

SWITCHVOX® SMB 4.0

The First Web-Aware Phone System for Business

“...if there's an appliance or SMB IP-PBX to beat, this is the one.”

– Matthew Nickasch, Network World

NETWORKWORLD®



Is your phone system
Web-Aware?
Switchvox SMB 4.0 is!

*Digium's award winning,
turn-key IP PBX, Switchvox®,
is the solution for small and
medium sized businesses.*

Know the who, what, when, and
where of your calls using Switchvox's
extensive features, including the
integration of caller ID with web
applications and call history.

Saves You Money

- Simplified licensing
- Eliminates expensive technician visits
- Use your existing network infrastructure
- 40-60% lower total cost of ownership (TCO)
- Choose the service provider that suits your needs
- Easily integrate remote workers and road warriors
- Built in conference bridges reduce 3rd party dependence
- Ext to ext dialing between locations, even internationally

Easy to Manage

- Fully web-based interface
- Schedule automatic back-ups
- Upgrade and update with one click
- On-site; no secondary networks needed
- Extension templates to quickly add new users
- Automatic call routing based on date and time
- Extension groups to manage extensions efficiently
- Multiple administrative log-ins with controlled access

Boosts Productivity

- Click to dial
- Video integration
- Detailed call reporting
- Drag and drop transfer
- Mobility; find me, follow me
- Chat integration using Jabber
- CRM and web application integration
- Unified Messaging (voice-mail to e-mail)
- Fax integration including notification e-mails
- Presence; know when co-workers are not available
- Unlimited custom greetings, menus, and music on hold



Call Management

See and manage all of your calls at a glance! Drag and drop them on to anyone in your Phonebook to transfer them, click to place them on hold and to resume. Record calls at a click or drag calls into the parking lot for other users to retrieve from any phone when they're ready.

Current Calls

LSS <2564281234> (holding)	resume
Digium <2564286262> (active)	hold record
Inactive Line	

Parked At	Caller Parked	Parked By	Park Duration
701	Scanland Industries (4064441234)	Spencer Fleming 801	6
702	Davis Inc (2564285555)	Spencer Fleming 801	4

Google™ Maps Integration

By evaluating the area code from which your incoming calls originate, Switchvox can pinpoint the location for you. Valuable information, such as the caller's time zone and sales territory, can give your employees a valuable edge and help provide better customer service.

Google Maps



Digium 2564286262 Zip: 35801
LSS 2564281234 Zip: 35801
Scanland Industries 4064441234 Zip: 59801
Davis Inc 2564285555 Zip: 35801

Make Your Own Mashups

Integrate Switchvox® with any web application quickly and easily to take your customer satisfaction and employee productivity to a whole new level. No matter what information you need at your fingertips, Switchvox® can perform the searches for you, so you know everything you need to, even before you pick up that ringing phone.

Switchboard Overview

Every extension on your Switchvox SMB system has access to a real-time call control panel called the Switchboard. The Switchboard is an intuitive way for your workforce to see the phone calls their co-workers are on, and interact with calls taking place in the system. Every user's Switchboard can be customized to streamline tasks. The Switchboard is driven by permissions set up by the administrator, so your customer service manager can be granted permission to listen in on calls to the customer service line. The Switchboard is web based, so it will run in Internet Explorer® or Firefox®. When new features are released, the update is server-side; all clients are updated at the same time.

Phonebook

Extended Entries

Jane Doeson (1020)	Ortiz Schuster (1084)
Dave Miller (2002)	Harvey Culver (1085)
Justine Kilean <101>	Acme Builders <1605722>
John Smith (1030)	Webb Sanderson (1086)
Spencer Fleming (1080)	Morris Madsen (1087)
Bunches of Flowers <8585>	Intercom
Newton Degenhardt (1081)	Chat
Webster Savage	Call Mobile
Unavailable Message	
Please don't disturb unless it's the President.	
Posey Podolsky (1083)	Murphy McCaig (1090)
Freewave Surfboards <310>	

Normal Entries

Customer Service (600)	Technical Support (656)
Jeff Marx (1095)	Electrician (918582223333)

Add Phonebook Entry

Interactive Phonebook

Keep your finger on the pulse of your business! At a glance, see who else is on the phone and everyone's status. One click lets you call, intercom, or chat with someone, or even record, monitor, whisper, or barge in on a call (only if you have permission of course)! Easily customize multiple Phonebooks for quick access to different groups of people.

6 New / 0 Old

Salesforce

Date	Number	Record	Actions
11:00:01 AM 6/23/2008	Office: (256) 428-6262	Gayle Magee Digium	
10:59:52 AM 6/23/2008	Office: (256) 428-1234	Last Note (07/22/08 2:16:39 PM) : Call	
10:58:19 AM 6/23/2008	Office: (406) 444-1234	Last Note (07/16/08 8:54:51 AM) : Call	
10:58:01 AM 6/23/2008	Office: (256) 428-5555	Last Note (07/23/08 8:23:13 AM) : Website Visit	
		Davis Stephens Davis Inc.	
		Last Note (07/17/08 2:26:37 PM) : Call	

Note Details

Created By: tdegenhardt
Date Created: 07/22/08 2:16:39 PM
Subject: Call
Note: Scheduled a Switchvox demonstration Scanland Industries

CRM Integration

Caller ID can only tell you so much about who's calling. Integration with Salesforce and SugarCRM means that you can see details, like which of your co-workers last spoke with this person, what they talked about, and when!

Chat Integration

Integrated Chat lets co-workers consult with each other, send a quick invitation to join a call, or let someone know they have a call waiting in the parking lot. Because it's part of Switchvox, your conversations are contained on your private network so you don't have to rely on outside services.

Chat

1020@jabber.mybiz.com

Jane Doeson

Justine Kilean: Hi, can you join me on a call? I'm talking to a customer who needs our Premier package.
Jane Doeson: Sure, be right there.
Justine Kilean: Thank you!

Start New Chat

Customer Service "887" - Today's Call Queue Information

Overview - 1 Callers Waiting, 38 Total Calls (7 Abandon, 31 Complete)

Members / Callers - 1 callers waiting, 3 members on a call, 5/6 members logged in

Queue Member	Member	Caller	Call Duration	Status
1.	Conway Magee <805>	Sam Iam <5554095060>	11 mins, 33 secs	
2.	Harvey Culver <806>	nobody	0 secs	
3.	Newton Degenhardt <808>	Joes Pizza <2564286000>	12 mins, 55 secs	
4.	Spencer Fleming <801>	Monsieur Peloquix <2564286161>	0 secs	
5.	Brooks Bryant <802>	nobody	0 secs	
6.	Ortiz Schuster <804>	Peloquin Networks <9728675309>	12 mins, 19 secs	

Member Info

Logged in Since: 10:52 am
Calls Taken: 7

Pos	Wait Time	Entered Position
1	64286161> 1 mins, 1 secs	1

Total Talk Time: 38 mins, 5 secs
Avg Talk Time: 5 mins, 26 secs
Longest Call: 18 mins, 6 secs

My Status - Status: Logged in, Calls Taken: 3

Queue Activity

See details about what's happening in your queue right now: Which agents are logged in, who are they talking to, and for how long? Are there calls queued up, waiting to be answered? Have calls been abandoned? How many calls have been answered today? All this information and more is updated in real-time. Make sure you're providing top-notch customer service!

Switchvox® SMB Appliances



	AA60 Appliance with 10 Silver Subscriptions	AA300 Appliance with 10 Silver Subscriptions	AA350 Appliance with 10 Silver Subscriptions
Ideal For:	Offices that don't have a computer rack and need the space-savings of a small platform.	Medium-sized businesses with a computer rack or shelf space that want the power of a server-class PBX.	Medium to large businesses that want a high performance, highly redundant, full featured rackmount PBX.
Users / Calls:	- Supports 1 to 30 users - Up to 12 concurrent calls	- Supports 1 to 150 users - Up to 45 concurrent calls	- Supports 1 to 400 users - Up to 75 concurrent calls
Expansion Slots:	Two	Three	Three
Recording / Conferencing:	- Up to 5 concurrent recorded calls - Up to 5 simultaneous conference users	- Up to 10 concurrent recorded calls - Up to 15 simultaneous conference users	- Up to 20 concurrent recorded calls - Up to 30 simultaneous conference users
Redundancy / Failover:	Cold Spare Available	Cold Spare Available	- RAID Controller with mirrored drives - Redundant Power Supplies - Cold Spare Available
Subscription Options:	- Silver Subscription Plan - Gold Subscription Plan - Platinum Subscription Plan	- Silver Subscription Plan - Gold Subscription Plan - Platinum Subscription Plan	- Silver Subscription Plan - Gold Subscription Plan - Platinum Subscription Plan
Warranty Options:	- Standard 1 Year Warranty - 3 Year Extended Warranty	- Standard 1 Year Warranty - 3 Year Extended Warranty	- Standard 1 Year Warranty - 3 Year Extended Warranty

Switchvox® SMB 4.0 Feature Highlights*

Calling Methods

VoIP
Analog Phone Lines
T1/E1 (PRI ISDN) Phone Lines
BRI ISDN Lines
 Connect Switchvox PBXs

Switchboard

Presence Across Switchvox PBXs
Click to Call
Drag and Drop Transfer
Monitor, Whisper, Barge
 One-Click, On-the-Fly Recording
 Desktop Operator Panel
 Current Call Control
 Record Others' Calls
 Queue Member & Supervisor Views
 Call Parking Lot Panel
 Google™ Maps Panel
 CRM Panel
 Custom Panels
 One-Click Queue Login/Logout
 Multiple Phonebook Panels
 Company Directory Panel
 Chat Panel

Voicemail

Voicemail to your E-mail Inbox
 Flexible Voicemail Access
 Automatic Mailbox Creation
 Voicemail Blast Groups
 Multiple Voicemail Greetings
 Voicemail Quotas Per Person or Group
 Administrative View of All Voicemail

Voice & Data Integration

Outlook Integration
 Call Creation API
 Call Event Notification API
 Firedialer
 Screen Pops
 Fax Integration
 Unified IMAP Mailbox
 Video Integration
 Advanced, Web-Aware IVR Tools

Paging & Intercom

2-way Intercom
 1-way Paging
 Overhead Paging

Sound Recordings

Custom Recordings
 Over 300 Pre-recorded Sound Files

Recording & Monitoring

Call Recording
Call Monitoring
 Whisper
 Barge

Call Queues / ACD

Unlimited Call Queues
Real-time Queue Statistics
 Queue Caller Timeout
 Queue Member Circuit Limit
 Route When No Members Logged In
 Custom Music on Hold per Queue
 Announce Position in Queue
 Announce Estimated Hold Time
 Announcement Frequency Control
 Historical Queue Logs
 Historical Queue Statistics
 Auto Log Off
 Five Different Ring Strategies

Logging & Reporting

Call Logs
Call Reporting
 Current Calls
 Queue Status
 Queue Reports
 Access via XML-Based API
 Error Log

Extensions

3,4,5, and 6-digit extensions
 Virtual Extensions
 Extension Templates
 Control Permissions for Extensions
 Extension Groups

Call Control

Directed Pickup
 Hold
 Assisted Transfer
 Blind Transfer
 Call Parking
 Do Not Disturb

* Some features may not be available in all locations. Please contact a Digium Reseller for complete details.

