

# Fonality trixbox Pro

to Empower Your Business



The notion of purpose-built is to design and construct a product or solution for a very particular purpose, positioned to serve the unique needs of a distinct audience. There are many business solutions that are focused directly towards the small and medium sized business audience including everything from credit cards and capital loans to specific software applications for billing and CRM solutions. One that can always be found within the lifeblood of any SMB company is a communication solution, but often not meeting the growing needs of this audience. Until now.

A Fonality trixbox Pro communication solution is purpose-built for small and medium sized business requirements and accommodates the flexibility your business experiences as it continues to evolve and grow. Fonality, the leading provider of these solutions, is the fastest-growing communications company in North America. Supporting more than two billion calls across the cloud, the Fonality trixbox Pro unique hybrid-hosted model approach provides all the features and none of the hassles of the legacy providers.

## Purpose Built for SMBs

Fonality understands that 64% of business growth over the last 15 years has come from small and medium sized businesses, which make up 99.7% of all employer firms. Fonality trixbox Pro is a purpose-built SMB business communication solution that provides rich enterprise-grade features at a true SMB price.

## Benefits of Hybrid-Hosted Model

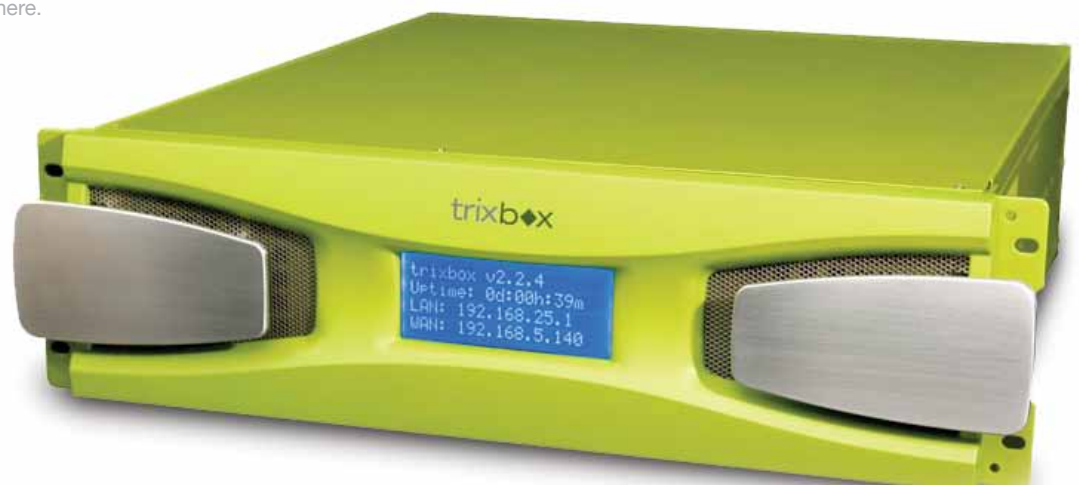
A hybrid-hosted solution allows an enterprise to host their communications infrastructure on-site while deferring equipment monitoring, management and servicing to Fonality. With Fonality trixbox Pro, the intuitive Control Panel to your communications system resides in the cloud, available to you anytime, anywhere.

## Productivity Enhancements of a True UC solution

SMBs can expect business-impacting productivity and corresponding cost savings by implementing a Unified Communications solution. The Fonality Unified Communications client Heads-up-Display (HUD) is a powerful business tool that connects your phones, desktop and important business applications into a single, unified, easy-to-use interface. HUD streamlines your communications and collaboration needs for every medium directly at your fingertips, on your desktop.

## Fonality trixbox Pro Highlights

- Purpose-built Solution
- Seamless Scalability
- Market Proven Technology
- Enterprise-grade Features
- Rich Call Center Platform
- Hybrid-Hosted Model



Choose from four editions of our full-featured open-standards communication solution, scaled to meet your current and future business needs.

#### **trixbox Pro Standard Edition**

trixbox Pro Standard Edition (SE) is the base hybrid-hosted communication solution for small businesses that need enterprise-grade features including:

- Auto-attendant
- Voicemail to email
- Music on hold
- Company directory
- Phone scheduler
- Call parking and more

The solution also includes the award-winning Unified Communications desktop client **Fonality HUD Personal**.

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#### **trixbox Pro Enterprise Edition**

Building up from the SE edition, trixbox Pro Enterprise Edition (EE) offers additional features including:

- Conference bridges
- Multiple auto-attendants
- Paging and intercom (1 to 1 or group)
- Group permissions and more

The solution also includes the award-winning Unified Communications desktop client **Fonality HUD Team** which adds:

- Real-time employee status
- Drag and drop call management
- Private enterprise chat
- Interactive desktop alerts and more

#### **trixbox Pro Call Center Edition**

trixbox Pro Call Center Edition (CCE) builds on the powerful features of both SE and EE by adding advanced call center capabilities. Designed for specifically for SMB call center needs, CCE adds:

- Robust ACD
- Additional IVR capabilities
- Unlimited call queues
- Skills-based routing
- Real-time queue statistics
- Graphical call statistic reports
- Web-based recording access and more

This version of trixbox Pro is accompanied by **Fonality HUD Agent** and adds:

- Advanced call center agent capabilities
  - On-the-fly recording
  - Call barge, monitor, and whisper,
  - CRM integration
  - One-touch agent login and more
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#### **trixbox Pro Unified Agent Edition**

Purpose-built for those customers leveraging Salesforce CRM licenses, trixbox Pro Unified Agent Edition (UAE) is a fully integrated communication solution. UAE Edition automates communication between your communication system and CRM system with advanced features such as:

- Deal-size alerts
- Integrated screen pops
- Click-to-call within SFDC

Managers are given full visibility into their sales representatives' activities with:

- Automated call history
- Lead management reporting
- Outbound call reports and more

## Unify Your Communications

All trixbox Pro editions come standard with a version of HUD – the all-in-one presence management tool that allows employees to control business communications from their desktops. HUD empowers its users with company-wide visibility and information on the “presence” of every colleague, making it easy to interact with one another via a single, easy-to-use interface.

- trixbox Pro SE includes HUD Personal
- trixbox Pro EE includes HUD Team
- trixbox Pro CCE includes HUD Agent



## Support

Fonality is different; we understand that great technology is only great when it is simple and reliable. Fonality will help setup your communications system and train your personnel, so you can get up and running faster. Fonality also provides 24-hour emergency support and 9am - 5pm technical support in all time zones via email and phone.

*Fonality is North America's fastest growing business communications company and the only provider of cloud-based, open source VoIP phone and Unified Communications solutions for small and mid-sized businesses. With a unique software model approach, Fonality provides all the features of legacy providers without the cost or complexity. Founded in 2004, Fonality has delivered more than two billion phone calls across the cloud while enabling more than one million users of open-standards based communications software. Investors include Draper Fisher Jurveston, Intel Capital and Azure Capital Partners.*

*Visit [trixbox.com](http://trixbox.com) or call 888-trixbox for additional information.*