

BICOM SYSTEMS  
ADVANCED SIMPLICITY

# FULLY CUSTOMIZABLE TELEPHONY PLATFORM



## PBXware: Business 5.2

**bicom**  
SYSTEMS





# **EASY SETUP INTEGRATIONS BRANDING**

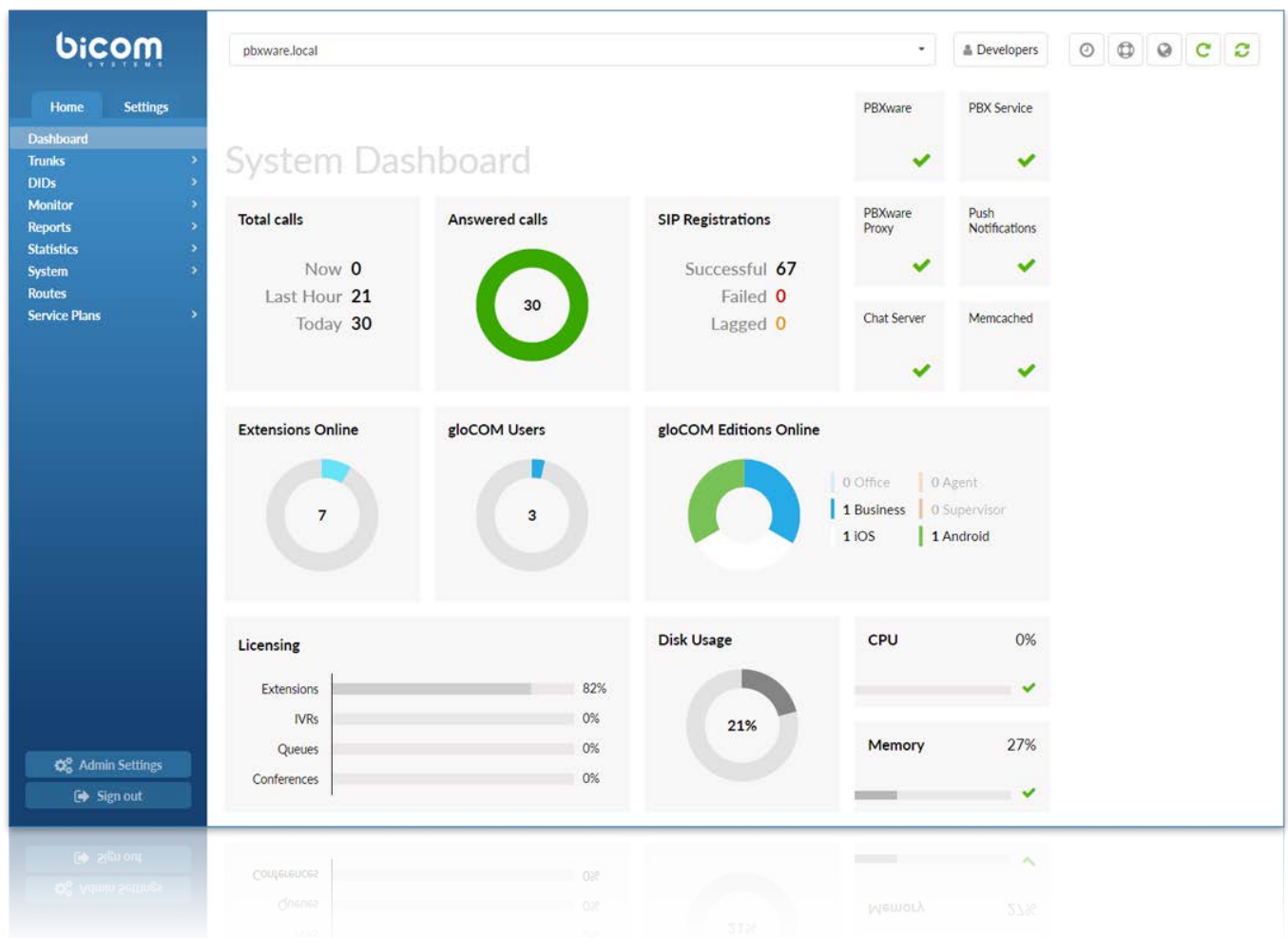
# **UNIFIED COMMUNICATIONS**



# PBXware Business

The Business edition of PBXware is our extensive and fully customizable VoIP solution providing you with a comprehensive set of features and capabilities of the enterprise phone system. Together with the Call Center and Multi-Tenant Editions Business PBX enables you to transform the way you conduct business and increase efficiency in the workplace, with each edition supporting specific features maximizing performance, reliability, and expandability.

It offers greater flexibility and customization capability allowing you more control over the final product, with unique deployment options ranging from on-premise Softswitch deployments based on bespoke units and custom hardware to Hosted PBX solutions served using SERVERware in the Cloud.



## Hot-Desking

Work at any available desk in the office. In just a few easy steps, switch desks without the need to carry your equipment with you. Guided by IVR Log in from any supported device with your extension and pin.

## Branding

Branding allows you to customize PBXware GUI with your company logos and/or colors.

## Archiving storage

Archiving storage feature can be used to keep your recordings, voicemails, and FAXes in a remote location. You can choose between three options for remote storage: Amazon S3, Google Drive, FTP server, or Dropbox.

## CRM

Incorporate all the features and capabilities of PBXware telephony system inside your CRM or Browser. PBXware integrates with the most popular business apps, such as Salesforce, SugarCRM, MS Dynamics, Zoho, Zendesk, Bullhorn, Vtiger, Pipedrive and SuiteCRM.

## Recordings

PBXware interface has integrated a call recordings player, allowing users to listen to PBXware call recordings directly from their browser and navigate through the recordings with a simple click of a mouse.

## Powerful speech to text

PBXware's voicemail system integrates with Google Cloud Speech-to-Text and IBM Watson (STT). Get text transcriptions of your voicemail messages sent to your email.

# Comprehensive Role-Based Management

System administrators are able to create groups and users' permissions in order to delegate the administration of PBXware. Users are grouped by Administrator, Site Admin, Operator, Manager, and Other Custom Groups. In addition to limiting the scope of changes that can be made by different Groups, System administrators can transfer management responsibility to individual Tenant owners.

## Statistics

You can now track the date, time and activity of each user to improve time management and increase productivity. Knowing who accessed various files and made changes on the server can increase security and give you a better insight into how your business operates.







# DID YOU KNOW?

If your business needs a certain feature that is not available in the current version of PBXware, our team of highly skilled developers will design and develop the feature in the timeliest manner possible upon your request.

# Use your existing IP Phones

PBXware is compatible with most IP Phones on the market. Use the same extension on multiple devices. Save time for both your IT personnel and your users by using features such as automated provisioning, busy lamp field (BLF), hot desking, and more.



# Hosted or On-Premise

At Bicom Systems, we offer both hosted and on-premise solutions for Unified Communications. When you choose the hosted deployment option, you are relieved of the burden of purchasing and maintaining the hardware. Companies that opt for the on-premise solution have the complete control over all of their servers and data.



## DISCOVER WHAT MAKES PBXware #1 TELEPHONY PLATFORM

visit: [www.bicomsystems.com](http://www.bicomsystems.com)

## Increase your revenue

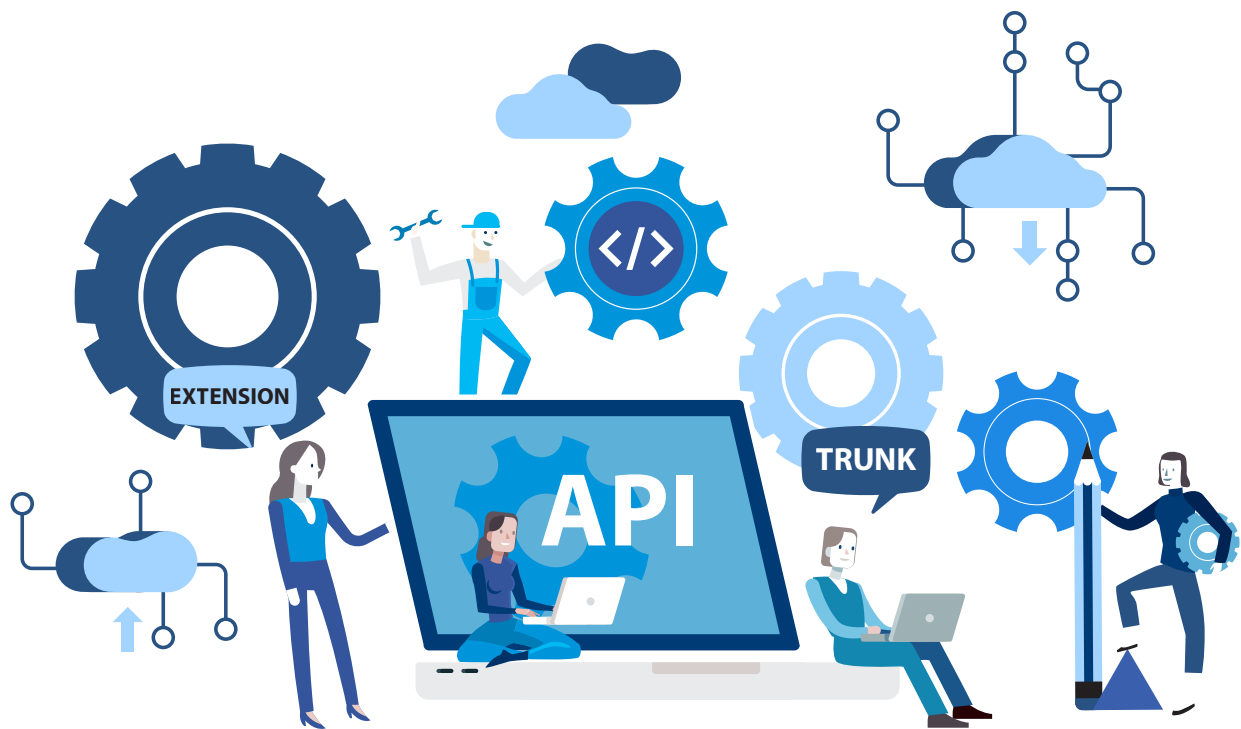
PBXware integrates seamlessly with TELCOware, a fully featured telecom customer portal, capable of integrating with one or many PBXware telephony switches. Recurrent Invoices, Unlimited Billing Packages, Unlimited Service Plans, Custom Invoices, Outstanding Balances, CDR Mediation, Customer Subscriptions... and more!





# Application Programming Interface

Connect your applications to PBXware with the PBXware's simple, powerful, and secure application programming interface (API). You can access Extensions, Trunks, DIDs, Ring Groups, IVRs, and more via HTTP protocol.



## Delivery method

Flexible delivery methods are what makes PBXware so popular on the market. To meet the needs of our customers we developed three different delivery methods:

INSTALLATION MEDIA

CERTIFIED APPLIANCES

SERVERware



# FIND YOUR PERFECT EDITION

There is no “One-Size-Fits-All” solution when it comes to business Communications. This is why PBXware comes in three different editions:

## Multi-Tenant

The Multi-Tenant Edition of PBXware gives Telecom Service Providers a powerful platform to serve the IP PBX market in the cloud as a VoIP switch. A Multi-Tenant PBXware is able to handle multiple customers (tenants) with a single instance of the software.



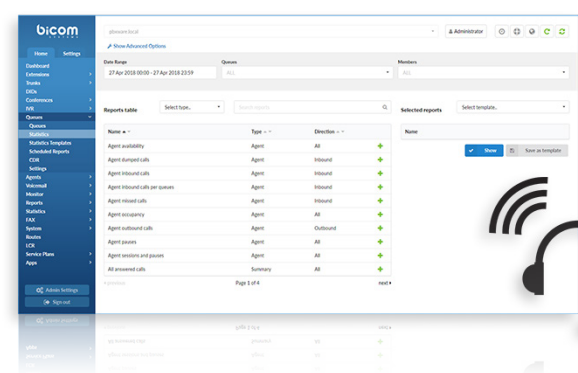
## Business

PBXware business edition is our extensive, fully customizable platform providing you with a comprehensive set of features and capabilities of the enterprise phone system.



## Call Center

PBXware call center edition is designed to simplify and enhance call management at busy call centers of any size.



# **WORLD'S FIRST AND MOST MATURE IP PBX**

dedicated to hosting telephony & unified communications  
in the cloud.



# CONTACT BICOM SYSTEMS TODAY

to find out more about our services

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