



# CommUNITY Hosted PABX

CommUNITY Hosted PABX a fully featured PABX replacement service where the customer rents the required seats and services on a monthly basis.

This combines a compelling economic model, enterprise feature sets for businesses of any size without any of the support and management costs associated with owning technology assets.

All service is delivered over any IP connection, including ADSL, Leased Lines and Wireless, with no call processing on the customer site – everything is hosted in the redundant CommUNITY core. This provides the customer a market leading Unified Communications solution at a fraction of the capital expenditure of a

All Polycom and Cisco IP handsets are plug and play and will configure themselves with the user DDI, services and group membership when connected to the voice LAN. For Resellers, this greatly simplifies initial deployment and ongoing support.

The key customer advantage is that the system offers real business benefits over traditional on-site PABX solutions, along with being easier to manage and more cost effective in terms of both CAPEX or OPEX.

## Key functionality:

- Full PABX functionality
- One Number
- Hosted Call Recording
- Home Worker Support
- International and UK Geographic DDI
- 07,08,09 Numbers and UK Number Porting
- Hunt Group, Auto Attendant and Call Routing
- Reception Console and Instant Messaging
- Fixed Mobile Convergence (FMC)
- Unified Messaging – voicemail and fax delivered to user email Inbox
- Conference Calling
- Hot Desking
- Toll Barring – multiple inbound and outbound barring options
- Hard and Soft IP extensions, SIP cordless and wifi clients
- Sim Ring – ring multiple non-SIP extensions in parallel with your desk phone
- Shared Call Appearance – Connect multiple IP handsets to the same extension
- Hosted Call Centre – Comprehensive Agent and Supervisor reporting and applications

## Five Things You Need To Know

1. **Reduced Capital Cost**  
You no longer need to purchase spare capacity in advance. Simply pay for services as you consume them each month.
2. **Open Standards**  
There is no technology lock-in with CommUNITY. We are WAN and access independent without any VPN's or specialist routers.
3. **Admin Made Easy**  
All administration is web based. New users plug their phone into the network and it will configure itself with their Profile including DDI number and hunt group membership.
4. **Reduced Ongoing Costs**  
There is no need for local BT lines and their associated cost. All service is delivered over a WAN data connection.
5. **Network Redundancy**  
Our network is geographically redundant and fully secure.

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# CommUNITY Hosted PABX



## Fixed Mobile Convergence

As users become more itinerant the requirement to integrate mobile devices into the overall communications mix has become crucial. The CommUNITY FMC strategy provides a range of services allowing the mobile handset to function as a CommUNITY extension. Naturally, the two major advantages are cost savings by bypassing mobile charges and increased mobility.

## Desktop Applications

CommUNITY desktop clients provide Outlook Contacts integrations, salesforce.com integration, click-to-dial, Instant Messaging, presence and other features.

This allows users to control their extension status and service configuration from within the familiar Windows environment.

## Reception Console

CommUNITY Reception Console is Windows PC client that provides operators with an enhanced tool to control the flow of inbound calls around the business. Reception Console is extremely intuitive, allowing point-and-shoot call control for novices and professional operators alike. Deployment of Reception provides the operator with the correct information to prioritise call handling and give the appropriate response to the caller.

## Multi Platform Support

Every business that has a home worker is multisite. As a cloud based service, CommUNITY makes no distinction between the number of sites or the number of users per site. Furthermore, there are no dependencies (such as VPN's) and no additional costs that limit one sites ability to communicate with another.

Traditional systems are islands of information. They have their own system Directories and users that are not visible elsewhere and no intelligence is passed between them. CommUNITY will support seamless inter-site networking, between a few large offices or a large number of very small locations, even if those other sites have a mix of CommUNITY endpoints and telephone systems.

## Customer Self Management

The ability to administer Moves, Adds and Changes in real-time is critical in lowering the total cost of ownership of any technology platform. Our Uboss portal provides a real-time view of the user resource across the system and executes Moves, Adds and Changes (MAC's).

## Scalability

CommUNITY features strong positive and negative scalability. Users, groups, departments, sites and services can be added live, on the fly, on 30 day contracts. This enables companies to flex their workforce without having to commit to a certain capacity in advance. This strong linearity ensures that users only pay for services as they consume them.

## Broadsoft Platform

CommUNITY Hosted PABX is built on BroadWorks SIP based soft switch platform bringing together the 'best of both worlds'; the reliability, functionality, rich application sets of a PABX with the flexibility and ubiquity of IP networks. Broadsoft is undeniably the global leader in Hosted PABX with 4M users connected to the worlds biggest service providers.