

Fonality PBXtra

Fonality is changing the face of IP telephony with its innovative hybrid-hosted business communications solution. Businesses looking for an advanced communication solution that is simple to use, easy to manage, and affordable to deploy should look no further than Fonality PBXtra. Fonality PBXtra allows your business to have all of the functionality of a Fortune 500 communication solution, at an SMB cost.

PBXtra Standard Edition

Standard Edition is designed for growing businesses. Gain an enterprise-grade, feature-rich, communication solution at a SMB Price.

Features Include:

- ▶ VoIP-Ready
- ▶ Unlimited Extensions
- ▶ Analog & IP Phones
- ▶ DIDs
- ▶ Voicemail: 600 Hours
- ▶ PSTN Failover
- ▶ Voicemail-to-Email
- ▶ Corporate Name Directory
- ▶ Telecommuters
- ▶ Scheduler
- ▶ Night Mode
- ▶ BLF (Busy Lamp Field)
- ▶ Multiple Auto-Attendants
- ▶ Operator Panel (w/BLF)
- ▶ Music-on Hold (2 playlist)
- ▶ Call Parking
- ▶ Fax Support
- ▶ Ring-All (Blast Group)
- ▶ Call Forwarding
- ▶ Web-based Control Panel
- ▶ Powerful Reporting
- ▶ Custom Upload Voice Prompt
- ▶ Paging/ Intercom (1:1)
- ▶ Custom Caller IDs
- ▶ And More

PBXtra Professional Edition

Provides all of the features that growing businesses need with Standard edition, but includes more advanced features that allows you to have increased productivity and functionality.

Features Include:

- ▶ All Standard Edition Features
- ▶ FindMe/ Follow Me
- ▶ Boomerang Mobility
- ▶ Call Screening
- ▶ Music-on-Hold (Unlimited)
- ▶ Conference Bridges
- ▶ Extension Groups
- ▶ Intercom / Zone Intercom (1:Many)
- ▶ Voicemail Groups
- ▶ Advanced Call-Forwarding
- ▶ Call Return from Voicemail
- ▶ Call Out from Voicemail
- ▶ IVR Authentication
- ▶ SMS/Pager Voicemail Notify
- ▶ Agent Hot Desk
- ▶ And More



PBXtra Call Center Edition

A combination of powerful Fonality Professional communication features bundled with advanced call center capabilities.

Features Include:

- ▶ All Professional Edition Features
- ▶ Unlimited Call Queues
- ▶ Full Featured A.C.D.
- ▶ Skills-Based Routing
- ▶ Graphical Queue Reports
- ▶ Agent Call Recording
- ▶ Agent Variable Log-off
- ▶ Agents on Cell Phones
- ▶ On-the-Fly Recording
- ▶ Real-time Queue Stats
- ▶ Call Monitor & Barge
- ▶ And More

PBXtra Unified Agent Edition

Provides all of the powerful features of PBXtra Call Center Edition, plus advanced features to utilize CRM systems such as Salesforce, and automate communication between your phone solution and CRM system.

Features Include:

- ▶ All Call Center Edition Features
- ▶ Deal-Size (\$) Alerts
- ▶ Improved Screen Pops
- ▶ Account Owner Routing
- ▶ Click-to-Call within SF
- ▶ Automated Call History
- ▶ Integrated Call Recordings
- ▶ Agent Call Reporting
- ▶ Lead Management Reporting
- ▶ Advanced CRM Integration
- ▶ CRM dip for Account ID



Available Phones: Polycom 331, 550, 560, 650, 6000, 5020, and Aastra 480i CT

PBXtra + HUD

When PBXtra is coupled with Fonality HUD, businesses not only get the enterprise-grade features and benefits of PBXtra, but one touch control over their communication solution and real-time visibility and access to the users. HUD and PBXtra together redefine what a company should expect from their business communication solution.

HUD Team

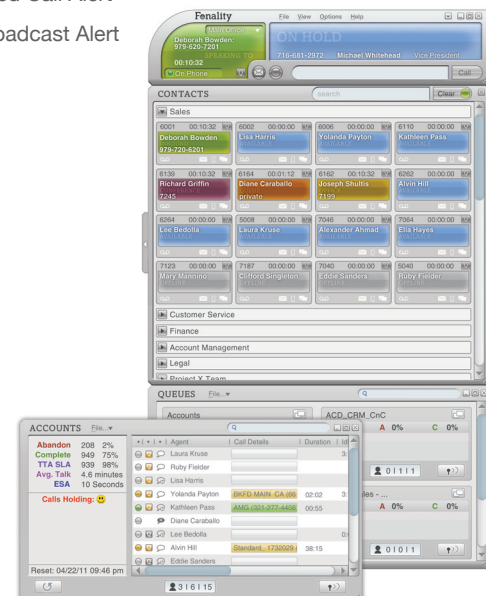
- ▶ Desktop Alerts
- ▶ Drag-and-Drop Calling
- ▶ Call Transfer to Voicemail
- ▶ Call Transfer to Hold
- ▶ Instant Message
- ▶ Google Contacts
- ▶ Photo Caller ID
- ▶ Visual Voicemail
- ▶ Contact Cards
- ▶ Click-to-Email
- ▶ Click-to-Call Mobile Phone
- ▶ Extension Sorting
- ▶ Drag & Drop Call Transfer
- ▶ Call Parking
- ▶ Extension Groups
- ▶ Outlook Integration
- ▶ Direct Dialing from HUD
- ▶ Color Coded Call Presence Indication
- ▶ Mobile Presence
- ▶ Busy Ring Back Call Option
- ▶ Click to SMS
- ▶ Transfer Call to Mobile

HUD Call Center

- ▶ All HUD Team Features
- ▶ Full Featured A.C.D.
- ▶ Queue Status
- ▶ Agent Login/Logout
- ▶ On-the-Fly Call Recording
- ▶ Call Barge/Monitor/Whisper
- ▶ Web Launcher/CRM Integration
- ▶ Server Side Chat Logging

HUD Queues

- ▶ All HUD Agent Features
- ▶ Queue Summary Component
- ▶ Queue Detail Component
- ▶ No One Is Answering Alert
- ▶ Abandoned Call Alert
- ▶ Agent Broadcast Alert





Servers

Warranty

- ▶ The Dell Optiplex XE and the Dell PowerEdge R310 warranty includes:
 - 3 years Pro Support for Parts and Service
 - 24x7 phone support
 - Next Business Day On site support for any Dell hardware problems
 - Full replacement of faulty Dell hardware
- ▶ All Fonality phones come with a standard pass-through 1 year warranty.

Professional Services Include:

- ▶ Custom CRM, 3rd Party Application Integration
- ▶ Customized Auto-Attendant
- ▶ Customized Reporting

Dell Optiplex XE

- ▶ Dell Optiplex XE Desktop Form Factor (DFF)
- ▶ Pentium Dual Core E5200 2.60GHz, 2M, 800FSB
- ▶ 1 GB RAM, 1333MHz DDR3 Non-ECC, 1x1GB
- ▶ Dual 160GB 3.5 HDD, SATA 3.0Gb/s, 8MB data burst
- ▶ Software RAID
- ▶ Supports 23 concurrent calls
- ▶ Supports up to 3 telephony cards; valid configurations include:
 - T1/PRI
 - T1/PRI & 4 analog (4FXO or 4FXS)
 - T1/PRI & 8 analog (8FXO or 8FXS or 4FXO/4FXS)
 - 12 analog (any mix of FXO/FXS in 4-port increments)

Professional Services

Fonality Professional Services offers businesses the opportunity to further enhance their communication solution through the development of applications or customized functionality. Our team of professional service engineers has extensive experience in designing and deploying custom applications for your communication solution. Our focus is to uncover your specific business needs and provide value added functionality in order for you to optimize your solution and fuel business growth.

To learn more about how Fonality Professional Services can help your business contact us at professionalservices@fonality.com

Fonality is North America's fastest growing business communications company and the only provider of cloud-based, open source VoIP, Unified Communications and contact center 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 fonality.com for more information or call 877-FONALITY.

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