SANGOMA

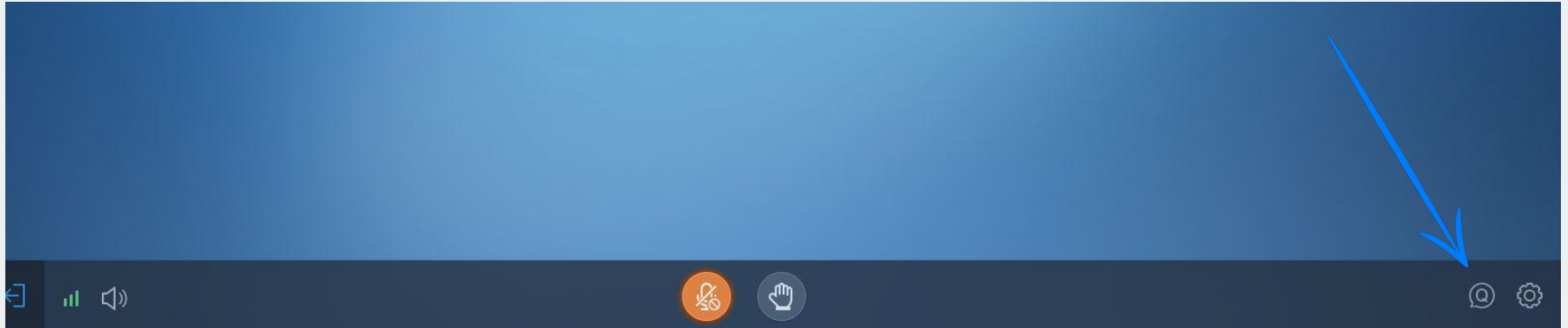## All about PBXact Cloud

Michael White

VP OSS

During the webinar please use the Q&A feature
located in bottom right corner of your screen!

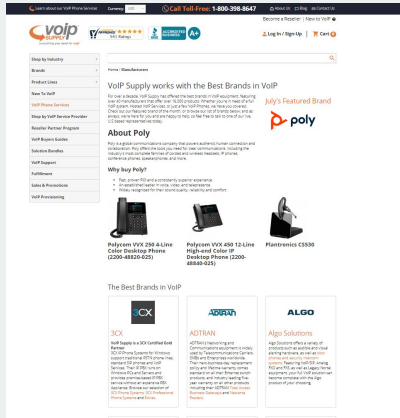We will answer the questions at the end of the presentation
Thank you!

Who is VoIP Supply

VoIP Supply is North America's leading VoIP solutions provider.

We have been taking the stress out of VoIP Solution design since 2002! Reclaim your industry experience and join our team of over 125,000 customers.

Product Catalog
Over 5,000 products from over 60 of the industry's leading manufacturers

We are More than just a Website!
Best Places to Work in Western New York

500/5000 Company

Buffalo Niagara Business Ethics Award Nominee

VoIP Experts
Combined, our experts have over **FIFTY** years of experience

Reseller Benefits

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

VoIP Rental Program
our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

Hardware & Provisioning
featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

CloudSpan MarketPlace
a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

Fulfillment
provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim
offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

Join Our Team

Become a VoIP Supply Partner

o Exclusive Pricing Through VoIP Supply!

o Opportunity Support – Consulting & Solution Design

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Account Development Manager
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Agenda

- About Sangoma
- What is PBXact Cloud
- Key UC Features
- How to Order

About Sangoma

Snapshot of Sangoma Today

Global Company

600 Staff

Customers In over **200** countries

R&D and Tech Canada, USA, Europe, Latin America, India

HQ
Toronto
TSX: STC
Founded: 1984

Healthy Financials

$200M USD Revenues

$32M+ USD EBITDA

70% Recurring Revenue

Recent Acquisitions

2021 — Star2Star A SANGOMA COMPANY

2020 — .e4

2019 — VoIP INNOVATIONS

2018 — digium

CONTRACT

Rich and Diverse Customer Base

> 100,000 Customers globally

LEADER in Open Source Communications

2.5 Million Unified Communications Seats

Asterisk   freePBX

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What is PBXact Cloud?

PBXact Cloud - Complete UC Platform

- Open Source Based System
  - Based on FreePBX and Asterisk
  - 24X7 Support SLA available
  - Vetted/Certified version of FreePBX

- Tightly Integrated
  - SIPStation (Trunking service) and FAXStation (Fax service)
  - Sangoma S-D-P Series phones
  - PSTN telephony interfaces (configurable) and VoIP Gateways
  - CRM: SugarCRM, SuiteCRM, SalesForce, Zoho, ConnectWise
  - 300 + End points and over 20+manufacturers
  - Sangoma Portal for licensing, support and Phones

- Expanded Capabilities
  - Exclusive add-on modules (Base includes $2.3K in FreePBX add-ons)
  - Software extensibility enables custom Integrations APIs
  - Includes Sangoma Connect mobile and desktop client for collaboration
  - Go to the next level with the Call Center Bundle

Key Features

- Sangoma Connect Mobile
- Desktop softphone for every user
- CRM-Link and Zapier
- S-Series Phones
- Call Center Add-on
- Fax Station

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Work from Anywhere with Sangoma Connect

- Easier and more reliable configuration process
- Better handling of network transitions (wifi<->LTE)
- Broader phone-model coverage
- Enhanced Push technology for increased reliability on incoming calls
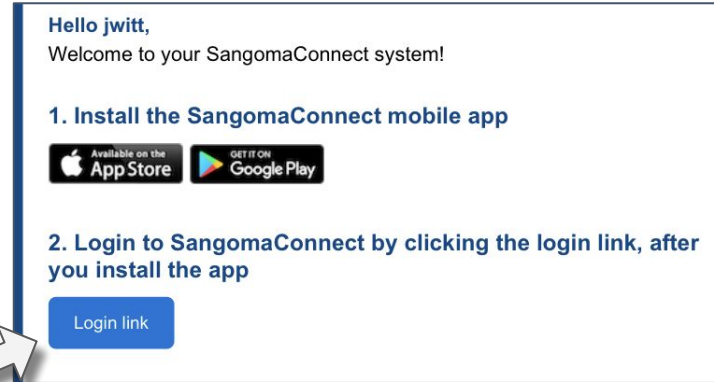
Connect Mobile: Zero-Touch Deployment

Administrators

- Assign Connect using the **Connect Module or Userman**.

- Send an **invitation email** messages to each user.

Phone-Users

- Install the app on their phone.

- Click the 'Login link' in the invitation email.

Hello jwitt,
Welcome to your SangomaConnect system!

1. Install the SangomaConnect mobile app

Available on the App Store   GET IT ON Google Play

2. Login to SangomaConnect by clicking the login link, after you install the app

Login link

Easy! User isn't concerned with details like Host, Extension Number, or Password.

Sangoma Connect Features
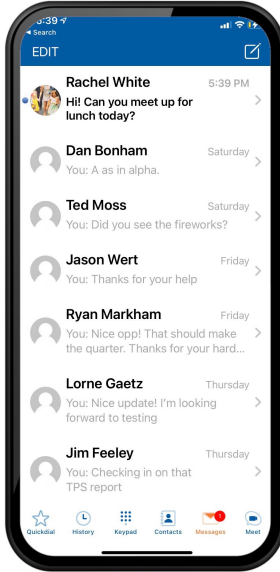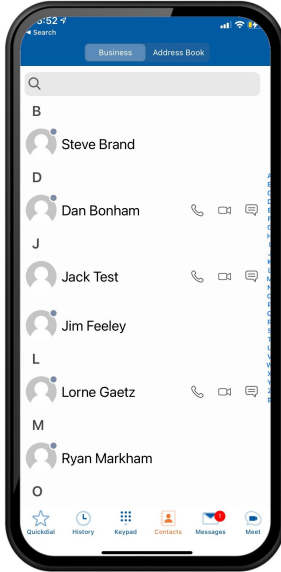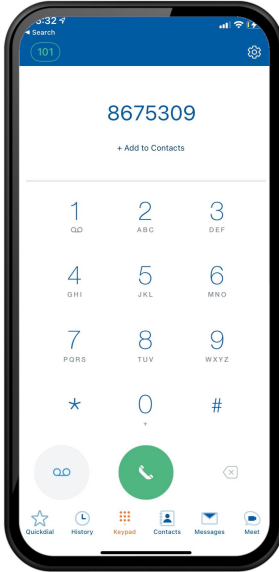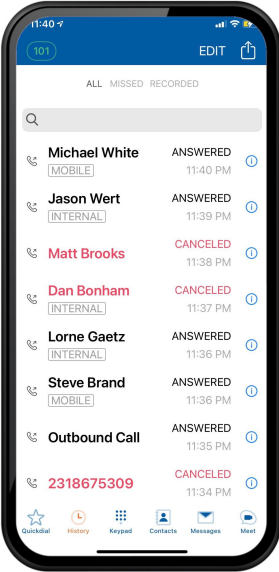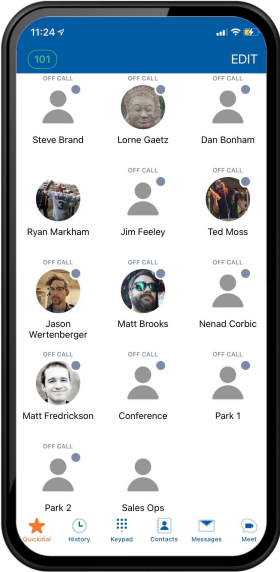
Quickdial

- Quickdial for frequently dialed contacts.

- Quickdial includes BLF (ON or OFF a call).

- Contacts included from PBXact and the phone's native Contacts

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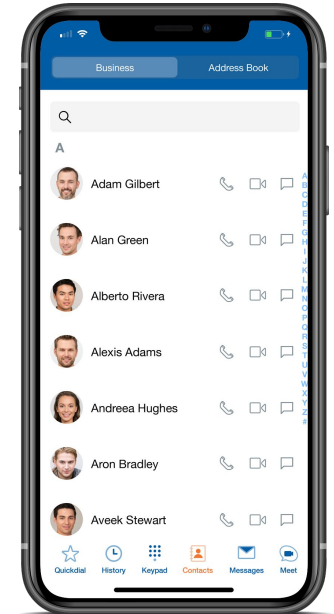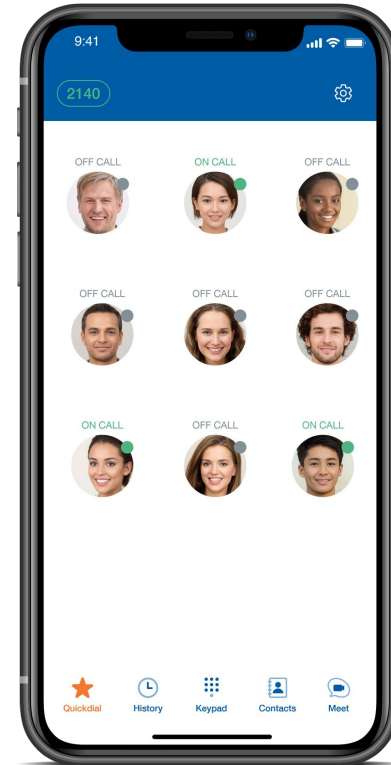
History

- Logs inbound, outbound and missed calls

- Logs locally recorded calls

- Contacts included from PBXact and the phone's native Contacts
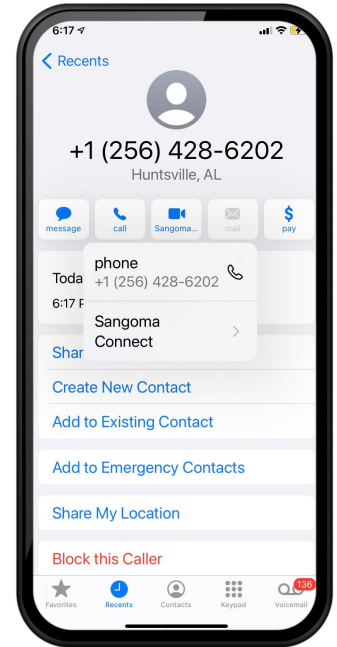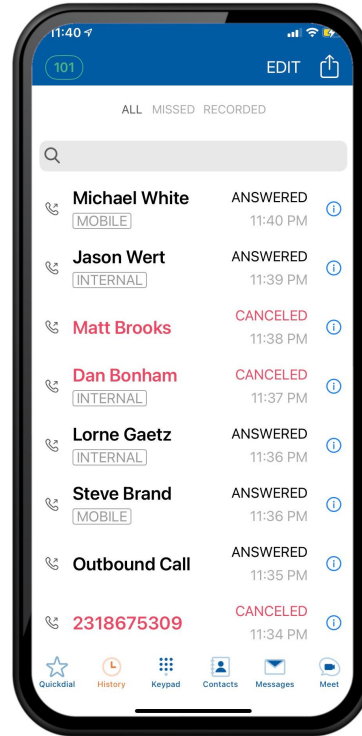
Keypad

- Hold/Resume
- Transfer Blind and Assisted
- 3-way Conference
- Local Record (Play Beep)
- Secure Calling available (SRTP/TLS)
- Scheduled DND
- 1-1 Video Calling
- Voicemail
- Push notification

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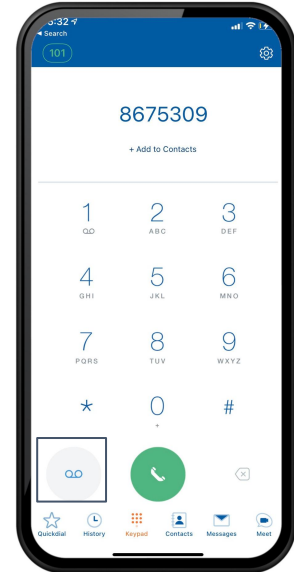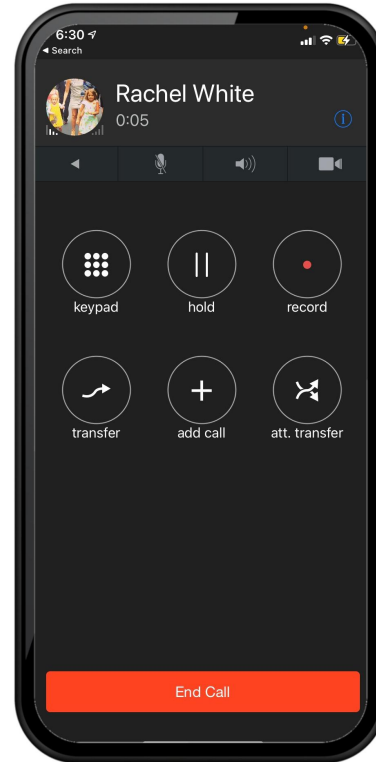
Contacts

- Pulls default contacts from PBX
- Permissions based access to mobile device contacts (address book)
- Launch voice and video calls send receive SMS/MMS
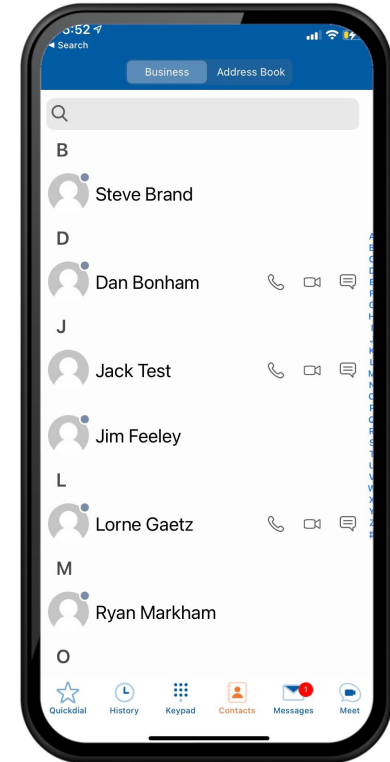
Messages

- Tightly integrated with SIP Station
- Send and Receive text and picture messages SMS/MMS
- To and from your business telephone numbers or DIDs
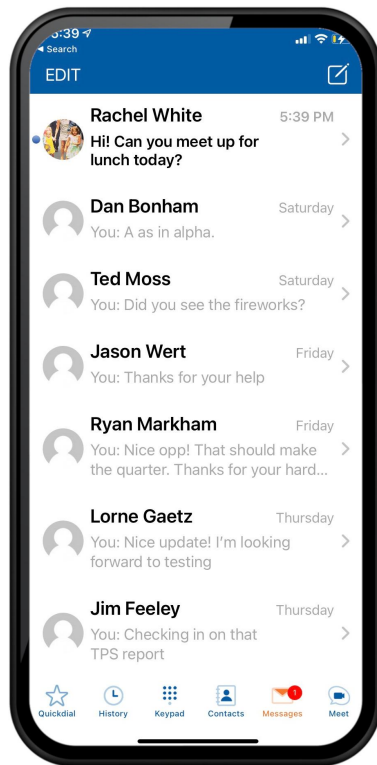
Launch Sangoma Meet!

meet.sangoma.com

- In Connect Mobile, a Sangoma Meet tab offers a shortcut to Sangoma Meet.

- Changes are coming to the desktop and mobile apps, for deeper integration.

  - Video chat (including guest chat) is removed. Please use Sangoma Meet for Video Conferencing.

  - Also, the Chat widget is removed. Chat in the Desktop Softphone offers SMS and group chat.

Sangoma Desktop Softphone Features

Perfect for WFH or Remote Call Center Agents

- Make/Take calls - Shares desk Ext
- Threaded Slack like chat
- Phone system contact list/ dial by name
- Presence control (Available, Chat, Away, DND, Not Available)
- Hold/Transfer
- Visual Voicemail
- 1:1 video calls
- Click to call
- Screen Pops w/CRM Link
- SMS/Fax

CRM Link

Supported CRM and Apps

- Salesforce
- Zoho
- ConnectWise
- SuiteCRM
- SugarCRM
- Zapier

Call Center Bundle - Optional Add-on

For those who need additional call center functionality, this bundle includes the following useful modules;

- Appointment Reminder
- Outbound Calling Campaign
- Pinset Pro
- Queue Pro
- Queue Reporting
- Outbound Call Limiting
- Web Callback

Purpose-Built S-Phones

- Tight integration and advanced features
  - Zero-Touch Provisioning
  - Phone Apps
  - VPN - Server and Client
  - PoE - 10/100/1000
  - Sidecar Support 6X

	S705	S505	S406	S305	S206
Main Display	4.3 inch, color	3.5 inch, color	2.7 inch, graphical LCD with backlight	192x64 pixel graphical LCD with backlight	128x40 pixel graphical LCD with backlight
Line Registrations	6	4	3	2	2
Rapid Dial/Busy Lamp Field Keys	Up to 9 keys, scrolling 45 contacts	Up to 7 keys, scrolling 35 contacts	Up to 5 keys, scrolling 25 contacts	Up to 3 key, scrolling 15 contact	Up to 1 key, scrolling 1
Ethernet LAN and PC Port	10/100/1000Base-T	10/100/1000Base-T	10/100/1000Base-T	10/100Base-T	10/100Base-T
Advanced Phone Applications	✓	✓	✓	✓	No
Bluetooth & WiFi	✓	No	No	No	No
Power over Ethernet (PoE)	✓	✓	✓	✓	✓
Expansion Module (SideCar) (optional)	✓	✓	No	No	No
Electronic Hook Switch (EHS) Module (optional)	✓	✓	✓	No	No

Phone Enabled PBX Application

- Control complicated features directly from phone soft keys
  - No need to remember feature codes
  - No need to login to PBX control panel to control features

- Phones Apps are free with Sangoma Phones

Queue Agents	**Presence**	**Queues**	**Transfer to VM**	**Conf Rooms**	**Time Conditions**
Do Not Disturb	**Parking**	**Follow Me**	**Call Flow Control**	**Hot Desk**	**Visual Voicemail**	**Call Forward**

BYOD -

- 20+ Supported Manufacturers

- 300+ Supported Devices

Introducing Sangoma's SmartOffice Access Solution

Sangoma SmartOffice Access is easy to use and convenient!

No Wires
- Leverage existing LAN, IoT and Wireless: no more drilling through walls, installation is a breeze. Reduces the cost: by a lot!

No Door Readers
- Readers per door are expensive
- Readers are potential security risk as they reside outside the premises
  - Primary target of every access control hack or attack!

Mobile Control and Credentials
- App is used to open doors, arm zones or administer the platform
- No key cards or fobs
  - No one forgets their mobile phone!

Reuse Existing Door Strikes or Mag Locks
- If you are already using a legacy Access Control system, it is easy to upgrade to SmartOffice Access!
  - Customer must check with local municipal bylaws first
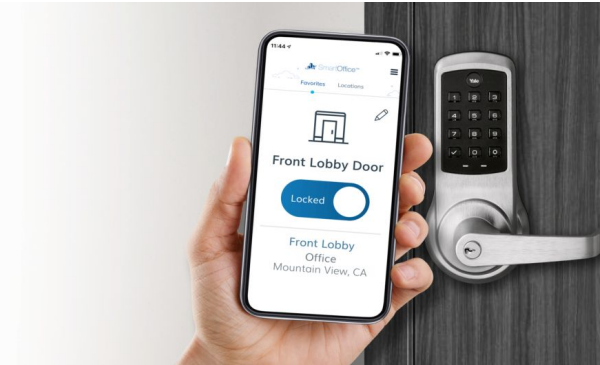
SmartOffice in Action

1) User receives an invitation email to SmartOffice

- Email will contain
  - SmartOffice App and Play store download link
  - Magic Login Link - facilitates one click login
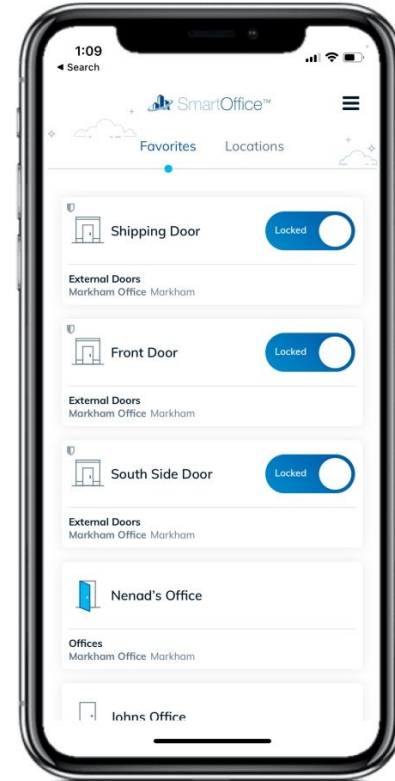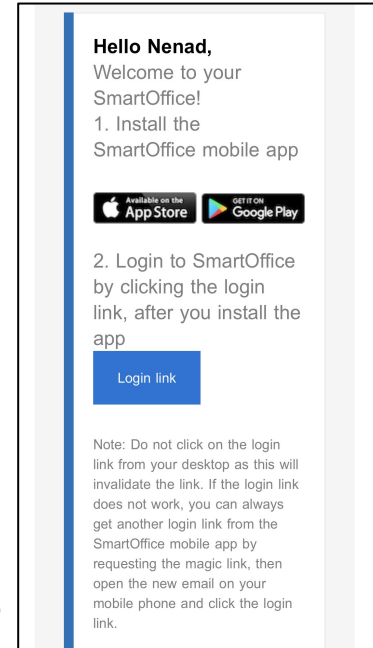
2) User downloads mobile app from Play or App Store

- Click on email download link
- Link will navigate to App or Play Store
- Install the SmartOffice mobile app

3) From Email: User Clicks on Magic Login Link

- Navigate back to the email
- Click on Magic login link
- App will automatically login and present you with doors pre-configured by the administrator

4) User Opens a Door

- Walk up to the door, click on the door lock slider to unlock the door, and enter!

Hello Nenad,
Welcome to your SmartOffice!
1. Install the SmartOffice mobile app

(App Store) *(Google Play)*

2. Login to SmartOffice by clicking the login link, after you install the app

Login link

Note: Do not click on the login link from your desktop as this will invalidate the link. If the login link does not work, you can always get another login link from the SmartOffice mobile app by requesting the magic link, then open the new email on your mobile phone and click the login link.

1:09
◀ Search

SmartOffice™
Favorites   Locations

Shipping Door   Locked
External Doors
Markham Office Markham

Front Door   Locked
External Doors
Markham Office Markham

South Side Door   Locked
External Doors
Markham Office Markham

Nenad's Office
Offices
Markham Office Markham

Johns Office

FAXSTATION
POWERED BY **SANGOMA**®

- Can use fax machine and/or eFax.
- Low monthly cost ($19.99/trunk for high volume)
- Unlimited users
- Avoids T.38 compatibility issues
- No telco lines needed!
- Just as reliable as the PSTN!
- Easy management integrated with the PBXact Cloud

How to Purchase

Life is Better in the Cloud

Limited Time Offer
$15.99 Per Seat with a Free S505*

* When you migrate your current on-premise FreePBX or PBXact to a 3-year unlimited PBXact Cloud plan

Thank You!

mwhite@sangoma.com
855-GET-MIKE

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Q&A