friendly

Operate your customer service environment, virtually, with access to every communication tool from wherever you are, with very little setup time required when transitioning from the office to working remotely.

Virtual Operator Panel

The UCP Queue Wallboard panel provides call statistics for support and sales staff and helps supervisors monitor and control call queues and agent performance.

Integration With Your Existing Tools

Enable click-to-dial and screen-pop notifications from within the tools you are already using such as Salesforce, Zoho, SugarCRM, Zendesk, and supported web browsers.

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.

Enhanced Softphone and Mobile Communications

The Zulu Softphone, available for desktop and mobile devices, offers chat, video calling and screen-sharing to enable managers and staff to collaborate efficiently while on phone calls with customers, working from the office, or while remote.

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.

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.

Operate Your Contact Center **WHEREVER YOU WANT**



Enjoy the flexibility and benefits of running your customer service department from wherever your sales and support teams are located. With web-based clients, your agents require very little setup time and have instant access to everything they need to communicate with you and your customers.

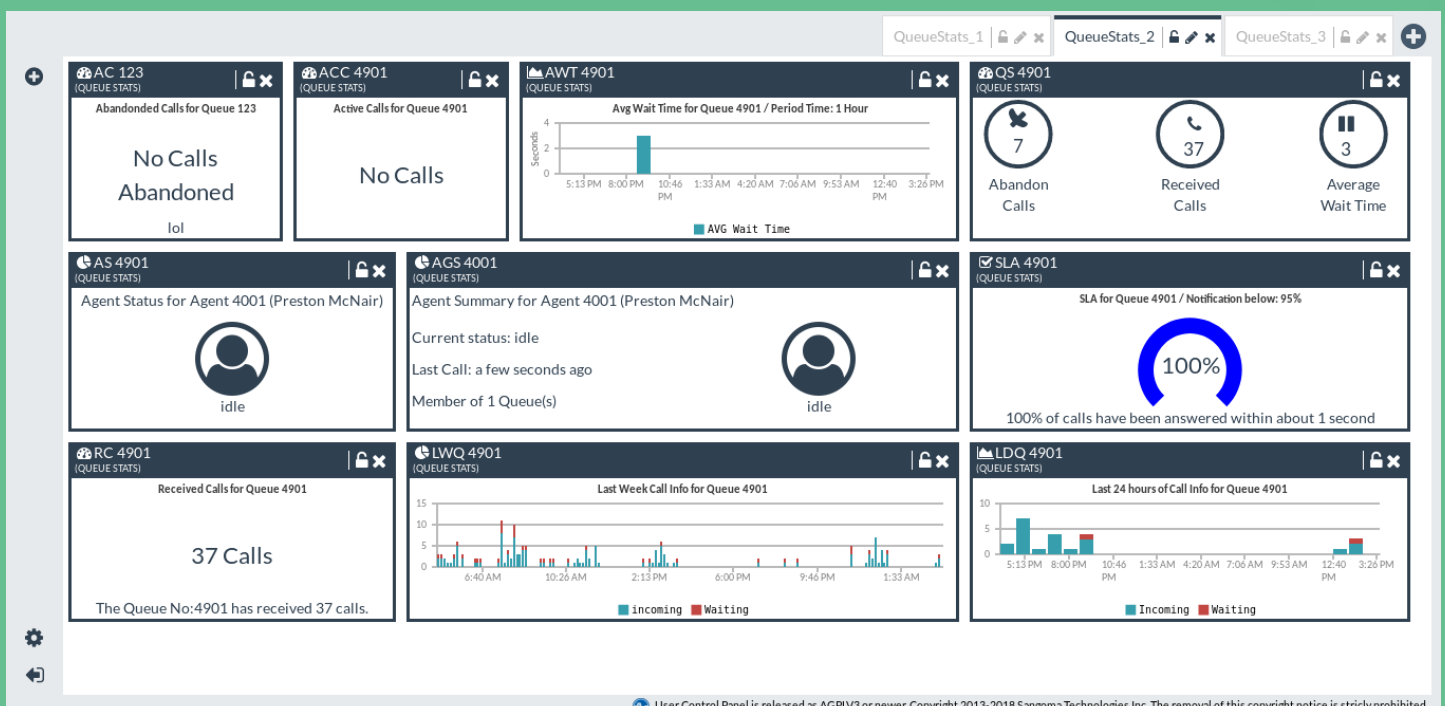
The UCP Queue Wallboard

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.

Queue Wallboard can display widgets detailing:

- the number of active calls in any queue
- the number of calls that have been abandoned
- the SLA percentage (ratio of calls that are handled using pre-defined criteria)
- a complete summary of queue statistics (such as wait time) over a predetermined period of time
- agent status for any agent

The Queue Wallboard is **very customizable** and can display as many or as little 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.**



PBXact Desktop Softphone and Mobile Client

With the Desktop Softphone, Agents can:

- Receive inbound customer calls directly from a mobile workstation, giving agents maximum flexibility to work remote or from the office
- Agents can chat and screen-share with colleagues and supervisors while with a customer to expedite an issue
- Compatible with the Sangoma H20 wireless headset to roam free of wires, without the need for a dedicated desk phone

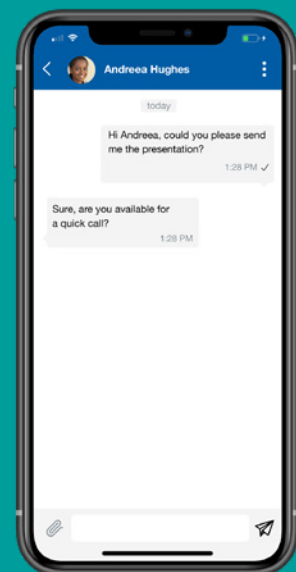


The Desktop Softphone Client

Agents can communicate with customers and supervisors wherever you are. PBXact gives every user a desktop softphone and mobile client, with no license restrictions.

With the Mobile App for Android and iOS

- Agents can chat with colleagues and create an omnichannel experience with customers via SMS (requires SIPStation SIP trunking service)
- Great for supervisors to stay connected with agents while on the go



Mobile Softphone Client



The Digital Receptionist

The Interactive Voice Response (IVR) is the first point of contact for your customers when they call your main phone number and one of the most important parts of your contact center system. An efficient IVR can reduce administration time for your support and sales agents, improve service levels, and lower overheads.

The screenshot shows the 'Add IVR' configuration page in the PBXact system. At the top, there are navigation tabs: 'Modules', 'Basic Mode', 'Dashboard', and 'UCP'. The 'Add IVR' section is divided into two main parts: 'IVR General Options' and 'IVR DTMF Options'. Under 'IVR General Options', there are fields for 'IVR Name' and 'IVR Description'. Under 'IVR DTMF Options', there are fields for 'Announcement' (set to 'None'), 'Enable Direct Dial' (set to 'Disabled'), 'Timeout' (set to '10'), 'Alert Info' (set to 'None'), 'Invalid Retries' (set to '3'), and 'Invalid Retry Recording' (set to 'Default'). At the bottom, there is a toggle for 'Append Announcement to Invalid' with 'Yes' and 'No' buttons.

The PBXact IVR enables you to:

- Automatically answers all inbound customer calls and direct them to their correct departments
- Create as many departments as you need to get your customer to the right people
- Create multi-language IVRs for customers in their native language with the option to make your own recordings
- Enable callback for customers to optionally disconnect the call while waiting for a representative, keeping their place in line, and be called back when they are next up to speak with someone from your team
- Create custom Music-On-Hold (MoH) and record special announcements that highlight new products and promotions or inform them of potential steps that they can take to resolve their issue before reaching an agent
- Send inbound callers to different IVRs based on time of day

And since PBXact is remote worker friendly, your IVR can deliver inbound calls to wherever your agents are operating from.

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



Keep callers' same wait time even when transferred between queues



Create multiple priority-groups so that the caller with the highest priority and earliest arrival time of all the queues is tended to first



Define a set of agents ready to jump in and help for those times when it's really busy

Powerful Reporting to Boost Success

Measuring your contact center performance is vital to your bottom line and requires robust reporting. These reports can help pinpoint inefficiencies with your call routing, help understand when peak demand times are, and help decide when to hire more agents and how to organize agents across departments.

PBXact Queue Reports can provide detailed information on:

- Call distribution by agent, queue, day of the week, or even down to the hour
- Average call time and average hold times
- Service call thresholds
- Reasons why calls are being disconnected (including whether the customer or agent is hanging up first, or if the call was abandoned)

QXact Report Templates

Template Name: Support Queue Statistics

Note: The "Combined" options below are for cascading queues and only apply if you have cascading queues config, where callers go first that then times out to another queue. Selecting this option for a report unnecessarily will only process but will not change the output data.

Table 1

Remove Table

Report Type: All Call Distribution by Queue Title: All Call Distribution by Queue

Columns:

Agent Name	Minimum Wait Time	Minimum Talk Time
Number of Calls	Maximum Wait Time	Maximum Talk Time
Percent of Calls	Percent of Time Waiting	Percent of Time Talking
Total Time Waiting	Total Time Talking	Total Call Duration
Average Wait Time	Average Talk Time	Average Call Duration

Table 2

Remove Table

Report Type: All Service Level Title: All Service Level

Columns:

Within Duration	Number of Calls	Percent of Calls
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Reporting Criteria & Fields

- Run ad-hoc or scheduled reports
- Display information in HTML, XLS, or Chart format
- Create custom reports using templates to focus on what matters to your business the most

Outbound Calling Campaigns

Broadcast XactDialer allows businesses to create a broadcast campaign and choose where to route your calls. XactDialer also enables the option to route calls to different destinations based on whether a person or voicemail answers. Choose to receive reports on campaign daily or after the campaign completes.

Broadcast Campaigns

Duplicate Campaign: None

Campaign Name:

Concurrent Calls: 2

Campaign Caller ID:

Dial Prefix:

Email Reports to:

Email Reports: ☒ Never ☐ Daily After End Time ☐ After Campaign Completes

Campaign Active: ☒ Yes ☐ No

Call Groups:

Included:

Not Included:

Call Group 2

My Call Group

Schedule:

Start Time: 8:00 AM

End Time: 5:00 PM

Start Date: October 23, 2015

End Date: October 23, 2016

Only Call Between: Optional

Broadcast XactDialer allows you to:

- Upload CSV lists
- Schedule call times
- View service call thresholds
- Complete reports on person/voicemail and duration
- Route calls based on whether a person or voicemail answer

Outbound Call Limiting

Making collection, sales or telemarketing calls? Place limits on the number of calls made to consumers to comply with various local, state, and federal regulations.

The Outbound Call Limiting module allows you to place restrictions on how many times a number is called during a certain time period, and then blocked if exceeded, with a message advising agents that the call is not allowed.

Complete Your Solution with Phones Designed for PBXact



Sangoma S-Series IP phones with built-in phone apps allow agents and supervisors to manage advanced features using the phone's display instead of trying to remember feature codes. Key benefits include:

Quick Setup with ZeroTouch Provisioning

Sangoma S-Series IP phones provision automatically as soon as they are plugged into the corporate network—or even remotely over standard internet access—using a secure redirection service to ensure full integration with PBXact.

Call Recording

Supervisors can record phone calls ad-hoc for any agent in any queue, directly from the on-screen phone feature.

Queue

Supervisors can view live contact center statistics directly from the phone's display and also login/logout agents.

Hot-Desking & Queue Control

Agents can login to any station, and their phone profile follows them, allowing access to all their features, no matter where they sit. They can also login/logout of queues using the Queue app button.



H-Series Wireless Headsets

Sales and support agents can roam up to 325 feet away from their desks while staying connected with customers.

Various models include USB connectivity for use with the Zulu Softphone, allowing staff to communicate remotely, without requiring a dedicated deskphone.

Make It Your Own



PBXact provides the flexibility to integrate other software into one seamless view. For example, integrate your CRM to allow your agents to work as efficiently as possible with click-to-call and screen-pop functionality.

PBXact Contact Center Features

IVR and Auto-attendant

- Self-serve
- Custom messaging
- Multi-Language options
- Time-based call routing

Routing

- Priority queue*
- Overflow agents*
- Ring strategy options
- Caller ID prefix*
- Outbound calling campaign*

Agent Productivity

- Multi-queue agent*
- Team chat
- CRM integration
- Presence control
- Softphone
- Remote agents
- Screen pop

24/7 Support

- Hot Desking with Sangoma IP phones
- Click-to-call
- After-Hours Routing

Customer Experience

- Queue callback*
- Custom music on-hold
- Custom announcements
- Status message

Reporting and Monitoring

- Real-time queue dashboard
- Agent status
- On-demand and scheduled reports*
- Call recording
- Call Barging & Whisper

Integration

- Salesforce, Zendesk, Zoho, SugarCRM

* Part of the Contact Center Add-on License

TRUST SANGOMA TO ELEVATE YOUR Contact Center Experience

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

Sangoma's offerings include Unified Communication (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.

To learn more, visit us at www.Sangoma.com



We're here to help.
Talk with a UC Specialist.

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