All-in-one Enterprise
cloud telephony enabler for Providers

VoipSwitch
Tomorrow's Communication, Today

Business VoIP

Are you an **MVNO**, **VoIP** provider or **Telecom** looking to expand your target market and get into the lucrative business of customer service? Or are you looking to start a VoIP PBX business?

Turnkey Solution

Our solution allows you to create a fully-fledged cloud-based **Unified Communication** service that puts you on equal footing with market leaders. We offer a complete solution - from web designing, through UI/UX for mobile applications, to dedicate support for deploying and planning your service, all the way to a successful launching.

Check the demo

Check our demo at **callto.net** - a cloud UC/PBX web with mobile clients. We offer you a similar, fully white-labeled, solution which can be deployed either on your network or managed by us in the cloud.

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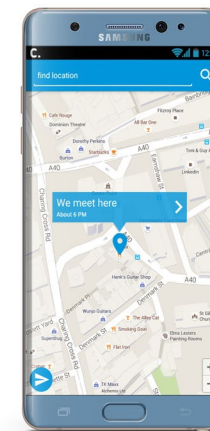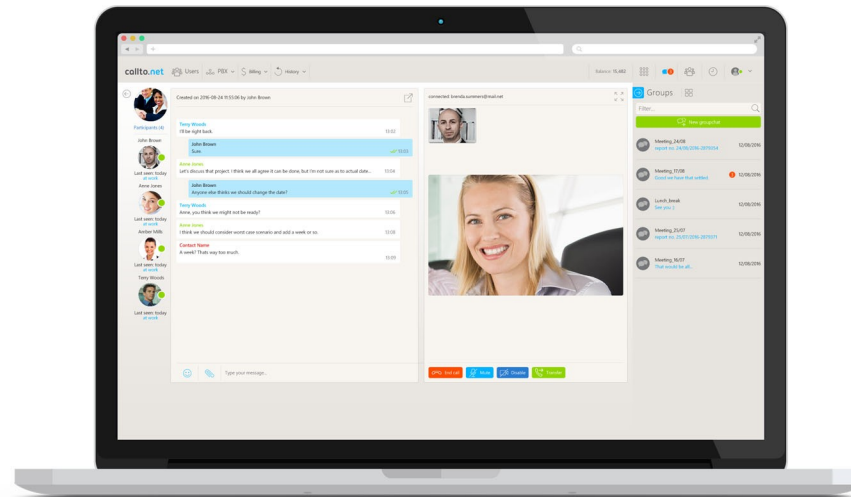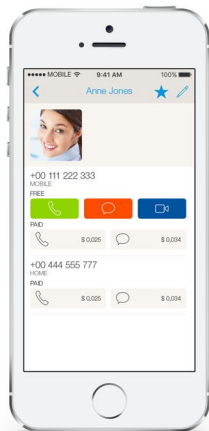
UC blends previously separate services and features, making communication possible by various means, using multiple devices
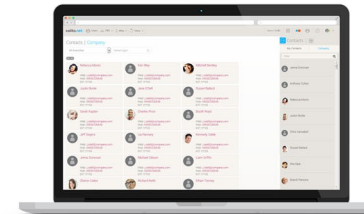
Smartphones

Web browser

Key features:

- Mobility

- Collaboration - groups with chat and file sharing, conferences (works with external invitees)

- Security – encryption

- Flexible billing for Offnet calling

- Video and audio calling directly from browser - no need for a desktop client, no need to install any plugin

- DIDs – virtual numbers

- Auto-attendants

- Enterprise telephony – PBX

- Click-to-Call – new generation with video, IM and file sharing

VoIP devices

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How does it work?

An administrator account for a company can be created either by **signing up** using our web-portal or by the provider's personnel.

The administrator logs in to the UC Portal and creates user-accounts for his colleagues **by entering their email addresses and optionally their phone numbers**. Users get a welcome email with login credentials and can proceed to their UC Portal. If the admin had provided the phone number of a user, then they will receive an SMS with a link to download the app, along with a provisioning code. The user can simply **download the app and start using it immediately**.

Other tasks for the administrator:

- Purchase subscriptions for offnet calling and SMS
- Create auto-attendant and connect to a company inbound multi-channel DID
- Add more DIDs
- Provision other users' mobile smartphones and VoIP devices

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Mobility

Mobile clients for **Android** and **iOS** – one smartphone can be used for both personal and business affairs.

Provisioning via SMS or simple log-in mechanism using an email

RCS features:

- Instant messaging
- File sharing – images, videos, Docs, PDFs
- Video and HD audio
- Presence
- Custom notifications and ringtone
- Mute
- Wallpaper per contact
- Secure calling among apps and to portal.

Get a business line on your smartphone – a user **can get a DID and receive business calls** on his phone through the app.
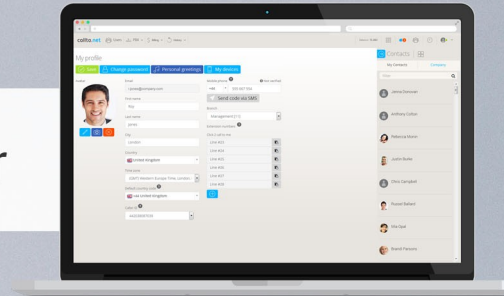Offnet calls are made using the IP PBX account of the company.

Flexible Caller ID – a user can set as his caller ID for offnet calls his DID or other phone numbers belonging to the company, for example an auto-attendant company number.

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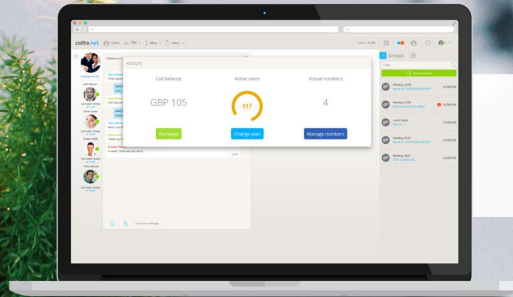Tomorrow's Communication, Today

Self-care Portal

Company account management for admin user

RCS features – Instant messaging, file sharing, top-up etc.

HD audio and video calling directly from browser

WebRTC support – no need to download any plugin

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Company directory

Company directory – **start calling instantly after installing the app.** You will get all needed contacts of your co-workers in your Contact list, divided on branches.

**Available from the Portal** – just log in from any browser and call your teammates.

Integrated with Presence – shows the person's statustext, profile picture and current status: Busy, Do Not Disturb, Online and Last seen.

Shared Network Address Book - A company directory with shared address book stored in the cloud. Private address book (not visible to others) accessible from mobile clients and the User Portal.

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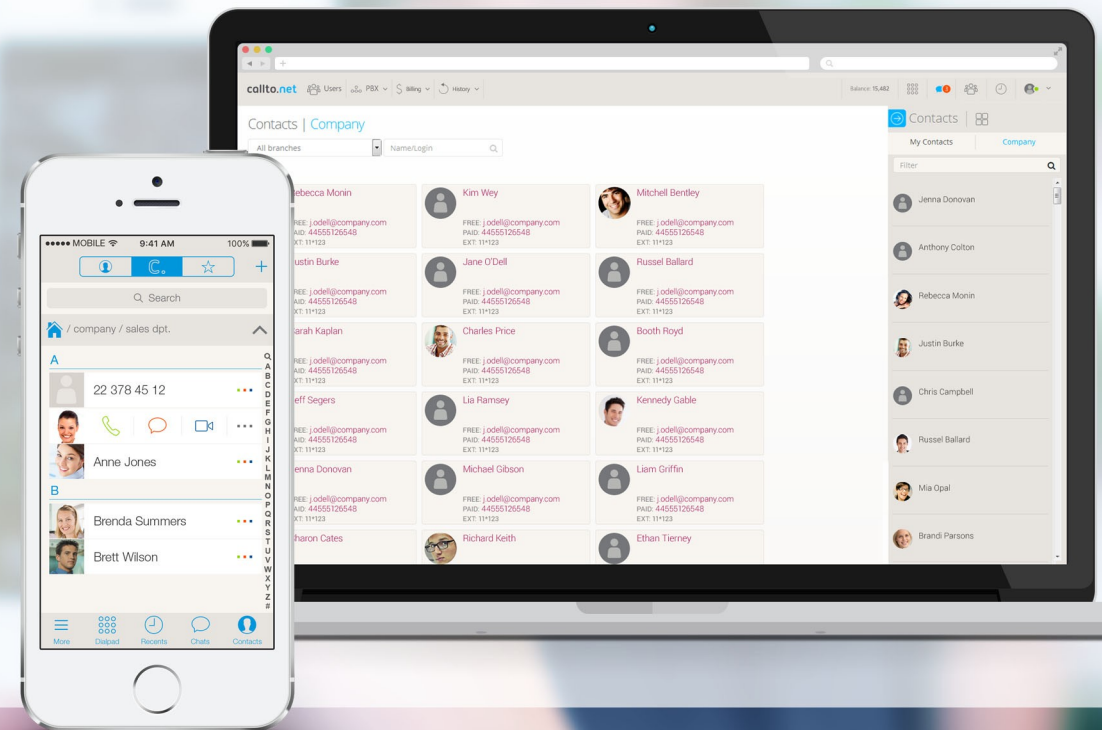
Auto attendants

- Multilevel Interactive-Voice-Response scenarios, one scenario can lead to another

- Scenarios can be assigned to DID numbers or extensions

- Menu numbers can be mapped to different PBX objects such as users, extensions, hunt groups, scenarios, group voicemail etc.

- Record greetings directly from your web browser
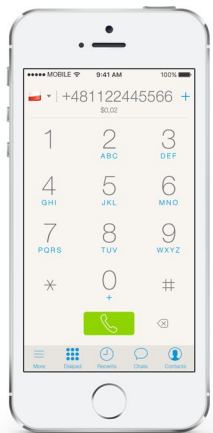
The caller is greeted with a welcome message:

Hi and welcome to Company Name

Pres 1 to speak to Option 1
Press 2 for Option 2

1 $ Call is transferred to your sales department

2 Call is transferred to a mobile worker

3 Call is transferred to office 1

4 Call is transferred to office 2

5 A voicemail is taken and sent by email

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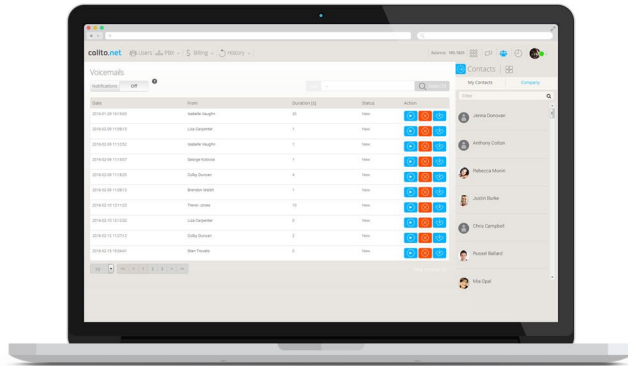
Voicemail:

- Individual voicemail boxes
- Group voicemail boxes
- Voicemail to e-mail (MP3 file)
- Voicemail notification through IM or Message Waiting Indicator
- Personalized greetings per Caller ID

Essential telephony/PBX features:

- Scheduled routing with time spans
- Ring Groups
- Find me, follow me
- Conditional Call Forwarding per CallerID with personalized greetings per forwarding rule
- Call Transfer – blind and attended
- Music on hold
- Call parking
- Do Not Disturb, also per Caller ID
- CallerID – can be set to show user's mobile number or DID or one of the company's DIDs

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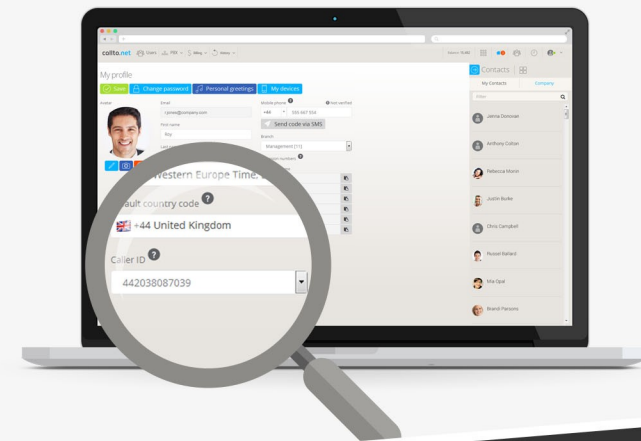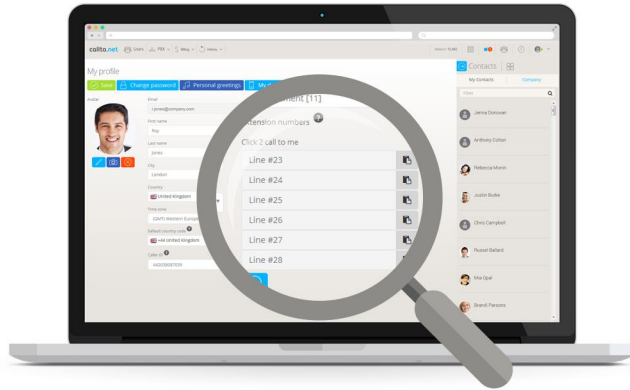
Click to call:

- Click to call URLs managed from the Dialing plan with support for time spans
- An URL can point to a user or to a hunt group
- Unlimited number of click to call URLs per company
- Support for audio, video and IM with file sharing

Presence and Instant Messaging:

- Availability – online, last seen, busy
- Presence status text
- Instant messaging with delivery and display confirmation
- Typing notification
- Multimedia file sharing
- Geo location sharing
- Documents sharing – pdf, docs etc.

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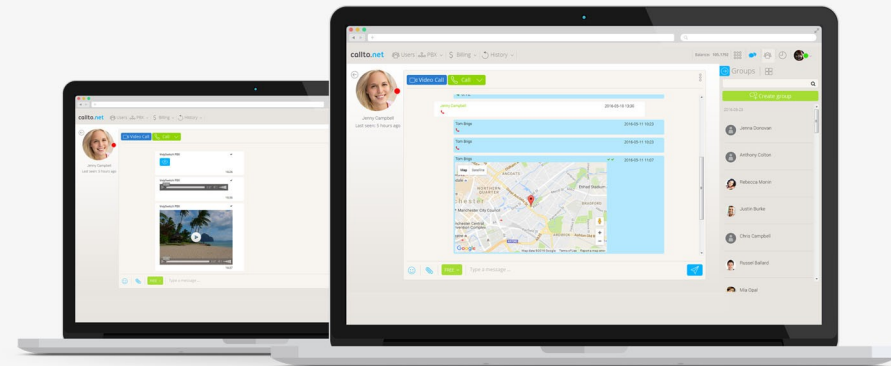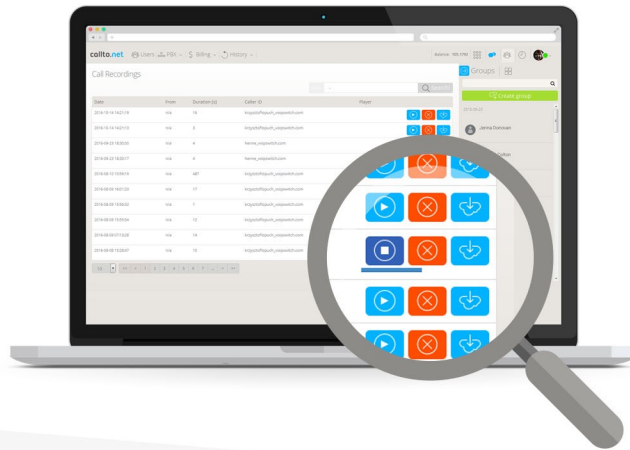
Calls monitoring and calls recording

Listen to calls from or to your company live!

- Admin user can monitor all ongoing offnet calls
- Admin can enable call recording per user; only offnet calls will be recorded, internal communication is encrypted
- Admin can listen to previously recorded calls as well as ongoing calls via the portal

Collaboration:

- Permanent group chats
- Unlimited number of participants
- Multiple admins support
- Sharing documents and media files
- Delivery and display confirmation
- Group avatar
- Inviting people from outside of the company via email
- Audio conferencing
- Access for non-users by clicking a link directly through web
- Access to the group's audio conference through an access number (DID) from a regular phone (secured by a PIN)

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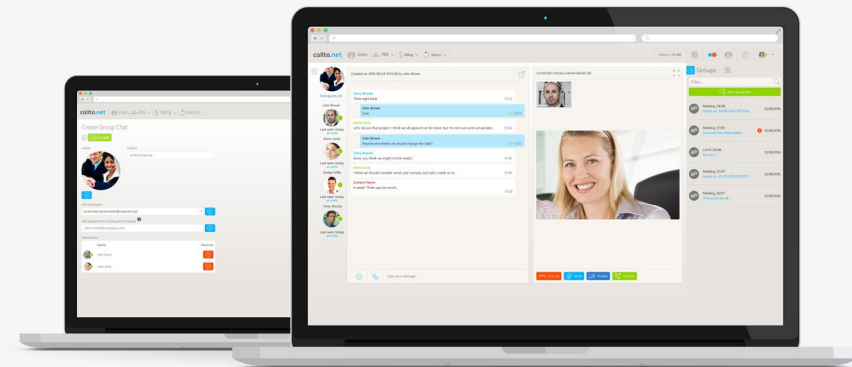
Other great features:

- DIDs, integration with API of major DID providers allowing for real time DID ordering

- Provisioning for SIP devices

- Fax sending from the Portal, receiving via email or via the User-Portal

- PUSH support for mobile clients and User-Portal – receiving calls and IM even if the browser or the app is closed

- Encryption - all user to user communications, using the mobile apps or the portal, are fully encrypted; that includes chat, audio and video calls.

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